bs01197_

**Welcome!**

Welcome to the staff of our company.

We take pride in our reputation and our service to customers.

Our workplace will benefit from your enthusiasm and willingness to do your job well.

This handbook and the induction sessions will assist you in working with your fellow employees. We will describe in detail what you can expect from us and what we will expect from you. However, if you have any queries, please do not hesitate to ask your supervisor.

We extend a sincere welcome to you and wish you every success in your new position with us.

Our Company

* Operating since 1958.
* Products include Low Loaders and associated spare parts
* Our customer base is nation wide.

Policy Statements

Refer to our Policy Statements:

* [Quality Policy Statement](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Quality%20Policy%20Statement.doc)
* [Health & Safety Policy Statement](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Health%20and%20Safety%20Policy%20Statement.doc)
* [Environmental Policy Statement](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Environmental%20Policy%20Statement.doc)
* [Equal Opportunity and Anti Discrimination Policy](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Equal%20Opportunity%20and%20Anti%20Discrimination%20Policy.doc)
* [Privacy Policy Statement](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Privacy%20Policy%20Statement.doc)
* [Rehabilitation Policy Statement](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Rehabilitation%20Policy%20Statement.doc)

**Organisational Chart**

Your position is shown on the [*Organisational Chart*](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Human%20Resources\Organisational%20Chart.doc) in the Operations Manual.

**Position Descriptions**

You will be provided with a Position Description. Also refer to your individual Offer of Appointment and the Operations Manual.

**Letter of Appointment**

You will be given an Offer of Appointment, outlining your conditions of employment containing:

* bd06937_your position
* your salary / wage
* name of your Supervisor
* probation period
* attendance requirements
* hours of work
* meal and break times.

**Induction**

All new staff receive an induction which includes:

* Introduction to the business
* Awareness of resources, facilities, systems and general safety and environmental issues
* Information on entitlements and obligations.

**Training**

* Training provides employees with skills, competencies and formal qualifications to work efficiently, safely and in compliance with legal and workplace requirements.
* Training can be provided internally and externally.
* Detailed knowledge and understanding can be attained through attending seminars and conferences, although a formal certificate of competency may not be achieved.
* Routine or low risk competencies need not always be recorded (e.g. opening mail, keeping records). A supervisor will ensure employees are competent through monitoring and observation.
* Essential and high risk competencies are recorded. A formal qualification, ticket or licence may be required for specific duties involving health and safety, financial control and plant operation.

**Performance Appraisal**

BS02002_Performance reviews are held half yearly, usually in July and December. Both parties have an opportunity to assess work performance, the job environment and set goals for future development.

**Your Rights**

* To be paid the appropriate rate for the work that you do.
* To be advised of your rate of pay – you must receive a pay slip every time you are paid.
* bd06629_To work in a safe environment.
* To receive training in your duties.
* To work in a discrimination-free workplace.
* To join a union or association of your choice.

**Your Responsibilities**

* Follow reasonable and lawful instructions given by your employer. A reasonable instruction is one that:
* an employee is competent and capable of doing;
* is not an illegal act; and
* is not a threat to health and safety.
* Arrive on time and be punctual.
* Advise your supervisor of any intended absences as soon as possible.
* Work to the best of your ability during the hours of work in your employment contract.
* Obey safety rules – see *Safety for Everyone* section regarding your obligations.
* Follow work instructions and procedures.
* Maintain a clean, well groomed appearance.
* Dress appropriately for the job. Use personal protective equipment where required.
* Show respect to your supervisors, colleagues and company clients.
* Keep personal problems at home.
* Treat company property with care.
* Respect the privacy of clients and employees.
* Respect company and client confidentiality.
* Vehicles, plant and protective equipment to be clean, tidy and routinely serviced.
* Keep your work area clean, tidy and safe at all times.
* No swearing or offensive behaviour.
* No smoking in any buildings, unsafe outdoor areas, during meetings, or in designated non-smoking areas.
* No consumption of alcohol on client or company property, or during work hours unless authorised by the Managing Director. The Managing Director shall advise a consumption limit and expect employees to consume and behave responsibly. It is the responsibility of each employee to drive legally (limit consumption of alcohol).
* Report customer complaints immediately.

**Resignation or Termination of Employment**

We hope your employment with us will be long and mutually rewarding. We recognise, however, that you are free to resign at any time just as you must recognise that your employer is free, should the need arise, to terminate employment.

Other than for disciplinary action, your employment may be terminated by being given the required notice outlined in outlined in the Drake Trailers Pty Ltd Employee Collective Agreement 2007. When resigning, you are required to give the same notice. If this is not given, you may forfeit some payment.

Prior to termination of your employment, you must return all items issued to you by your employer, such as name tags, uniforms, identification cards, keys, handbooks, and the like.

For further information please refer to Section 3.8 of the Drake Trailers Pty Ltd Employee Collective Agreement 2007.

**Disciplinary Action**

Disciplinary action will be carried out in cases of:

* Poor work performance
* Not maintaining satisfactory output, once trained
* Not producing work to the required quality and accuracy
* Not working in accordance with the task description
* Not following supervisors/management instructions
* ****Not following safe work practices.

**Disciplinary Procedure**

In order to maintain a fair, consistent and logical work discipline, all employees regardless of position are subject to disciplinary procedures detailed below.

***Stage 1 – Verbal Warning:***

The normal action in the first instance of a failure to meet company standards will be a verbal warning by a supervisor or manager. In more serious cases, Stage 1 will be omitted and a first or second written warning will be issued.

***Stage 2 – First Written Warning:***

Continued failure to reach company standards or a more serious breach of discipline will justify a First Written Warning.

***Stage 3 – Second (Final) Written Warning:***

Continued failure to reach standards or a more serious breach of discipline will justify a second (final) written warning.

***Stage 4 – Dismissal:***

An employee may be dismissed with or without notice according to the circumstances if, in spite of verbal and written warnings, he/she fails to reach the company’s required standards.

**Instant Dismissal**

Regardless of the above, instant dismissal without notice, can occur where an employee is involved in:

* Breaking the law
* Theft
* Damage to property
* Immoral or indecent behaviour
* Gross insubordination
* Falsifying work records
* Malicious or slanderous acts, which may cause the company damage or disrepute
* Gross breach of security, confidentiality or privacy
* Using company computers to:
* download, store or transmit illegal, pornographic or distasteful material
* send offensive, hurtful or insulting material.

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**Harassment – Legislation**

Intimidation, hostility, offensiveness, sexual harassment, and unfair discrimination in the workplace is unacceptable behaviour and will not be tolerated under any circumstances.

Sexual harassment is recognised as a form of sex discrimination and is illegal under the Queensland Anti-Discrimination Act 1991 and the Commonwealth Sex Discrimination Act 1984. It is also considered by the company to be inappropriate workplace behaviour.

bd05896_**What is Harassment?**

Harassment is intimidation, hostility, offensiveness or sexual harassment. Harassment also includes unfair discrimination.

Personality clashes between staff do **not** constitute harassment.

**Definitions of Harassment**

***Intimidation*:** Any form of behaviour by a person that inspires fear in another person in order to influence conduct.

***Hostility*:** Opposition of thought, unfriendly behaviour or active dislike of another person, which causes that person to feel great discomfort in the offending person’s presence and which consequently affects work performance and satisfaction.

***Offensiveness*:** An aggressive, physical act in the form of an attack; or insulting language that is intended to cause anger, outrage, feelings of annoyance, hurt or humiliation.

***Sexual Harassment*:** Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations in relation to a person’s body, smutty jokes, offensive telephone calls, unwelcome and uncalled for remarks or insinuations about a person’s sex or private life, indecent exposure, demands or requests for sexual favours, leering, the display of offensive material, indecent molestation or sexual assault/rape.

Sexual harassment can be a single incident or a series of repeated incidents - it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation, compliment or a trivial joke may not constitute sexual harassment if they are not repeated.

bd06990_**Preventing Harassment**

Prevention of harassment is a key goal of the company.

**Role of Staff**

All employees have a responsibility to prevent harassment from occurring in the workplace. You should become familiar with the definitions of behaviour constituting harassment.

**Complaints of Harassment**

Employees are encouraged to discuss a complaint of harassment with management who will aim to resolve the situation quickly, confidentially and fairly.

In the event that employees are dissatisfied with the outcome of an internal process, or they do not want to follow the internal procedures, they have a right to use external procedures. They may lodge a complaint as entitled under relevant legislation.

Disciplinary action will be taken against any one who is found to have harassed a co-worker. Discipline may involve a warning, counselling, demotion, dismissal or transfer, depending on the circumstances.

All employees have an important role in implementing this Policy and committing to the achievement of a safe and productive work culture.

**Grievances**

Should you, as an employee, have a grievance or believe that a certain procedure or practice can be modified or changed to the benefit of your work output and the company, you are encouraged to contact management to resolve the matter.

If the matter is not resolved satisfactorily or it is inappropriate for the employee to discuss the problem with their supervisor, a [*Grievance/Complaint Form*](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Human%20Resources\Grievance%20Complaint.doc) should be completed.

You will then be advised of a plan of action to resolve the matter.

**Work Related Violence**

The definition of violence in the context of the workplace is any incident in which a member of staff perceives that they have been unacceptably abused, threatened or assaulted by a fellow worker, client or other person with whom they come into contact in the course of their job. This would include physical attack, whether injury occurs or not and serious verbal and non-verbal abuse, when an unacceptable threat has been made.

It also includes an attack on property, theft and deliberate damage to company property or personal property.

In providing a safe working environment the company has an obligation to try to eliminate danger from violence at work by:

* minimising the risks (e.g. staff are not left alone at a potentially dangerous worksite, if at all possible);
* providing safety procedures and an emergency plan for staff who are working alone;
* providing training in handling difficult or threatening situations;
* not tolerating any form of violence on company premises;
* recording and investigating all violent incidents and taking remedial action; and
* providing personal support for anyone who is a victim of violent behaviour.

bd07151_***Staff responsibilities include:***

* to take reasonable care for their own safety and that of others;
* to report any violent incidents to their supervisor, even if they do not wish further action to be taken; and
* to follow the guidelines below.

***Staff should:***

* report any potentially violent situations;
* try to ensure the presence of a second person where you are concerned that a difficult situation might arise;
* treat threats of violence seriously;
* be alert to early signs of aggression, (e.g. be sensitive to body language);
* avoid arguments; never provoke a situation; and
* react in a calm manner to anger and control your own emotions and body language.

For more information please see Section 2 – Dispute Resolution and Consultation Procedures in the Drake Trailers Pty Ltd Employee Collective Agreement 2007.

bs00044_**Wage Payments**

Wages and salaries are paid at the rate described in your Offer of Employment.

**Income Tax**

Income Tax will be debited from your wages according to ATO requirements. The tax scale is based on ATO income tax schedules and in accordance with the taxation forms lodged by you on commencement of employment. PAYG Payment Summaries will be issued within 14 working days of the end of the financial year.

**Superannuation**

The company will contribute a percentage of your income, as prescribed by the ATO, to your superannuation fund. Your fund details must be provided upon commencement of employment.

**Hours of Work**

Hours of work are briefly detailed in your Offer of Employment, for further information please see Section 5.1 – Hours of Work in the Drake Trailers Pty Ltd Employee Collective Agreement 2007.

**fd01111_****Breaks**

Breaks for morning tea and lunch are detailed in your Offer of Employment.

**Awards**

Please see Section 4 – Classification and Rates of Pay in the Drake Trailers Pty Ltd Employee Collective Agreement 2007.

**Reimbursable Expenses**

* **BD05677_**All reasonable work-related expenses are reimbursed to

authorised staff, with approval from management

* Receipts must be produced for all expenses incurred.
* Management will give guidelines as to what constitutes a reasonable expense.
* Check with management before you incur a business expense.

**Annual Leave**

To take your annual leave, you will need to complete a [*Leave Application*](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Human%20Resources\Leave%20Application.doc)form. Forward this to your immediate Supervisor, who will advise you of approval of your leave. All annual leave must be authorised by management.

We require at least 2 weeks notice, in writing, prior to your intention to take leave.

For further information please refer to Section 6.1 – Annual Leave in the Drake Trailers Pty Ltd Employee Collective Agreement 2007.

**Personal / Carers Leave**

****Please refer to your employment contract, which details your sick leave entitlements.

All sick leave is recorded by the Payroll Section.

You are required to produce a medical certificate covering the period of your absence. Medical certificates should be forwarded to the Payroll Section for processing in the current pay period. Failure to submit a medical certificate may result in the absence being unpaid.

When sick leave entitlements are exhausted, sick leave can be taken:

* without pay, OR
* in lieu of annual leave.

**Unpaid Leave**

Written applications stating the reasons for leave, without pay, are to be submitted to management, for approval/non-approval. Staff requiring leave beyond entitlements cannot be guaranteed approval.

*bs01142_*The following procedure will apply:

* ***Short Term Absences*** - Leave without pay for any period of time requires approval from management.
* ***Extended Sick Leave*** - Leave without pay is subject to satisfactory medical evidence of sickness.
* ***Other Leave without Pay*** - All other leave with pay requests must be submitted in writing and will be referred to management for consideration.

## Long Service Leave

Refer to the Award and to the Letter of Appointment.

## Public Holidays

Public Holidays will be observed according to the gazetted holidays in each State.

## Special Leave

bs01245_For Maternity, Paternity, Bereavement, Marriage and other special leave entitlements, please refer to the Award and to the Offer of Employment.

## BS00979_Time Sheets

Employees who are paid weekly, must fill in Time Sheets.

## Keys for Premises

hh00876_Staff are issued with keys at the discretion of management*.* Keys must not be loaned to unauthorised staff. Lost keys must be reported immediately. Failure to do so jeopardises our security. Keys must not be copied under any circumstances.

## Telephone Requests for Staff Personal Contact Details

No personal details of other staff members (e.g., home telephone numbers) may be given. In the case of an emergency, refer to your Supervisor.

## Employee ID Cards

bd07169_An ID card will be supplied to every new employee on commencement of employment. ID cards will be replaced for free if they are worn or damaged in the normal course of business. A spare ID card will be kept in the Payroll department in case an employee forgets or misplaces their card. The employee is to sign for this card if they require it. If this card is lost or purposely damaged by the employee, a fee of $55.00 incl GST will be charged to cover printing and admin costs for the replacement (unless there are exceptional circumstances).

## Incoming Phone Calls

Please answer all incoming calls in a courteous and pleasant tone. Details of telephone enquiries and follow-up actions must be written down and followed up and the customer kept informed.

## Computers

bd05011_Computers are to be left on at all times during the day however ensure that you log off at the end of the day and shut down. Computer software / hardware is not to be taken from company premises.

You are not permitted to install any software (including games) on company personal computers or notebooks. Computers are not to be used for downloading pornographic or any other material that could be considered offensive or distasteful.

In addition, the electronic mail system is not to be used to:

* send offensive, insulting or hurtful material
* receive personal material
* send personal material.

Any breach of these requirements may result in dismissal.

**Petty Cash**

Petty Cash is not a personal loan facility. Petty Cash requests are to be made to Administration.

**Reliability and Punctuality**

We all rely on each other and lateness causes inefficiency in all areas. If you are genuinely delayed, please let other parties know as soon as possible. Repeated lateness will be examined at Performance reviews and may affect your ongoing promotion or employment.

**Confidentiality and Privacy**

Employees must observe the utmost confidentiality in regard to their duties. You may be required to sign a [*Confidentiality Agreement*](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Human%20Resources\Confidentiality%20Agreement.doc)*.*

All information concerning the personal affairs of customers or the business of the company must be held in strict confidence.

An Employee must not, at any time, either during the continuance or after the termination of his employment, except by the direction of the Employer, divulge either directly or indirectly to any person or company any knowledge of information, which he may acquire during the course of his employment. This includes information gained from the company concerning the affairs or property of the company or any business, property or transaction in which the company may be or may have been concerned or interested.

If the Employee breaches these requirements, then the company may summarily dismiss the Employee particularly if the breach injures the rights of privacy or a client or affects the operations of the Employer.

**Security**

bs00653_Ensure:

* Sensitive files are locked in a filing cabinet after use

1. Procedures are in place for locking your work area at the end of the day
2. Electronic information is protected and backed up.

*Procedures are in place for after-hours security.*

## Education Assistance (Training and Re-training Courses)

bd06630_The company has a policy of assisting staff who are undertaking studies relevant to their position within the organisation.

You may be invited or encouraged to attend external courses to improve your skills.

The objectives of this policy are to:

* Promote the development of our staff to a level of knowledge, skill and expertise essential to the effective and efficient operation of the organisation as a whole.
* Encourage employees in their self-development and assist where necessary to maintain a high level of competence.
* Offer assistance and support to employees who undertake appropriate **approved** courses of study at Universities, TAFE Colleges, etc.
* Assist and support employees who attend educational training courses and seminars conducted by recognised institutions and training bodies, including in-house training programs.

Employees may be required to use annual leave to attend courses. Further enquiries regarding study assistance can be directed to management.

bd05112_

# tn01334_Vehicle Usage

Authorised staff only are permitted to drive company vehicles.

Management MUST be notified of any changes to the status of an employee’s driver’s licence.

Drivers must complete the [Employee Licenses Declaration](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Human%20Resources\Employee%20Licenses%20Declaration.doc) form.

Under no circumstances is any company vehicle to be operated illegally. (i.e. no speeding, no D.U.I, no dangerous driving or driving in any other manner which breaches the Traffic Act.) Failure to comply may lead to instant dismissal.

# Vehicle Maintenance

Vehicle maintenance will be carried out only by the vehicle dealer or by an authorised service repairer. Management must be notified prior to works. Receipts for any purchase must be returned to management at the end of each month. General cleaning of a company vehicle is the responsibility of the last employee to use it.

# bd07192_Fuelling

*There is a company account for the purchase of fuel.*

*Account Cards are issued to authorised staff.*

# Receipts

Receipts for vehicle expenses are to be sent to the Administration Office.

Receipts must show the GST component.

# Accidents / Damage

Accidents and damage to vehicles must be reported to management immediately.

Management will complete all necessary reports and claims.

There is a document called the Operations Manual. It is available in hard copy and electronically via our ***Sitemap***. You will be trained using the relevant procedures and forms in the Operations Manual. All procedures and forms are to be accessed from the ***Sitemap*** to ensure you are using current, authorised versions.

## *Sitemap*, Staff Handbook, Operations Manual, Work Instructions

These are made available to all staff, and remain the property of the company. During your induction training, we will refer to relevant procedures and forms from these manuals, and from the electronic ***Sitemap***.

You are free to access and read them at any time.

The quality of our services depends on your following our corporate requirements.

These handbooks and manuals are not to be removed from company premises.

When you have read the Staff Handbook, discussed its contents with your Supervisor and understood its contents, you are required to sign the acknowledgement form on the [Staff Induction Record](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Human%20Resources\Staff%20Induction%20Record.doc).

## bs01580_Document Control

Our procedures, master forms, letter templates, etc., are “controlled documents”, and can only be changed by management. This is to ensure that all staff are working from the same, current versions.

If you can suggest a change or improvement, contact your supervisor, or management.

Do **not** make any changes yourself.

Do **not** copy documents onto your computer C:\ drive. Always access documents and forms from the ***Sitemap***.

## Staff Meetings

Staff Meetings are held as required. All staff are required to attend meetings as per the [Management and Staff Meetings](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Meetings\Management%20and%20Staff%20Meetings.doc) procedure.

**bd10499_Keeping Us Informed**

To help us with good communications please keep us informed of changes in address, phone number and other details.

## Our Responsibilities

All employees, customers, visitorsand contractors have a responsibility for safety and for the environment. It should be understood that any non-compliance with the company’s health, safety and environmental policies and procedures may result in disciplinary action.

## Our Approach

Together we will make our workplace safe by:

1. finding what is unsafe or unhealthy
2. deciding what is the highest risk and needs to be fixed first
3. taking action to fix the unsafe or unhealthy workplace problems
4. checking the problems are fixed and won’t happen again
5. having a health and safety induction
6. having specific training to do work safely
7. using safety equipment

## Rights and Obligations

Print and read the [HSE Responsibilities](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Human%20Resources\HSE%20Responsibilities.doc) procedure. It clearly identifies the responsibilities and obligations of everyone at the workplace.

### Staff Involvement and Consultation:

Consultation is a collaborative process between you and your employer.

It involves sharing information about health and safety. Your employer must give workers who are, or are likely to be, directly affected by a matter relating to health and safety, a reasonable opportunity to express their views or raise issues. If an HSR is representing workers, the consultation must involve them.

An employer must consult with workers when:

1. identifying hazards and assessing risks arising from work
2. proposing changes that may affect the health and safety of workers
3. carrying out activities prescribed by the WHS Regulation.

An employer must also consult with workers and take their views into account when making decisions about:

1. ways to eliminate or minimise risks
2. the adequacy of facilities for workers’ welfare
3. procedures for consulting workers
4. resolving health and safety issues
5. monitoring the health and safety of workers or workplace conditions
6. how to provide health and safety information and training to workers.

Workers are entitled to:

1. elect a health and safety representative
2. request the formation of a health and safety committee
3. cease unsafe work
4. have health and safety issues resolved in accordance with an agreed issue resolution procedure
5. not be discriminated against for raising health and safety issues.

If a Committee is not established, then the communication and consultation entitlements of employees shall be satisfied through meetings and other communication processes described above.

**Visits by a Safety Inspector**

Workplace Health & Safety Inspectors are authorised by law to enter and inspect workplaces and make decisions and judgements on the appropriateness of health and safety conditions of the workers.

Inspectors can visit at any time, and may issue verbal instructions or may issue a notice pertaining to a hazardous situation. You must:

1. notify your supervisor immediately and
2. comply with instructions given by the Inspector.

## bd07154_Stress at Work

Undue stress can have a negative effect on individuals and on their performance. There are both human welfare and operational reasons why stress in the workplace should be minimised. Some stress on people is outside the company’s control but the organisation accepts the responsibility to recognise and alleviate avoidable stress in the workplace.

To do this, the company will endeavour to ensure that systems and practices are designed and operated to minimise the risk of stress to staff and for risk assessment in stress prevention.

Management is responsible for the provision of working environments and practices designed to minimise stress, in particular:

1. Promotion of a supportive culture
2. Making staff training on stress management available
3. Provision of an external counselling service for staff if necessary
4. Raising of awareness of the nature of stress and information on coping strategies.

## Alcohol and Other Drugs Policy

fd00440_The consumption of alcohol on company premises is permitted only at official functions and with the approval of management.

### Objectives

1. To promote the sensible use of alcohol.
2. To encourage people with a problem to seek help at an early stage.

### Alcohol

Drinking alcohol can affect work performance. The smell of alcohol on the breath can be offensive to others and can give a bad impression.

### General Guidelines

1. ***hm00270_***Personnel must not drink alcohol when on duty.
2. Staff who are off duty must recognise that it takes time for alcohol to be cleared from the body, and that they need to be fit for their next spell of duty.
3. Staff have a professional responsibility to ensure that alcohol does not affect their ability to do their job

### Other Drugs

* The use or consumption of drugs of abuse is not permitted
* Persons affected by them are not allowed at the workplace.

This also applies to prescription drugs where there is a warning from the manufacturer, pharmacist or doctor about using the drug when operating machinery.

## Personal Music Equipment

* Permission must be obtained from your Supervisor for listening to radios or music
* Headphones or earphones are not allowed – the wearer becomes out of touch with their work environment and can increase the risk to themselves or other workers in the event of an emergency.

## Power and Electricity

* DO NOT use double adaptors or piggyback plugs
* DO NOT use equipment that is damaged or has frayed leads
* All leads to be suspended and not run on floors
* Protect leads passing through doorways
* Keep leads and plugs dry, and out of puddles

Ladders

* DO NOT use damaged ladders or steps
* Use industrial standard ladders that are rated to accept the intended weight.
* Stand ladders on a firm and stable surface
* Extend ladders at least 1 metre above a surface being accessed.

**Noise –**

Staff working with plant and equipment in noisy environments will receive specific training regarding hearing protection, and requirements for plant servicing and noise management.

All staff are required to keep noise to acceptable levels and prevent excessive noise.

Your noise is a hazard to yourself, to all other site workers and to the public.

Lighting

Inadequate lighting may result in sore eyes, headaches, fatigue, or stress.

**In the office:**

1. Control light through windows
2. Include an outlook in the work area such as a window, wall poster, plant or picture on which to rest the eyes
3. Consider anti-glare screens for computers
4. Use matt surfaces
5. Avoid glass surfaces, or use non-reflective glass
6. Use appropriate lighting levels.

**In the workshop:**

1. Use natural light where possible
2. Provide strong direct light for work on the tools
3. Provide sufficient light in storage and forklift areas
4. Avoid strong spotlights which can shine into other workers eyes.

**Amenities**

Clean up and remove your own rubbish in the kitchen.

Report any damage or unhygienic conditions in the kitchen or washroom.

bd07166_All visitors are required to sign the [Visitors Register](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Management%20and%20Administration\Visitors%20Register.doc) – refer to the [Reception and Telephones](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Management%20and%20Administration\Reception%20and%20Telephones.doc) procedure.

*Visitors must;*

* Be supervised at all times
* Sign the Visitors Book when entering and leaving the site, and wear a “VISITOR” tag at all times
* Observe all instructions and signs.

*Contractors and Tradespeople must;*

* Be supervised by a staff member
* Sign the Visitors Book when entering and leaving the site, and wear a “VISITOR” tag at all times
* Attend and comply with our Site Induction – refer to the [Visitors Register](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Management%20and%20Administration\Visitors%20Register.doc)
* Control hazardous substances
* Control hot work
* Maintain and use appropriate safety equipment & PPE
* Conduct risk assessments
* Be competent and qualified to operate plant and equipment
* Use lockout or danger tags on plant under service
* Barricade hazardous work areas under their control
* Maintain a clean and safe work site.

**First Aid**

Report any use of first aid equipment or consumables. Use consumables responsibly. Return equipment to the first aid area (e.g. scissors).

**Accident Procedure**bd07116_

Posters are displayed. All staff will be trained on accident response.

**Reporting Incidents & Accidents**

Report all injuries, illness and incidents to your supervisor immediately or before the end of shift. A near miss is an incident and must be reported.

**Damage to Property or Equipment**

Report any damage to your supervisor so that other workers will not be injured when they try to operate damaged machinery or equipment.

**pe02100_Fire, Fire Fighting & Flammable Substances**

Selected staff will be trained on use of fire fighting equipment and managing fire events. All staff will be trained in emergency evacuation.

Staff are not to carry or use matches or gas lighters. Staff whose work involves heat sources will be given specific training on fire prevention and emergency management.

bd06725_**Emergency Evacuation Procedure**

All staff will be trained in emergency evacuation.

An Evacuation Drill is conducted annually.

Posters, procedures are displayed, including notices advising details of our *Safety Wardens*.

You will be shown and familiarised with:

* Emergency Floor Plans
* Exit systems including fire doors, door systems, exit signs, lifts and stairways
* Emergency detection systems and equipment including smoke detectors, sprinklers, emergency power, back-up lighting, fire extinguishers and hoses and fire blankets
* Alarm and PA systems
* Safe assembly points.

***pe04223_Do you want to work safely in a healthy and safe environment?***

Rules, regulations and legislation won’t be effective unless you want to make it happen.

**3 Points to Remember:**

1. Most incidents can be avoided – be **aware** of conditions around you. If you see something is wrong, fix it or report it.
2. **Don’t** look at health and safety as someone else’s problem.
3. You have a **legal obligation** to work safely. Breaches can result in heavy fines by the Division of Workplace Health and Safety.

**Stick to the Rules**

* Be aware of your obligations under the legislation;
* Be aware of company rules and regulations; and
* Co-operate with directions to maintain and improve safe conditions.

**Know Your Way Around**

* bd20090_Become familiar with the workplace in all respects, so that you know where to go and who to turn to in an emergency.
* Locate all access points.
* Know who is responsible for Health and Safety and First Aid.
* Locate First Aid stations.
* Know the evacuation procedures.
* Find out where the fire fighting equipment and how to use it.
* Locate communication points (phone, intercom, etc).

**Share What you Know**

* Tactfully alert a fellow worker where he/she is engaged in unsafe practices. Share your knowledge and you’ll be more confident about working with them.
* Don’t leave “rookies” to blunder on to find out the hard way. Any accidents during the learning process might just claim other employees, the public, or even you. If you’ve got the experience, pass on the clues to any new hands on the job.

**pe02000_Housekeeping**

* A clean workplace is a safer workplace, so you have a personal responsibility to do your bit and clean up after yourself.
* Keep amenities clean - showers, change rooms, fridges, urns, microwaves, jugs, appliances, sink and bench tops and meal rooms clean.
* Put rubbish, scraps, etc in bins.
* Stack and store materials.
* Replace lids and caps on containers.
* Wipe up spills.
* Sweep sawdust and dispose of off-cuts progressively.
* Keep walkways, stairs and access points clear.
* Protect injurious projections.

**Keep your Eyes Open**

* Be alert to potential hazards and risks - if you observe any, do something about them.
* Report potentially dangerous situations or practices to your supervisor or management.
* Remove, cover, signpost or barricade hazards where practical.

**Warning Signs & Barriers**

These are installed to protect you from hazards.

***OBEY*** signs at all times and do not cross barriers.

**bd06727_Audible Alarms**

Be alert to these alarms. Be aware of your surroundings where there are large vehicles operating. Remember, the driver may not be able to see you.

**Flashing Lights**

These are used to indicate the presence of emergency vehicles, slow moving vehicles and vehicles which may be parked in a low visibility situation.

**BD00022_Smoking**

Smoking is not allowed inside any company building – also refer to [Responsibilities](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\F5GLT9PV\Responsibilities.doc).

**Your Health & Personal Hygiene**

A small scratch can become a big infection. Report any injuries you receive to your supervisor and get medical attention.

Keep flies and vermin away, by placing food scraps in the bins.

Clothes that are not washed regularly can cause skin complaints and cause cuts and scratches to become infected.

Dermatitis and other skin infections can result from harsh solvents or detergents. Use the barrier creams and hand cleaners provided. Wash hands thoroughly in water after using hand cleaners.

Drink plenty of water in summer, to prevent dehydration.

**Horseplay and Fighting**bd06990_

Do not engage in any form of horseplay, fighting, fooling or throwing material or tools that may cause injury.

Whistling, yelling or any unnecessary noise apt to distract a fellow worker is also prohibited.

**Manual Handling**

* DO NOT lift any object that you feel may be too in00379_heavy and avoid prolonged lifting and carrying of any heavy load.
* Be aware that repeated lifting of even moderately heavy loads can injure muscles, joints and ligaments over a period of time.
* Use mechanical lifting equipment where at all possible, i.e., forklift, trolley, pallet truck, tailgate loader.
* Avoid over-reaching to pick up a load.
* Plan your movements and ensure the path and area of storage or installation is clear and free from obstructions.
* Making the lift:
* position yourself close to the load and balance the body;
* get a firm palm grip;
* bend your knees slightly,
* bend forward at a 45° angle, keeping your back and head in a straight line;
* let your leg and buttock muscles do the work;
* lift smoothly without jerking or twisting.
* Assess the weight, size, shape, etc. of the load before lifting it. Small, compact loads may be easier to handle than bulky loads of the same weight.
* Use team lifting. (Individuals doing single lifts are restricted to goods up to 20 kg.)
* Wherever possible, lifting operations should be conducted between mid-thigh and shoulder height - loads over 10 kg should not be stored above waist height.
* Use PPE when handling hazardous substances.
* Staff must ensure customers are not allowed to handle heavy materials by themselves. Always assist customers, and use trolleys, handcarts, etc, as appropriate.

**Preventive Strategies**

* Ensure all areas are neat, tidy and well organised, with no articles stored on walkways or in front of shelves. Heavier articles should be stored at hip height.

**Carton and Crate Handlingbd10479_**

* Try to vary tasks to allow various postures.
* Avoid double or multiple handling by placing incoming cartons on a trolley, mark and place straight onto shelves.
* Store heavy cartons and articles between mid-thigh and waist heights, with only small and light articles above shoulder height.
* Crates or containers should have easy-to-grip handles. For large cartons, strapping can help grip as well as gloves with rubber grip pads.
* Use steps and platforms.
* Keep foot space in front of display stands clear, to enable heavy items to be lifted close to the body.
* Stand close when stocking shelves.
* Store tools and similar items off the floor - on hooks or on a non-slip shelf.

**Repeated Bending or Twistingpe01785_**

* Ensure the work level is at about waist height.
* Avoid the lowering of objects that will be lifted later.
* Keep equipment/materials within easy reach without needing to bend or twist.
* Adopt a balanced position when using tools - do not over reach.
* Ensure that ladders are positioned in such a way that will minimise bending and twisting when working off them.

**Standing for a Long Timebd10490_**

* Vary tasks as much as possible. Alternate between standing, sitting and moving.
* Make sure your footwear is comfortable.
* Use a seat at an appropriate height, where possible.

bd07193_**Loading and Unloading**

If required to assist with loading and unloading:

* Do not jump from vehicles.
* Use loading ramps if possible.
* Ensure the vehicle is parked as close as is safely possible to the storage area.
* Use mechanical aids such as trolleys, forklifts and tailgate loaders.
* Be aware of the dangers of loads falling unexpectedly.
* Operators of lifting equipment should take directions form one person only, however in an emergency, a STOP signal may be given by anyone.
* Get help when lifting heavy loads.
* Inform your supervisor if you see delivery drivers not observing the safety requirements.

bd06718_Our workplace has a [Hazardous or Harmful Substances Register](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\HSE\Hazardous%20or%20Harmful%20Substances%20Register.doc).

Staff who work with chemicals and hazardous substances will be given specific safety training.

If you are not absolutely certain about the chemicals, glues, paints, turps, lacquer or liquids you are about to use – find out.

Follow instructions regarding decanting and use of approved containers.

Check that labels are correct and readable.

Keep containers sealed.

Keep containers identified.

Read the instructions and warnings on labels and get a copy of the Material Safety Data Sheet (MSDS).

If you are still not sure, ask your supervisor.

# pe01739_Hand Tools

Ensure hand tools such as staplers, hole punchers, knives/scalpels, etc are:

1. Suitable for the task, are readily available and accessible
2. Used for their designed purpose
3. Regularly maintained (e.g., replaceable blades on knives are changed regularly).

**Electrical Equipmentbd20171_**

1. To be used only by a person who has been adequately instructed in its use.
2. Before switching on, check all leads, plugs, connectors, guards, cases, accessories, switches, etc. for damage or defects and that they have a current inspection tag. If it doesn’t pass inspection don’t use it.
3. Ensure the circuit is protected by a circuit breaker (ELCB) or a type-two safety switch.
4. DO NOT use double adaptors or piggyback plugs.
5. All leads to be suspended and not run on floors.
6. Protect leads passing through doorways.
7. Keep leads and plugs dry, and out of puddles.

**Machinery**

bd05161_Machinery can only be operated by people who have been fully trained in both operating and safety procedures and are authorised by the company to use the machinery.

***bd00032_During Normal Working Hours:***

* Notify your Supervisor of the activity and your location if you are to perform a task alone.
* Do not engage in potentially dangerous work out of the sight of other workers or supervisors.
* Do not enter a confined space without the authorisation and knowledge of a supervisor and without safety procedures being followed.

***After-Hours Work:***

* Any work that is to be done outside of normal working hours must be authorised by management.
* Female staff are NOT to work alone or unaccompanied.
* A minimum of two (2) staff must be in attendance during after-hours work.
* If you have been authorised to work outside of normal working hours you must ensure that all security requirements, including the “call in” routine and the locking of the premises, are followed.

in00307_When working in any area where vehicles or mobile plant are moving, observe these rules:

* Wear a high-visibility vest
* Plant and vehicles may only be operated by persons with the proper authority & license.
* Do not assume that you can be seen by drivers of plant or vehicles
* Observe speed limits and traffic rules.
* When reversing trucks, use a spotter. Ensure audible alarms are working.
* Secure loads so they cannot fall.
* Approved vehicles with sufficient seating and seat belts must be used to transport personnel.
* Personnel must not ride or travel in the back of trucks or any vehicle not licensed to carry passengers.
* When transporting personnel, drivers should:
* Conduct a pre start safety checklist on the vehicle
* drive defensively and obey traffic rules and road signs
* never allow passengers to ride with their arms outside the vehicle
* only start the vehicle after all seat belts are fastened
* persons should only get on or off the vehicle when it is stationary
* tools, plant or gear should be stored in a compartment separate from passengers, i.e. compartments that are designed for storage and transportation and are separate from where personnel are seated. All items in this compartment should be secured against movement
* ensure that exhaust fumes do not enter the passengers’ compartment.

**Postures and Positions**

***Adopt a ‘low stress’ posture. To do this:***

1. Do not overload any part of the body (neck, lower back, etc)
2. Ensure posture is comfortable
3. Use a chair that suits the person and the task
4. Ensure desks used for reading and writing are just above elbow height. Alternatively, use a desk top slope board - they promote much better neck and back posture and use of the back rest
5. Ensure computer keyboard is at elbow height
6. Ensure desks/benches used for collating and stapling are just above elbow height.
7. Ensure staff are trained in the correct use of equipment and furniture.
8. Ensure adequate space is provided for various activities (e.g., collating usually requires a larger space than writing).
9. Ensure related work tasks are located near each other.

***To maintain a low stress posture, avoid:***

1. Holding the body in one position for a long time
2. Tilting the body or head for an extended period
3. Putting strain on joints
4. Holding loads in static positions
5. Repetitive movements.

**Individual Working Techniques**

People vary in the amount and type of work they are able to perform. Useful techniques include

1. Shift or move around to avoid physical strain
2. Vary tasks being done to relieve mental stress
3. Take rest breaks - these do not have to be breaks from productive work. A change of task for a few minutes is a very effective rest break for the body. Check however that the ‘different’ task really is different for the parts of the body that are under stress.

**Ergonomic Chairs**

1. Adjust the seat height so your feet rest firmly on the floor and you take the weight through your feet.
2. Thighs should be fully supported except for a two-finger width space behind the knee. Adjust the back rest depth (on chairs where depth is adjustable) to achieve this
3. Maintain a relaxed posture where:
4. Your shoulders are relaxed
5. Your elbows are by your side
6. Your forearms and hands are parallel to the ground (approximately 900 angle at the elbow)
7. Your wrists are not bent or cocked when using the machine
8. You are seated at a comfortable distance from the machine (the length of your forearm away).
9. You should be able to maintain the recommended seating position when using the machine.
10. If the machine is on a surface that is too high, you will need to raise the seat height to attain the correct position. A suitable footrest will then be required to support your feet.

# Air Conditioning

Ensure:

1. Air temperature, humidity and air movement are acceptable
2. There is sufficient ventilation and air exchange to remove stale air, and minimise odours, ozone and carbon dioxide.

# Computing

Ensure:

1. Keyboards are just above elbow height
2. Keyboards are 60-70mm from the edge of the bench
3. Documents are placed in a level position, either beside the screen or directly below the screen
4. The top of the screen is at eye level
5. Screen luminance and contrast is adjusted to prevent eye strain
6. Screens are positioned so glare from windows, etc does not cause discomfort
7. Reflections on screen are minimised
8. Laptop/notebook computers are plugged into a regular screen and keyboard for prolonged use
9. The mouse is located so the elbow can be held close to the side of the body and shoulders are relaxed and comfortable
10. Tasks are varied to avoid prolonged keyboard use.

# Storage

Ensure:

1. Storage areas are easily accessible
2. Use of handling equipment (eg, trolleys and step ladders) whenever possible
3. Cabinets above eye level are not used as heavy storage space
4. Heavy/awkward objects are stored no lower than waist height
5. Heavy materials are not stacked too high or low
6. There is only one drawer open on filing cabinets at any one time, to prevent the cabinet from toppling.
7. Filing cabinets do not open onto walkways
8. Shelves are firmly fixed, braced and adequate for the intended load.

# Rules for entering the factory / warehouse / yard

You must:

1. Wear a high visibility vest
2. Know where the first aid kit and emergency exits are located
3. Obey any displayed lockout tags
4. Stay inside the yellow lines
5. Stay clear of operating forklifts
6. Not operate any plant or machinery.

## Sunburn

When working outdoors:

1. wear a hat and adequate clothing to protect skin from sun exposure, which can cause heat stress and skin cancer
2. use and constantly re-apply sunscreen creams of at least SPF 30+ strength
3. rotate staff shifts for outdoor work on hot days, between 10am - 4pm.

## Fatigue and Heat Stress

***Physiological Changes***

Fatigue and heat stress are also important safety concerns. When the human body becomes fatigued and/or heat stressed, a number of physiological changes occur which affect our ability to work. These changes may be subtle, or severe enough to cause death. Be aware of the following physiological changes:

1. Loss of dexterity and co-ordination.
2. Lack of ability to observe detail.
3. Inability to remain alert during lengthy and monotonous tasks.
4. Inability to make quick decisions.

***Heat Stress***

There are three different degrees of heat-induced stress which have different types of symptoms:

1. heat syncope;
2. heat exhaustion; and
3. heat stroke.

***Heat Syncope*** *- fainting due to heat.*

This is caused when blood vessels in the skin dilate and fill with blood, which causes the blood pressure to drop, so that insufficient blood reaches the brain. Any person suffering these symptoms should be removed from the source of heat until fully recovered.

***Heat Exhaustion***

Symptoms can include:

|  |  |
| --- | --- |
| 1. Warm pink skin | 1. Vomiting |
| 1. Sweating | 1. Headaches |
| 1. Cramps | 1. Confusion. |

Any person suffering these symptoms should be removed from the source of heat until fully recovered.

***Heat Stroke***

Symptoms can include:

|  |  |
| --- | --- |
| 1. Hot, dry, pale skin | 1. Restlessness |
| 1. No sweating | 1. Fitting |
| 1. Aggression | 1. Sudden collapse. |

If you are experiencing any of these problems, stop work and tell someone before you drop. Heat stroke can and does cause death.

Treatment should include:

|  |  |
| --- | --- |
| 1. Remove person to a cool place | 1. Give fluids to drink |
| 1. Loosen clothing | 1. Always seek medical aid. |
| 1. Douse with water and cool by fanning |  |

***REMEMBER:***

1. Rotate workers between 10am and 4pm on hot days
2. Drink lots of water (at least 1 litre per hour in hot conditions).

***If working outdoors:***

1. Rest in the shade
2. Wear hats, long sleeves and UV 15+ sunscreen.

## Dogs

No dogs or other animals are permitted on site at any time.

## Working at Heights

Apart from proper use of a ladder, work at height in the workshop may require a risk assessment. This applies when doing maintenance in unguarded areas usually above 3 metres, and where a fall could result in injury or death. Falling equipment also poses a risk to workers below.

A risk assessment must be done prior to commencing the work. Harnesses, lanyards or other fall arrest equipment may be required.

Do not start any work at height before discussing the risks with your supervisor.

Rules for Entering the Office

You must remove work boots before entering and enter the office through the reception area.

* in00398_Only trained and competent persons holding a current, recognised Forklift Operator’s Certificate may operate and perform maintenance on forklifts.
* Forklifts driven by Trainee Operators must display an “L” plate.
* A pre-start safety check must be carried out at the commencement of each working day or shift by using a [Forklift Pre Operational Inspection Check List](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Master%20Forms\Asset%20Maintenance\Forklift%20Pre%20Operational%20Inspection%20Check%20List.docx).
* Ensure that you operate the forklift safely, according to the weight and performance limits.
* When leaving the forklift unattended, guard against unauthorised use by ensuring.

1. the controls are in “neutral”
2. power is shut off
3. park brakes are applied
4. forks are fully lowered
5. the ignition key or starter switch key is removed (unless otherwise instructed by the Supervisor).

* Ensure the forklift and its load does not come within 2 metres of a power line.
* Before driving a forklift, ensure you are familiar with safety procedures.
* Forklifts powered by an LP Gas engine must be refuelled, parked and stored according to safety procedures.
* Persons may only be raised or lowered by a forklift designed for that purpose that has an approved work platform.
* Isolate and tag unsafe forklifts and report to the supervisor.
* Follow general safety procedures:

1. wear a seatbelt
2. observe speed limits
3. give way to pedestrians at all times
4. take care on wet or slippery surfaces
5. allow adequate room for turning
6. be aware of hazards
7. drive in reverse if load obscures vision (however, drive forward on an incline)
8. ensure a safe speed for stopping
9. avoid rapid acceleration and deceleration and rapid turns
10. ensure a safe stopping speed
11. cross intersections with care.

**Mobile Plant and Vehicles**

In addition to the procedure for Vehicle Movement in the Safety for Everyone section, staff who are authorised to operate mobile plant and vehicles will be given specific safety training.

**Fixed Plant and Machinery**

Staff who are authorised to operate plant and machinery will be given specific safety training.

**Lockout Tags**

* A “**DANGER” tag** or a “**LOCKED OUT” tag** tied to a machine is a warning to all personnel that the machine must **not** be operated or activated, under any circumstances **whatever**.
* **Only** authorised persons can use lockout tags.
* **Only** the person who signed the tag may remove the tag.
* A machine/equipment may be tagged “Locked Out” BY ANY PERSON who considers it to be unsafe or unfit for continued use.
* Before placing a “Locked Out” tag in position, fill out the required details on the tag (e.g., name of the person applying the tag).
* The tag must be placed where it will be clearly seen by anyone attempting to use the machine/equipment.
* Notify the supervisor immediately of any action taken.

Unattended Hazards, Plant, Machinery & Materials

Do not leave your work area in an unsafe condition, where any workers or visitors could enter and place themselves at risk. Cover sharp objects and equipment and barricade open areas to prevent access, slips, trips and falls.

It is your responsibility to ensure that your work area is left in a safe condition at all times.

When operating machinery, observe each machine’s specific requirements for the use of PPE.

**Boots**

1. **bd06729_**Footwear should have leather uppers, resilient and rigid soles, adequate arch support, and protective steel toecaps.
2. Approved joggers with built-in steel toecaps are permissible in some situations.
3. Damaged or worn-out footwear must be replaced. Check condition of sole for grip.
4. Appropriate footwear must be worn to minimise falls on wet, slippery or sloping surfaces.

**hh01788_Hand Protection**

1. Hand injuries are the most common in the work place.
2. There is a wide range of specific purpose gloves and mittens for handling everything from timber materials to hazardous chemicals.
3. Wherever there is a risk of damage to your hands, pull on some gloves.

**Head Protection – Safety Helmets *– where required***

1. Adjust the headband so that the helmet fits comfortably.
2. A properly fitted helmet will remain in place when you touch your toes.
3. Attach a chinstrap where conditions such as high wind might case loss of helmet.
4. Maintain the helmet (e.g. clean the harness with soap and water regularly).
5. Replace harness every 2 years.
6. Replace helmet every 3 years.
7. Replace immediately, if helmet is defective or sustains a major impact.
8. Ensure helmet meets required standards.
9. Wear it at all times - do not remove it for what you consider “no risk” situations. There is no such thing as a hazard free area on site.

**Eye Protection**

1. **in00405_**The second highest category of injuries involves the eyes.
2. As well as the most obvious situations such as nail gun, water blaster and air compressor operations, eye protection should be worn wherever there is a risk.
3. A wide range of types of protection is available, from simple goggles to full face shields. Choose and use the style appropriate to the job.

**Hearing Protection**

1. Hearing protection MUST be worn in signed areas.
2. It takes surprisingly little to PERMANENTLY damage your hearing ---- a power saw emits 110 decibels, and this level of sound will definitely cause damage.
3. There is a wide range of approved earplugs and earmuff protectors available. Some situations may demand using both.

**Respiratory Protection**

1. **in00408_**Aside from the clearly hazardous instances, consider the situations where dust, fragments, vapours and fumes may cause harm.
2. Many commonly used chemicals, glues, fixatives, solvents and finishers can damage your respiratory system. In some cases the effects may not be evident for years.
3. Whether it is a simple disposable mask or a more sophisticated respirator, whenever the need arises, use it.

**Jewellery and Long Hair**

**j0079016**Jewellery can cause personal injury if it “catches” on something, so it is advisable not to wear the following on the job:

1. Rings - either on the finger or in the ear, or other areas
2. Bracelets, watches or leg chains
3. Neck chains, etc.
4. Long hair should be tied back.

Please read our [Environmental Policy](file:///C:\Users\Tomlamont\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Procedures\Policy%20Statements\Environmental%20Policy%20Statement.doc). We aim to:

* Maintain a conscious regard and value for the natural environment
* Reduce our negative environmental impact
* Use sustainable resources
* Re-use and recycle
* Buy locally
* Reduce waste
* Reduce use of energy
* Prevent pollution and reduce the release of emissions from our workplace.

**Printing & Office Supplies**

* Buy "greener" paper, packaging, plastic and ink products and services in the local community. (The further supplies or service providers have to travel, the more energy is used.)
* Use paper with maximum available recycled content
* Only print if necessary
* Send emails instead of faxes
* Use computerized filing systems
* Format documents to avoid printing unnecessary pages
* proofread on screen
* Re-use single side printed paper
* Have a paper-recycling box – and separate bins for organic waste and recyclable containers.

**Re-use and Recycle**

We recycle:

* paper
* cardboard
* glass
* tin
* plastic
* aluminium
* factory off cuts
* packaging material
* Waste bins and containers are clearly marked
* Re-use shredded paper for packing
* Refill printer cartridges and photocopier toners if possible.

**Air Quality, Ventilation & Air-Conditioning**

* Use natural ventilation and fans where possible
* If air-conditioning is used, close windows and doors to reduce the escape of cool air
* Switch off heating and cooling after hours.
* Set air-conditioner systems to a minimum of 24°
* Report air-conditioning units if noisy or inefficient.

**Kitchen & washrooms**

* Use dishwashers only when they are fully loaded
* Use the economy cycle
* Scrape rather than rinse before placing items in the dishwasher
* Use mugs, glasses and metal cutlery rather than disposable cups, cutlery or stirrers
* Use green cleaning products
* Use the waste and recycle bins
* Conserve use of water and paper in the washrooms.

**Water**

* Wash vehicles offsite where recycled water is used and collected
* Hand wash plant and machinery only when necessary
* Don’t leave taps and hoses running
* Report leaks
* Avoid runoff into drains.

**Chemicals and Spills**

* Use green products
* Follow instructions for use and storage of chemicals
* Report leaks or bund problems
* Use minimum quantities
* Paint and hazardous chemicals must not enter drains
* Know how to use spill kits
* Clean up minor spillages or contamination immediately refuel machinery or vehicles away from drainage paths or watercourses.

**Vehicles and Transport**

* Plan trips to avoid unnecessary use of vehicles
* Share vehicles if possible
* Transport –reduce our travel and use of carriers where possible.

**Good Neighbours**

* Minimise dust and noise
* Cover material which gives off dust
* Turn off noisy equipment when not in use
* Inform neighbours of temporary disruption to traffic or services
* Collaborate with our client in relevant community engagement and meetings
* Respond quickly to queries and concerns of the community.

**Lighting, Energy and Equipment**

* Turn off equipment when not in use – including computers
* Use screen savers
* Use cold water in stead of hot if possible
* Turn off lights when leaving a room
* Report damaged lights fittings and flickering fluoro tubes.

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