

# Safety and Employment Information Handbook



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## WELCOME TO PROTECH

As a candidate working on an assignment, you are an employee of Protech, and you now have access to a large variety of positions across many industries throughout our network. These opportunities provide for both ongoing forms of temporary work or permanent placements depending on your working requirements.

You can also enjoy the security of being with a stable and well-connected organisation and have full confidence that Protech attracts positions with many of Australia's leading organisations.

We recognize the valuable contributions that all of our field employees make to our success.

*It's our pledge to you that we will do our very best to match your skills, interests and career objectives with fulfilling assignments that will enhance your marketability and provide you with the flexibility and challenges you desire. We hope you will enjoy the challenge of temporary work.*

We look forward to working with you.

## OUR CORE VALUES

CORE VALUES	
 <b>Respect</b> > for self and others	> Protech-ting people from harm > Commitment to Achieve > We Value, Trust & Empower our People
 <b>Integrity</b> > keep your promises	> Exceptional Customer Service to Everyone, Every Time > Deliver on our Promises > Accountability & Integrity
 <b>Acknowledge</b> > recognise, celebrate, grow	> Respect, Recognise & Reward > Leading, Flexible, Smart > Create the Opportunity

### RESPECT

We respect the safety, goals, contributions and achievements of ourselves and others. We actively strive to protect our people from harm, empower our teams and achieve outcomes for our clients.

### INTEGRITY

We act with integrity by providing exceptional customer service, every time. We are open, honest and ethical in all of our interactions, and we deliver on the promises we make.

### ACKNOWLEDGEMENT

We value the contributions of our staff, and we recognise and reward leading behaviours. We promote a culture of continuous improvement and celebrate our successes as a team.

Please read this guide carefully and refer to it whenever you have a question. If the information is not covered in the guide, or you have any additional queries, please contact your Protech consultant.

## ABOUT PROTECH - WE LOVE A GOOD CHALLENGE

Protech was established in 2006 with a goal to provide technically specialised, customer-focused workforce solutions. Throughout our history, we have consistently challenged the status quo in order to deliver value to our clients. By striving to innovate and gain a deeper understanding of our their broader goals, we have created better outcomes, better services and a higher benchmark for the industry.

## A POSITIVE INFLUENCE IN PEOPLE'S LIVES.

This simple statement drives our continuous commitment to deliver value, innovate and improve.

In fulfilling this purpose, we provide a high level of technical expertise and the best value at all times by taking a collaborative, solution-based approach to any problem. Whether your desired outcome is productivity gain, cultural change, cost reduction or improved safety, we have the commitment, the expertise and the processes in place to transform your business.

## WHY JOIN US

### WE PROTECT OUR PEOPLE

Protech is committed to protecting the health, safety and wellness of its employees. When you work with Protech, you will undertake comprehensive site and industry-specific inductions for preparation before starting your new role. We will also provide ongoing, nationally recognised health and safety training and skill development.

### WEEKLY PAYMENT PROCESSING

Protech processes your payroll on a weekly basis to ensure that you are able to regularly review your hours and payment, as well as offering a number of opportunities to salary sacrifice your super and package your payments in the most tax effective way possible.

### BANKING HOURS SCHEME

Bank hours for a rainy day! Protech offers all of our staff the opportunity to nominate hours out of their weekly pay that they would like saved up for peak holiday seasons, periods of sickness or payment to cover public holidays etc. This way all of our staff members are able to budget for time away from work and still have the confidence of regular income.

### ONGOING LONGER TERM PROJECTS

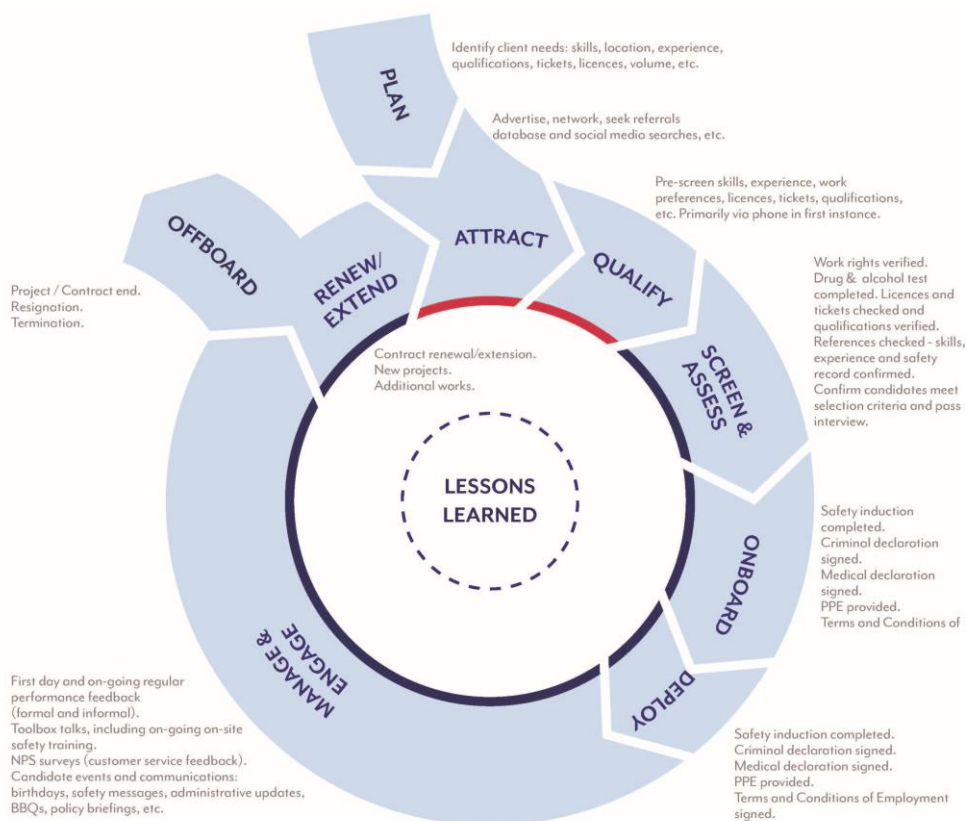
A high number of the roles available through Protech are for long term projects. This is a real key for providing our employees with authentic job security.



## WHAT DOES IT MEAN TO BE PROTECH CERTIFIED

All Protech Employees go through a rigorous program prior to registration to ensure they are 'Certified' for work with Protech, this includes:

1. Work Rights Verified
2. Drug & Alcohol Test Completed
3. Licences & Tickets Current
4. Reference Checks Completed
5. Criminal Background Declaration
6. Safety Induction Completed
7. PPE Available
8. Medical Declaration Completed
9. Skills & Experience Confirmed
10. Passed Selection Criteria Interview



## GENERAL INFORMATION FOR PROTECH EMPLOYEES

### How do I get work?

After taking into consideration your skills, needs and interests we will contact you with an available and suitable assignment. Once you've accepted an assignment (see Employment Conditions – Engagement) we expect that you will perform to the very best of your ability and see the assignment through to completion. Although you may be doing work for a number of Protech Clients, we are your employer. Your timesheet and pay are processed by Protech and your Protech Consultant/Account Manager is your contact for all work assignments.

Importantly, ensure we are always aware of your contact number/s and email address. Your assignments (and therefore work) depend on our ability to contact you and discuss them.

You should call your Protech Consultant/Account Manager **IMMEDIATELY**:

- With updates on your availability to work: If you're unavailable for a period of time, please let us know in advance so we can arrange it with your host employer.
- When you've enhanced your skills or learned new ones so we can add those details and copies of certificates to your file and match you to the right assignments.
- When your assignment has been extended and you have been asked to stay longer by your Host Employer.
- As soon as you learn when your temporary assignment will finish, confirming your availability for other assignments.
- A client asks you to return for another assignment or offers you a full time position.
- If you would like to apply for a permanent job with a Protech client you have worked for.
- Client changes your tasks, job description or role.
- You changed your name, address, telephone number, email address, bank account details or superannuation fund into which your entitlements will be deposited.

The Consultant/Account Managers work as a team to find you the right assignments. If for any reason your Consultant/Account Manager is unavailable, don't hesitate to ask for help from any other Protech staff member, the contact details are on the back page of this handbook.

## How do I know what my assignment is and what I will be paid?

Your Protech Consultant/Account Manager will tell you how each assignment will operate before you accept the assignment. All offers of employment with Protech are to be considered **casual positions** unless specified. As a minimum, you will be advised:

1. Where you are working.
2. What you will be doing, i.e. your role and classification.
3. Who the Host Employer is for whom you are working.
4. The initial working hours.
5. Who to report to on your first day at work.
6. The general conditions on the site which you are working.
7. The PPE requirements for your assignment.
8. Your hourly or daily rate of pay.
9. The EBA you are covered by

You will receive a Letter of Engagement from Protech for each assignment, prior to the commencement of each assignment. Your acceptance of the terms of the assignment outlined in the Letter of Engagement and this Handbook will be by either:

1. Returning a signed and dated copy of the Letter of Engagement to Protech before commencement on the Protech work assignment; or
2. Commencement of a Protech work assignment evidenced by the completion and submission of a timesheet.

You'll be paid an agreed hourly or daily rate for each assignment, determined by our client's work requirements, your skills and the prevailing Award or Industrial Instrument rates that are applicable.

Your hourly/daily wage may vary from assignment to assignment, which is why every time you accept a new placement you will be commencing a new contract of employment.

## How do I get paid?

A weekly timesheet must be completed and signed by you and by an authorized client representative at the end of each week. Please keep your timesheets accurately, if it is incomplete or incorrect your pay may be delayed. It should

be noted that falsifying timesheets is considered serious misconduct, which may lead to your termination and potentially criminal prosecution.

The Client must fax or email your time sheet to us no later than 12 Noon each Monday, following the week you have worked. Your pay may be delayed if we have not received it by this time. The Original must be left with the client and you should also keep a copy of your timesheet for your records. Should your assignment end mid-week submit your time sheet immediately upon completion.

If you are emailing your signed timesheet directly, you must ensure that you CC your Host Employer. This is part of the approval process. If this has not been done, we cannot accept your timesheet and your pay may be delayed. Alternatively, your Host Employer may submit your timesheet for you.

Your pay will generally be available on **Friday morning in the week following the days in which you worked**. Protech processes and directly deposits your pay into your account following the receipt of your timesheet. Your pay slips sent directly to you by email or post if you do not have an email address.

Any queries about your pay should be made directly to your Protech Consultant/Account Manager.

## Superannuation

Protech pays superannuation on your behalf (with the exception of those candidates who are ABN Contractors or specific circumstances), after you have worked the qualifying hours and received the minimum monthly wage as specified in the Superannuation Guarantee Legislation. Protech processes the compulsory contribution quarterly to your nominated superannuation fund. If you have not nominated a superannuation fund, payments will be made into Protech's default superannuation fund which is a MySuper compliant fund.

## What paperwork does Protech need from me to get paid correctly?

A signed tax file number declaration must be given to Protech within 28 days of commencement of employment, or we are required by law to tax you at the highest PAYG rate. Protech will only deduct those taxes as required by law.

You must provide Protech with your correct banking and superannuation fund details in the application to register pack. It should be noted that if these details change at any time, you must notify Protech in writing via email. For clarity, we cannot make any changes to payments to your bank or superannuation fund unless we are notified in writing.

## When will I receive my Group Certificate?

You will be sent a PAYG Payment Summary (Group Certificate) in July following the end of the financial year showing your gross earnings and tax deducted whilst employed by us. Therefore you must let us know promptly if you change your email address at any time throughout the year.

## Permanent Placement with Clients

A Permanent Placement occurs when Protech undertakes recruitment of positions for our Clients where the successful candidate will be employed directly by the Client. Protech will perform all necessary introductions and where possible facilitate the interview and selection process, however Protech can not be held responsible for the results and outcomes of the recruitment and selection process.

Prior to commencement of first day/shift you will be required to sign a letter of offer from the Client/Employer, as facilitated by your Protech Consultant/Account Manager.

You will also be required to notify Protech of the final package or contract as agreed between you and the Client.

## PROTECH EMPLOYMENT CONDITIONS

### Engagement terms:

Please note that upon commencement of your assignment it will be taken that you have accepted the terms and conditions contained within your Application to Register, General Induction, the applicable Protech Enterprise Agreement (or site specific agreement as applicable), the Letter of Engagement and this Safety and Employment Handbook. Upon acceptance of these terms and conditions all previous agreements either written or verbal are superseded.

Each time you accept an Assignment with Protech you will enter into a new contract of employment with Protech and as a result, the terms may change and as such you should carefully read all documentation you receive from Protech.

The employment relationship and any subsequent agreement will be governed by, construed and take effect in accordance with the laws in force in the State or Territory in which you complete the work assignment.

Should you not be offered a position or complete any assignments for Protech for a period of six months (6) then your application will be considered expired and you will need to reapply and complete the entire recruitment process again. If you have not worked for Protech for a period of 3 months you will be required to complete another Drug and Alcohol test as well as a Change of Details form and Tax File Number Declaration.

### Industrial instrument coverage

Protech Employees are generally engaged under an Enterprise Agreement (or site specific agreement as applicable). This Enterprise Agreement and its terms apply to your employment with Protech for the duration of your assignment.

Under the Enterprise Agreement you are entitled to remuneration and benefits equal to or better than those contained in the relevant Modern Award that applies to the role and classification for the work being performed by you on assignment with Protech. Protech will notify you of the relevant Modern Award and your Classification/Level in your Letter of Engagement for each assignment.

You acknowledge and agree that:

- the terms of the Enterprise Agreement (and any applicable modern award) form part of your contract of employment with Protech.
- the remuneration provided to you under these Employment Conditions and the Letter of Engagement for each assignment will be taken to compensate you fairly. Where you are placed on an assignment and the Protech pays you more in wages or allowances than is required in Enterprise Agreement (the Higher Rate of Pay), the Higher Rate of Pay will be received by you in satisfaction of any and/or all wages, penalties and allowances which might otherwise apply to you (including without limitation, minimum weekly wages, annual leave loadings, overtime payments, penalty rates and allowances); and

It may occur that you are employed to work in an occupation or industry for which Protech does not have coverage under an Enterprise Agreement. In such a situation, your employment will be underpinned by the relevant Modern



Award outlined in your Letter of Engagement. As such, your remuneration and benefits will be equal to, or better than those contained in the relevant Modern Award.

## Assignments

Protech will inform you of available assignments and the terms and conditions particular to each assignment.

You have a right to refuse any assignments offered, although repeated refusal of assignments may result in Protech deciding not to offer you future assignments.

Protech is under no obligation to offer you:

- any assignments;
- future or on-going assignments; or
- the same or similar terms and conditions from assignment to assignment.

Protech or the Client may change the terms of, or terminate, an assignment without reason and you have no right to on-going employment on any particular assignment.

Termination of a particular assignment by Protech or the Client does not of itself constitute termination of your employment with Protech.

## Code of Behaviour

Your specific duties will vary depending on the nature of each assignment. However, each employee is required to operate within our, Code of Behaviour:

In addition to performing the specific duties for each assignment you are required at all times during the course of your employment, to:

- a) Arrive at each assignment punctually and ready to commence work at the required start time.
- b) Work diligently and give Protech and the Client the full benefit of your knowledge, ingenuity, experience, effort and skill.
- c) Act in a courteous, ethical, professional and honest manner and in the best interests of Protech and the Client.
- d) Participate openly and honestly in all workplace safety and/or performance management investigations, reviews and discussions, and treat the processes as confidential unless otherwise advised.
- e) Comply with Protech's and the Client's policies and procedures as varied from time to time.
- f) Refrain from engaging in any bullying, harassing, discriminatory or other inappropriate behaviour in the workplace or related locations, be it directed at fellow employees or Client staff, via direct or electronic means, regardless of the point and time of access/posting.
- g) Report ALL potential issues of harassment and discrimination or other inappropriate behaviour in the workplace, immediately to Protech and your Client Supervisor.
- h) Take all reasonable steps to avoid conflicts of interest, or the appearance of a conflict of interest, and disclose at the earliest opportunity all potential or actual conflict of interests to Protech.

i) Not conduct yourself in such a manner, whether during work hours or after work hours, regardless of whether at home, social settings or employment related accommodation, as to cause damage to Protech, the Client, the Client's (or other third party's) property, or which brings Protech or the Client into ill repute.

j) Adequately care for and maintain Protech or Client equipment and resources whilst in your possession and this equipment and resources must be used in the manner for which they were intended in accordance with the manufacturer's instructions and within reasonable limits, and not be used in any activities which involve a breach of law or policy.

Failure or refusal to abide by the Code of Behaviour may have consequences for you, the employee, including disciplinary action which may lead to the suspension or termination of your employment.

## Direction and supervision

As your employer, Protech retains ultimate control of you in relation to the performance of work on an assignment or otherwise and may direct where and how you shall perform work on any particular assignment.

However, on a day-to-day basis you will be supervised and will receive directions from authorised representatives of the Client/Host Employer. You are required to comply with these lawful directions.

Your Protech Manager and Client/Host Employer Supervisor will be set out in the Letter of Engagement for each assignment.

## Employee notification

You must immediately notify your Protech manager and your Client supervisor of:

- any concerns you have in relation to your health or safety (or the health or safety of any other person) whilst working on assignment;
- any near miss, injury sustained or illness contracted by you during the course of your employment while on assignment with Protech;
- any damage to property or injury caused to others by you, or which you witness another party cause, in the course of your employment;
- You believe you are, or a colleague is, experiencing any type of harassment while on assignment.
- anything occurs which affects your capacity to successfully complete the assignment for which you have been employed by Protech, i.e. loss of licence, change of Visa status, expiry of certification (first aid, CPR/LVR), etc.; and
- If you feel the Client requires you to undertake an action which means you will breach a Protech policy;
- any inability to attend work or commence work on time (this must be done as soon as reasonably practicable but usually at least 1 hour prior to your usual start time); and
- any time that you need to leave the job site for a non-work related reason.

In addition, you must promptly notify your Protech manager of:

- any grievances in relation to an assignment or your employment, and must not raise such grievance with the Client unless authorised by Protech;
- If you are unsure how to handle a sensitive or uncomfortable situation while on assignment;

- A client asks you to return for another assignment or offers you a full time position;
- any change to your personal details (such as contact details, bank details or emergency contact details).

## Termination conditions:

In the event of termination of employment, termination will be provided with the minimum notice and in accordance with relevant legislation or industrial instrument covering all parties. Protech may elect to pay this notice out, in lieu of notice.

Protech has the right to summarily dismiss anyone without notice for serious misconduct and in such cases any entitlements are only to be paid up to the time of dismissal.

Absence from work for a continuous period exceeding three (3) working/rostered days without the consent of Protech and/or Host Employer (such consent cannot be unreasonably withheld) and without notification to Protech, shall be taken as evidence that the employee has abandoned their employment.

On termination of employment, wages due shall be paid on the next weekly pay-run after termination.

## Employment other than Casual - Term Contract:

Protech offer you employment under a Term Contract, in which you would be employed for an aspirational or expected duration for an assignment with a Client. In such circumstances you will be issued with a Maximum Term Contract Letter of Engagement which, in addition to the information contained in the standard Letter of Engagement, will set out the terms of the assignment including:

- Pay rates and allowances;
- Expected term and minimum working hours per week;
- Leave provisions; and
- Applicable probation period
- Termination provisions in line with the requirements of relevant legislation.

**Prior** to commencement of first day/shift you will be required to sign an employment contract

All areas of the relationship which are not covered within this contract will be set down as those contained as a minimum standard within the relevant legislation, Award and/or industrial instrument.

Beyond the specific conditions contained in the Maximum Term Contract Letter of Engagement, all other terms and conditions contained in this Protech Employee Conditions will be applied for the engagement and will be applicable for any dispute resolution.

Please note a Term Contract will only be valid when formed in a written agreement which will be clearly identified as a Maximum Term Contract Letter of Engagement. All casual assignments, where an estimated term of placement is provided in the Letter of Engagement, do not constitute a Term Contract.

## SAFETY INTRODUCTION

Safety at work is both an individual and shared responsibility and you must ensure that your assignments are performed safely without risk to yourself or your colleagues. The consequences of a job related injury are extensive for all parties involved.

Because our industry is unique, in that we can't directly control the workplace of our field based employees, Protech has prepared this booklet, which describes the things you can do to help prevent accidents and injuries.

Protech will endeavour to appoint you only to assignments which you are capable of efficiently and safely carrying out. With your active participation we can succeed in eliminating accidents and ensuring a safe workplace for everyone.

Accidents can be avoided with proper care and foresight. Should an employee suffer an injury, Protech will:

- Investigate accidents thoroughly
- Ensure the employee is correctly compensated
- Ensure injured workers receive appropriate health care
- Arrange rehabilitations programs for early return to work, where possible and appropriate

## Workplace Health and Safety Act Requirements

**Persons conducting a business or undertaking (relevant persons)** must ensure the health and safety of:

- themselves
- their workers; and
- other persons, such as the public.

This includes employers or self employed persons.

**The key elements of meeting the above obligations on who conduct a business or undertaking (relevant persons)** include, but are not limited to:

- providing and maintaining a safe and healthy work environment.
- providing and maintaining safe plant.
- ensuring the safe use, handling, storage and transport of substances.
- ensuring safe systems of work.
- providing information, instruction, training and supervision to ensure health and safety.

**Persons in control of workplaces** must:

- ensure that people can come to work at the workplace with minimum risk of injury or illness;
- ensure safe access to the workplace for all people; including those who are not workers;
- ensure that any plant or substance they provide for work by people who are not their workers is safe when properly used.

**Owners of plant** must:

- ensure that the plant is maintained so it is safe and without risk when used properly.

**Persons in control of relevant workplace areas and the fixtures, fittings or plant included in the relevant workplace areas must:**

- ensure that the relevant work area is safe and without risk to health
- ensure that the fixtures, fittings and plant are safe and without risk to health.

**Workers and other persons** (including visitors, contractors and general public) must:

- follow the instructions given by the employer or Principal Contractor for the health and safety of themselves and others;
- use personal protective equipment if it is provided and they have been trained in its use.

Further workers and other persons **must not**:

- deliberately interfere with or misuse anything provided for workplace health and safety;
- deliberately endanger the workplace health and safety of any person;
- deliberately injure themselves.

## ***How do we meet our obligations?***

Any person who has a workplace health and safety obligation under the Act must fulfill (that is meet, or discharge) that obligation.

### **a) Where there is a Regulation or Ministerial Notice**

A regulation or ministerial notice prohibits exposure to a risk or prescribes a way to prevent or minimize exposure to a risk. Where a regulation or a ministerial notice exists for a specific risk or hazard then the only way an obligation can be met is by following that prohibition or prescribed way. ***N.B. - Regulations or Ministerial Notices Must Be Followed***

### **b) Where there is a Code of Practice**

Codes of Practice state ways to manage exposure to risks in the workplace.

Where a Code of Practice exists for the hazard, risk or industry then it should be followed, however a person may select an alternate method provided that the alternate method provides equal or better protection. ***N.B. – A Code of Practice should be followed or another way that provides equal or better control.***

DOING NOTHING IS NOT AN ALTERNATIVE!!!!



### **c) Hazards where no Regulation, Ministerial Notice or Code of Practice exists**

If there is no regulation or code of practice about the hazard then a person may choose any appropriate way to manage exposure to the risk. However, the person can fulfill its workplace health and safety obligations only if it takes reasonable precautions, and exercises proper diligence.

To assist in establishing reasonable precautions and proper diligence we need to refer to the Act, which specifies the way in which workplace health and safety can be managed. This can be summarized as managing health and safety through the Risk Management Process.

## **Your Responsibilities**

Your responsibilities in maintaining a safe working relationship with the company include the following:

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Approved:	NS/JB/MM – 11.04.16		



- Follow all prescribed work policies, procedures and rules at your work environment. Make safety a priority in the work environment
- Report all accidents, injuries, near accidents and unsafe conditions to your Supervisor and/or Consultant/Account Manager and get prompt first aid for all injuries no matter how minor
- Exercise due care in the performance of your duties to prevent accident and injury to yourself, fellow employees, the public and company property.
- Fulfil your duties in a safe manner at all times. *If you're asked to perform a task which seems unsafe to you, or you are asked to perform work which was not part of your initial job description, call your Protech Consultant/Account Manager.*

## If you are injured

If you are injured while on assignment, notify (or arrange to have someone else notify) both a host employer supervisor and your Protech Consultant/Account Manager immediately, **even if medical assistance is not required.** You or your Supervisor must then call Protech immediately on 1800 880 942.

Workers compensation may not be payable if you have left the assignment during which the injury occurred and you have not notified Protech of the injury.

- Obtain a WorkCover Certificate if you visit a Doctor
- Complete a compensation claim form, available through Protech or online
- Advise your Protech Consultant/Account Manager when you will be available for selected duties or a normal return to work
- Attend any medical examinations arranged by the insurance company or Protech.

**Note:** In the event you are injured and will be off work, Protech will liaise with you to ensure appropriate treatment, investigate the accident and commence rehabilitation.

It is the policy of Protech to encourage all personnel, either staff or casual employees to take the initiative in anticipating, preventing and correcting conditions or practices that may threaten the health or safety of the individual.

This is your copy of the "Safety and Employment Information" handbook that explains Protech's general safety rules and regulations, and your rights and responsibilities to worker's compensation if you are injured on the job.

It is not possible in one hand-book to cover every type of workplace that employees may be required to work; therefore it is imperative that all employees be aware of their responsibility to make themselves familiar with site requirements and procedures.

It is our sincere hope that you will never be injured or sustain a work-related illness while working for Protech. However, if you are injured, Protech will endeavour to ensure the best possible medical care without delay.

In order to achieve this, we need to know about the incident immediately. If you delay in reporting an injury, we cannot assist with early treatment.

**It is YOUR responsibility to Report all accidents immediately to your on-site supervisor AND to your Protech Consultant**



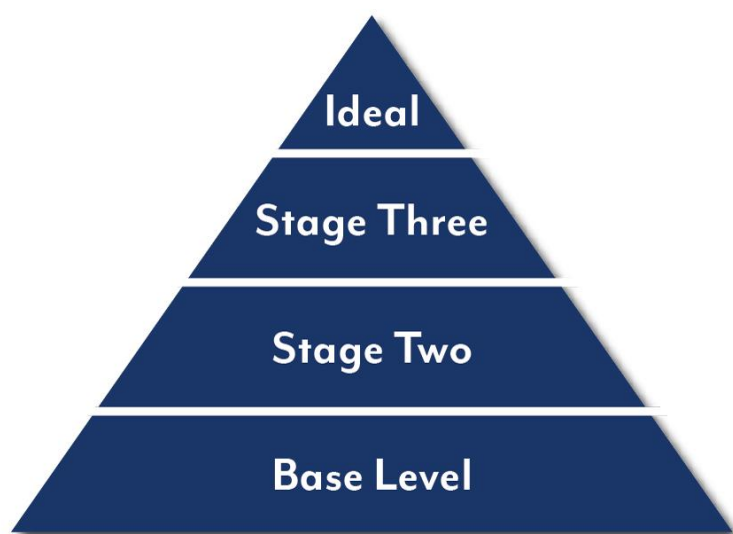
## ALSO TO CALL Protech ON 1800 880 942 – 24 HOUR SERVICE

You have an obligation to comply with the following requirements to ensure safe working conditions for yourself and your fellow workers. You must:

- **Know** the safe practices for the work area and for your job;
- **Comply** with safe work practices;
- **Wear** personal protective equipment when instructed to do so;
- **Report** all unsafe working conditions to your on-site supervisor in the first instance, and to your Protech consultant immediately if the condition is not dealt with by the client satisfactorily;
- **Notify** your consultant of any changes in your duties if they differ from the original job descriptions; and
- **Report** any injuries or near-misses.

## Returning to Work

Protech have a multi-tiered approach to return to work ensuring that all our employees are provided the opportunity to recover and return to duties quickly to ensure they remain connected to the workforce and able to undertake work hardening activities.



Partnered RTW on Client Site: Best interest outcomes and proven timeframe improvement.

Protech Branch based RTW: Administrative duties with options for online training and skills development.

Third Party based: Work hardening programs with our Not-for-Profit RTW partners.

Home based: Duties or host programs facilitated by Insurer.

## Stick to the Rules

Rules are meant to protect everyone – including you. So it is in your own interest to follow them. You must always work in accordance with:

- The provisions of all relevant health and safety legislation.
- Site health and safety instructions, which can include a work plan or safety management plan.

- In addition to the general safety and health induction you will receive when you register with Protech, you will also be given a site specific induction by your host employer in most cases. It is very important to familiarize yourself with the unique OHSE issues that are present for each site you visit.

## Know Your Way Around

Get to know where people and facilities are as soon as possible. In an emergency, make sure you know where to go.

- Ask questions during the site specific induction.
- Locate all access points.
- Know who is responsible for Health and Safety and First Aid.
- Know where the First Aid station is located.
- Know the evacuation procedures.
- Find out where the fire fighting equipment is and how to use it.
- Find out communication points (phone, two-way, intercom, etc.)

## The Right Attitude

The most elaborate rules, regulations, legislation, plans and procedures are useless if individuals in the workplace have a poor personal attitude to health and safety. When it comes down to it, you must want to work safely, in a safe and healthy environment. Don't accept the argument that injuries and illness are just part of the job.

Incidents can be avoided. Be aware of situations, conditions and people on the job. If you see something is wrong, fix it or report it. Don't look at health and safety as someone else's problem!

Remember, apart from it making sound common sense, you have legal obligations to work and act in a way that does not endanger the health or safety of yourself or others at the workplace. Try to remember the below tips:

- **Leave a great impression** – every assignment is a potential new reference for you and may lead to more work or a permanent job offer.
- **Remember your timesheet** – if you don't have one, let us know so we can get some to you.
- **Be on time** – try to be a little early on the first day of a new assignment
- **Introduce yourself to co-workers** – when you meet new people, a warm and professional attitude is the best way to fit in quickly.
- **Dress Appropriately for each assignment** – your Protech Consultant/Account Manager will let you know what to expect.
- **Be alert to opportunities** – if you have spare time, approach your host supervisor and seek more work or offer to help others where it might be useful.
- **Keep our client's work confidential** – don't discuss the specific details of your work with anyone but the host supervisor. Stay neutral and avoid expressing opinions unless asked.
- **Limit personal calls when on assignment** – phone calls of a personal nature should be kept brief and infrequent and strictly only during a break, not on time billed to the client.

- **Don't be afraid to ask questions** – if you have any queries concerning the tasks you are given or the company's facilities don't hesitate to ask the client. If, however, you have any queries or problems with the assignment as a whole, call your Protech Consultant/Account Manager.
- **Be Flexible** – do your best to adapt to the environment and procedures of each workplace. This may encourage the client to request you specifically for future assignments.
- **Clarify policy** – ask the client when it is convenient for you to take your lunch break, do not assume. Also check the length of your lunch break and always get permission before working overtime.
- **Keep up with the latest technology** – never turn down the opportunity to learn something new. It will add to your experience and your job satisfaction. Keep a record of the new skills you are acquiring and be sure to let your consultant know.

## Share What You Know

If you are an experienced worker in the business, don't let new workers blunder on and find out the hard way about the cost of unhealthy and unsafe work. Share what you know and help prevent them causing costly accidents.

Usually people don't do stupid things because they are stupid or lazy. Mostly, it's simply because they don't know the way. Share your knowledge and you'll be more confident about working with them.

## Take Good Advice

Be prepared to take good advice from anyone at the work site. In particular, you must follow directions given by:

- Officers administering relevant health and safety legislation.
- The Site Management Team.
- Workplace Health and Safety committee members.

## Keep Your Eyes Open

Conditions in the workplace can change quickly. Always be alert to potential hazards and risks. If you see a potential problem, stop and take action to fix it.

- Report potentially dangerous situations or practices to the appropriate people (a Workplace Health and Safety Committee member, supervisor, etc.).
- Remove, cover, signpost or barricade hazards where practical.
- Protect dangerous projections such as reinforcing steel, scaffolding, formwork and outriggers.
- Tactfully alert a fellow worker who is engaged in unsafe practices.

Workers and other persons (e.g. Visitors to the work-site) must follow the instructions of an employer or principal contractor regarding the workplace health and safety of themselves and others. Among your obligations, you are **required not to**:

- Wilfully or recklessly interfere with, or misuse anything provided for workplace health and safety;
- Wilfully put at risk the workplace health and safety of any person; or

- Wilfully injure yourselves.

Workers, who have been trained to use personal protective equipment, must use it correctly when it is provided by the employer.

## Damage to Property or Equipment

Report any damage to property or equipment on the site to the person responsible for them. If this is not done, other people can be injured when they try to operate unsafe machinery or equipment, or work on unsafe floors or scaffold.

## Drugs and Alcohol

For full details on Protech's Zero Tolerance approach to Drugs & Alcohol see our Policy on Page

**Under NO circumstances will drivers of Protech or client's vehicles drive such vehicles while under the influence of alcohol or drugs. Any accident involving Protech or the client's vehicles in which the driver of the vehicle is proved to be under the influence of drugs or alcohol will be held legally responsible for all damages incurred in that accident.**

## ISSUE SPECIFIC INFORMATION

### Boots

Safety footwear is the most common means of foot protection on site. Even a minor foot injury can put you out of action and cost you wages. Don't wear thongs on site. Good work boots give long service life and the best protection.

Some tips for footwear:

- Footwear should have strong uppers, resilient and rigid soles, and comfortable and protective steel toecaps.
- Approved joggers with built-in steel to caps are permissible in some situations.
- Damaged or worn-out footwear must be replaced.
- Check the grip on the soles regularly.

### Dust and Fumes

Fumes from welding can be hazardous and the welder should be made aware of this. Respirators must be worn if you are working in dusty areas or any place where the air is contaminated. Safety data sheets (S.D.S.) warn the user of the required precautions that must be taken before handling any chemicals.

### Emergency Evacuation

Upon arrival at a new worksite, ensure that evacuation procedures are clearly detailed, including assembly points, access/egress doors and reporting procedures. ENSURE THAT IN THE EVENT OF A FIRE YOU LEAVE THE BUILDING/WORKSITE IMMEDIATELY and follow the instructions of the host Employer/supervisor.



## Exposure to Sunlight

The effects of sun exposure take years to surface and we are just becoming aware of how serious it can be. Under the Workplace Health and Safety Act, Protech and the person in control of a workplace are responsible for your safety from injury and disease, therefore shirts with a collar, (preferably with long sleeves) is a minimum requirement. Shirts with the sleeves removed are not permitted. Wear Block-out lotion/sun screen on any exposed body part, and use the appropriate personal protective equipment.

## Eye Protection

After hand injuries, injuries to construction workers' eyes are the most frequent. Eye protection is available in a wide range of types from goggles to full facemasks. Apart from obvious dangers, like welding, damage to your eyes can be caused by:

- Metal and wood shavings,
- Flying nails,
- Chemical dust and splashes, and
- Tools and equipment being used by nearby workers.

Permanent eye damage means a permanent limit to your abilities to work, so take precautions. Eye protection is required where indicated by signs, when instructed by the supervisors, or whenever the risk of eye injury is present.

## Fire Extinguishers

If any fire extinguishers are used (even a 5 second squirt), they must be handed to the supervisor to be re-charged. Make sure the correct fire extinguisher is selected in the event of a fire.

If you are unsure how to use a fire extinguisher ask your supervisor or notify Protech and they will arrange training.

## First Aid

First aid is to be attempted only by qualified first aid persons. Every workplace must have a complete First Aid Kit. As a worker it is your responsibility to know the location of these kits and be able to identify who the first aid officer is.

## General Training

All workers are to show certificates of training to do the task allotted to them in accordance with the Workplace Health and Safety Act. All qualified training will be registered within Protech records.

**Do not operate any machine without receiving appropriate training, or holding the applicable license.**

## Gloves

Gloves shall be worn where there is any possibility of damage to your hands. These may include cotton gloves, leather gloves for general factory work or gauntlets for welding/foundry work. Non-porous gloves/gauntlets should be used when handling any chemical/liquids. Get some, keep them handy and use them. Be sure to check that the gloves you are using meet the Australian Standards as required for the tasks you will be performing.

## Hazardous Substances SDS (formerly MSDS)

If you are not absolutely certain about the chemicals you are about to handle, **FIND OUT**. Many of the substances used on construction sites or in workplaces are potentially hazardous. Read the instructions and warnings on the packaging and get a copy of the Safety Data Sheet (SDS – formerly MSDS) for guidance on handling these materials.

If safe handling is not clear to you from the package instructions or SDS, ask your employer or the principal contractor about the recommended methods of applying materials and the procedures for protecting yourself and others from hazards. As a general guide, the following points need to be considered:

- What are the effects of the material on the body – and the associated first aid treatment (e.g. from inhaling vapour, skin contact or penetration, eye contact etc.)?
- Is ventilation adequate?
- What type of protective clothing is needed?
- How do you dispose of waste?
- How is unused material stored?

Safety Data Sheets (SDS) will generally show the personal protective equipment required. Read the instructions and warnings on packaging or SDS and wear the recommended protective clothing. While they can be uncomfortable in hot weather, protective aprons, coats or body suits will minimise the risks of being seriously injured by hot, poisonous or corrosive liquids or solids.

## Hazardous Environments

In some workplaces there will be areas, which are notoriously high-risk environments – such as silos, vats, pipelines, trenches, pits and crawl spaces. The risk of injury or death from a wall or roof collapse, suffocation, toxic or flammable fumes is very real. Do not enter these areas unless fully trained, instructed by a supervisor, and only when all safety requirements and safe work assessments have been addressed.

## Hearing Protection

It doesn't take a lot to PERMANENTLY damage your hearing. The noise level of a common power saw (110 decibels) is enough to cause damage. It can take as little as two minutes a day of unprotected exposure to a power saw cutting metal to permanently reduce your hearing.

Obtain some approved protective earplugs and earmuffs and make a habit of using them. Attach them to your hard hat so they're always handy. (As a rough guide, if you need to raise your voice in conversation then you need to limit the noise level or reduce your exposure to the noise).

## Heat Stress

Although rare, excessive heat can be a problem on some of our sites, particularly in confined spaces, in the sun or outside. Please ensure a suitable amount of appropriate fluids are consumed if the task involves a significant loss of body fluids (sweat). Notify your Protech consultant if you feel the job is beyond your capabilities.

## Housekeeping

It stands to reason that a clean workplace is generally a safer workplace. So do your bit and keep your area clean. Housekeeping is the responsibility of all personnel in the workplace. If you spill any liquids, make sure the site in question is safe until such times the area is cleaned.

If someone is injured as a consequence of a spill caused by you (and not properly contained or cleaned up), you could become liable for prosecution. Keep your own work-site free from rubbish and combustible materials, and the floor free from items other people could trip over. Ensure rubbish bins are emptied on a regular basis. Employees are required to properly dispose of litter from lunches, etc. as scrap food attracts vermin into the workplace. Any workers noticed littering on job sites will be expected to clean up in their own time.

- Keep shared amenities, such as showers, change rooms, fridge's, urns and lunchrooms clean.
- Put rubbish, scraps, etc. in bins.
- Stack and store materials in a safe place.
- Replace lids and caps of containers immediately after use.
- Wipe up spills.
- Remove rubbish as you go.
- Keep walkways, stairs and access points clear.
- De-nail timber or ply as you go.
- Remove or barricade off protruding objects such as pipes, etc.
- Bend or cover steel starter bars.

## Manual Handling

Protech is committed to its Occupational Safety Health and Environment responsibilities and the reduction of risks associated with employees engaged in manual handling activities.

Protech will endeavour whenever possible to prevent the occurrence and/or reduce the severity of injuries resulting from all manual handling activities. Ongoing procedures will be maintained to ensure a high degree to safety awareness at all times by all employees.

Employees will also continually be reminded to advise supervisors and Protech Resourcer/Account Managers of any manual handling tasks they perform that may prove to become a risk to themselves or others.

Manual handling of material must be viewed as the most dangerous potential for an accident. Reference is made to Australian Standards and The Division of Workplace Health and Safety "Code of Practice" for manual handling. A lot can be written about the objectives but in general terms what is required is the observation of basic ground rules:

- Do not lift more weight than you can handle comfortably.
- Lift correctly with the load close to the body.
- Lift with the legs - not the back.
- Cease lifting if pain is experienced - change approach to task at hand.

The prevention of accidents is best achieved by being observant and having the correct attitude of lifting materials by manual methods.

The risk of injury increases if the load is above shoulder or below mid-thigh height. Lifting low-lying objects should be avoided where possible. Unfortunately this is not always practical and a safe lifting technique should be adopted.

The most preferred lifting technique for low-lying objects is the “semi-squat”, commonly known as the power lifter’s squat. It requires you to:

- Incline your trunk;
- Bend your knees to approximately 90 degrees; and
- Lift with your legs, not your back.

While this is preferred, no particular lifting style should be used in isolation because no one lifting technique can be applied to all lifting tasks.

Some helpful hints for lifting are:

- Plan the lift to determine the best lifting technique.
- Choose a comfortable posture that keeps your back straight.
- Avoid jerking movements.
- Get a secure grip on the object.
- Avoid twisting your back by turning your feet, not your hips or shoulder.
- Handle heavy or awkward objects as close as possible to your body.
- Avoid lifting excessive weights.



Accidents can be avoided by the following:

- Plan your path – make sure it is free of obstructions.

- Squat down, bend your knees and lift with your legs, not your back. Keep your back straight and avoid jerky motions.
- Grasp the object firmly, making sure your grip or footing won't slip and keep the load close to your body.
- Ask for help or use a mechanical aid, if you don't think you can move the object yourself. Or if the load will block your vision.

Alternate heavy handling tasks with lighter work. Don't do all the heavy lifting in one period.

## Personal Protective Equipment

This is another area in which you can keep the odds in your favour. Basically, there are three things to remember about Personal Protective Equipment (PPE).

- Have it with you every day.
- Use it.
- Keep it in good order (replace it if it's faulty or damaged).

## Private Cars

Workers are required to park their personal vehicles as instructed by site management. Workers who fail to observe these requirements, cannot expect to make any claims against Protech or the client, should any damage occur to the vehicle.

## Principal Contractor

Principal contractors at construction workplaces must ensure that all work at the construction workplace are carried out in a manner that;

- Ensures workplace health and safety;
- Helps employers and self-employed persons to fulfil their workplace health and safety obligations;
- Ensures plant and substances provided for general use at the construction workplace are safe and without risk of illness or injury to persons at the workplace;
- Ensures workplace activities do not risk the health and safety of members of the public at, or near, the workplace.

If a principal contractor believes an employer or a self-employed person at a construction workplace is not meeting their workplace health and safety obligations, the principal contractor must direct this person to do so. If the person fails to comply, the principal contractor must direct work to stop until the employer or self-employed person agrees to fulfil their obligation.

## Smoking

The National Occupational Health and Safety Commission has resolved that, given the proven health risks of smoking, a tobacco smoke-free work environment should be the objective for Australian workplaces. Protech actively promotes these principles.

As a general rule the following areas will be designated as **NON SMOKING** areas:



- Any office
- Any training room.
- Any area containing flammable liquids.
- Any area in which chemicals are stored.
- Any confined areas, cars, trucks or caravans where requested.
- Any area used for food preparation.
- Any First Aid area.
- Any toilet.
- Any stairway, corridor or passageway.
- Any area that displays “No Smoking” signage.

## Tag-Out Procedures

A tag-out procedure must be followed when removing any safety guarding from plant and/or machinery, or climbing in, on, under or over any machinery, whether it starts manually or automatically. As different procedures exist between work-sites, it is important the tag-out procedure is explained to you by the supervisor/leading hand. **Make sure the plant/machinery cannot be started or operated by someone else while you are working on it.**

## Tools (Tradespersons)

Where you are required as part of your engagement to supply your own tools of trade or equipment, you will ensure that all tools and equipment which you provide or that you otherwise bring to a Client site, meet the applicable Australian Standards, are in good working order and condition, that you are trained in the safe use of such tools and equipment, and that the tools comply with the relevant Protech and Client policies and/or requirements.

Tradespersons are expected to supply your normal tools of trade that would enable you to complete the task required. Specialist tooling will be supplied by the Client.

It will be your responsibility to ensure tools and equipment etc., are returned to the Client’s store upon completion of its use (or at the completion of each day) in a clean and working condition. Failure to do so may result in having to reimburse Protech to the full value of damaged, lost or stolen property belonging to the Client.

You are responsible for maintaining adequate insurance coverage for your work tools and equipment and, where your tools and equipment are to be stored on the Client site, that you are satisfied with the security measures of the storage facility.

## Safety Helmets

The hard hat is one of the most common pieces of personal protective equipment in a construction workplace. Surviving one bad knock on the head will more than make up for any inconvenience of wearing it. Some simple tips on using and maintaining your hard hat:

- Replace the harness inside the hard hat as per Australian Standard requirements.
- Adjust the headband so it fits snugly and comfortably. (Test this by touching your toes. If your hard hat falls off, it’s too loose).

- Attach a chinstrap to keep it on in high wind conditions or while working at heights.
- Get a new hard hat every three years (replace immediately if it gets damaged), or as per Australian Standards.
- Check it meets required Australian Standards.
- Always wear it. Conditions on site can change quickly. There is no such thing as a 'hazard free' zone on a construction site.

## Vehicles and other equipment

Vehicles and other 'driver operated' equipment can only be moved or used by people who have an appropriate permit, license or certificate issued by a recognised Authority.

### Operator Responsibilities:

- Look for overhead restrictions, such as walkways and power lines.
- Look for trenches or pits.
- Beware of poor or unstable surfaces and steep gradients.
- Watch out for projecting objects.
- Be aware of other people in the area.
- Be aware of other machinery and vehicles.

## WORK PLANS OR JSA'S (JOB SAFETY ANALYSIS)

The Workplace Health and Safety Regulation requires principal contractors, employers and self-employed people (sub-contractors) to have a workplace health and safety plan in place before work starts.

Work plans identify the types of hazards likely to be found at the particular construction site and set out control measures needed to minimise or prevent health and safety risks. Work plans should be reviewed and revised to account for any new risks that may arise after work commences.

The principal contractor is required to have a work plan for the workplace and the employer or sub-contractor is required to have a work plan for the type of work they are to carry out.

The principal contractor, employer and sub-contractor is obliged to provide everyone working on the site with all parts of the work plan relevant to their work activities.

Workers should keep abreast of the contents of their employer's workplace health and safety plan. If there are any parts that are unclear, workers should have them explained.

## Working at Heights

As a general rule any work over 2 metres above the normal work floor is considered "working at heights"

If there's any possibility of people or objects falling from perimeters, ramps, stairs, etc., proper protection must be provided. NEVER remove protective equipment unless you have the approval of the person in control of their area.

Where there is a risk of people or objects falling, make sure the following are in place:

- Mesh panels with kick-boards securely fixed.
- Securely fixed handrails and mid-rails.

## OFFICE WORKER GUIDELINES

Because injuries may occur in office environments when systems and procedures are not adhered to, it is important to pay attention to office safety rules. Just because there are no manufacturing processes taking place in the office does not mean that the risk of injury is not present. You are expected to follow these guidelines:

### General Safety

- Know your job and follow instructions. If you do not know the safe way to do the job, ask the client's supervisor. Report all unsafe conditions to your work area supervisor immediately. This includes broken furniture, broken glass and defective office equipment.
- Equipment using electricity can mean trailing cables, overloaded circuits, broken plugs and sockets. Ensure that qualified personnel see to these dangers. If office equipment is not functioning correctly, turn the equipment off and report it to your supervisor immediately. Worn electrical equipment or defective equipment should not be used. Always place phone leads and extension cords where no one can trip over them.
- Keep exits clear at all times. Exit and fire doors must never be blocked or made inoperative. Keep all work areas, stairs and aisles free of clutter. Clean up all spills immediately. Report unsafe conditions to your supervisor.
- Heat, cold, noise, poor lighting and poorly maintained equipment add to the risk of injury. Notify a supervisor and your Protech Resourcer/Account Manager should you identify a hazardous or potentially hazardous situation. Report defective equipment, including furniture and office equipment to a supervisor immediately.
- Be alert for tripping hazards. Do not allow file records to accumulate in corners, stairwells or under desks; use proper storage. Use extra caution turning corners or on stairs. Watch out for slippery or wet floors. Use handrails to give support and balance when ascending or descending stairs. Ensure the wearing of appropriate footwear. High-heeled footwear is NOT recommended for office environments.
- Keep desk and filing cabinet drawers closed when not in use to avoid people tripping or striking themselves. Only open one filing cabinet drawer at any one time.
- Open doors correctly, using the handles or push-plates. Do not push the glass section of doors.
- Be careful to avoid injury to hands when using paper-cutting machines, staplers and equipment with sharp edges. Ensure your computer workstation is correctly adjusted.
- Observe good "Manual Handling" procedures in the office environment. Ask yourself whether the item/s need to be moved? Can I carry the weight? Can someone move it for me? Can I split the load into smaller packages? Is there a trolley available? Etc. Carry large items in a manner that allows you a clear visual path in the direction you are travelling. Do not stand on any chairs, tables or desks to reach articles stored above head-height. Use the correct equipment or ask for assistance.

Remember most accidents in offices result from slips, trips and falls; lifting objects incorrectly; punctures or cuts; being careless, rushing or taking shortcuts. Please BE CAREFUL, ALWAYS THINK SAFETY and you will avoid ACCIDENTS.

## The Work Station

### Health Warning

Use of a keyboard or mouse may be linked to serious injuries or disorders.

When using a computer, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation, or stiffness, **DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL**, even if symptoms occur when you are not working at your computer. Symptoms like these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, or other parts of the body. These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, and other conditions.

Some guidelines that may help you work more comfortably with your computer and possibly reduce your risk of experiencing an MSD can be found in this “Healthy Computer Guide.”

### Position Yourself

It is important to avoid awkward postures and position your body comfortably. Not only can this improve your overall productivity, it may help you avoid MSDs. Keep in mind that changing your posture during extended tasks may also help you avoid discomfort and fatigue.

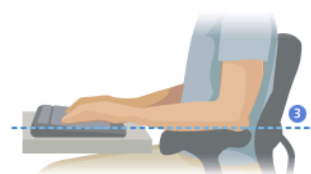
When working or playing at the computer, adapt your surroundings and arrange your computing equipment to promote a comfortable and relaxed body posture. Setting up your workstation to avoid discomfort depends on your unique body size and work environment. However, the following suggestions may help to provide you with a more comfortable environment.



#### To support your back, try the following:

Use a chair that supports your lower back (see detail 1).

Adjust your work surface and chair height to assume a comfortable and natural body posture (see detail 2).



#### To promote comfortable leg postures, try the following:

Clear away items from beneath your desk to allow comfortable leg positioning and movement.

Use a footrest if your feet do not rest comfortably on the floor.



#### To minimize reaching and to promote comfortable shoulder and arm postures, try the following:

Place your keyboard and mouse or trackball at the same height; these should be at about elbow level. Your upper arms should fall relaxed at your sides (see detail 3).

When typing, centre your keyboard in front of you with your mouse or trackball located close to it (see detail 4).

Place frequently used items comfortably within arm's reach (see detail 5).

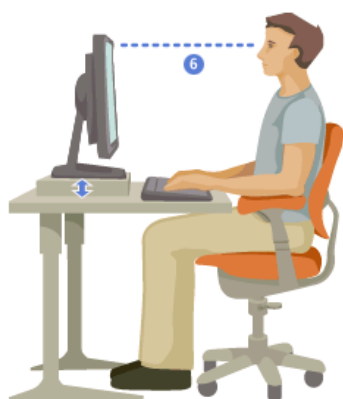
**To promote proper wrist and finger postures, try the following:**

Keep your wrists straight while typing and while using a mouse or trackball. Avoid bending your wrists up, down, or to the sides. If your keyboard has legs, extend them if this helps you maintain a comfortable and straight wrist position.

Type with your hands and wrists floating above the keyboard, so that you can use your whole arm to reach for distant keys instead of stretching your fingers.

**To minimize neck bending and twisting, try the following:**

Position the top of the screen near eye level (see detail 6). Bifocal wearers may need to lower the screen or talk to a qualified health professional about glasses customized for computer work.



Centre your monitor in front of you. If you refer to your documents more frequently than your monitor, consider placing your documents directly in front of you and the monitor slightly to the side.

Consider using a document holder to position your documents near eye level.

**To minimize eye strain, try the following:**

Position your monitor about an arm's length away from you when seated comfortably in front of it.

Avoid glare by placing your monitor away from light sources that produce glare, or use window blinds to control light levels.

Remember to clean your screen. If you wear glasses, clean them also.

Adjust your monitor's brightness and contrast. Adjust onscreen font sizes to make viewing more comfortable for you, if your computer program has this feature.

## Go Lightly

Physical forces continuously interact with our bodies. We may think that only high-impact forces, such as car crashes, are likely to injure our bodies. However, low-impact forces may also result in injuries, discomfort, and fatigue if they are repeated or experienced over long periods of time.

**Some types of low forces include:**

- **Dynamic force:** A force that you exert through movement, such as pressing the keys while typing or clicking the mouse buttons.
- **Static force:** A force that you maintain for a period of time, such as holding your mouse or cradling the phone.



- **Contact force:** A force that occurs when you rest on an edge or hard surface, such as resting your wrists on the edge of your desk.



**To reduce the effects of low-impact forces on your body, try the following:**

Type with a light touch, keeping your hands and fingers relaxed, because it takes little effort to activate keyboard keys.

Use a light touch when clicking a mouse button or when using a joystick or other controller.

Hold the mouse with a relaxed hand and do not grip the mouse tightly.

Avoid resting your palms or wrists on any type of surface while typing (see detail 7). The palm rest, if provided, should only be used during breaks from typing.

Relax your arms and hands when you are not typing or using your mouse. Do not rest your arms and hands on edges, such as the edge of your desk.

Adjust your chair so the seat does not press into the back of your knees (see detail 8).



## Take Breaks

Taking breaks can help your body recover from any activity and may help you avoid MSDs. The length and frequency of breaks that are right for you depend on the type of work you are doing. Stopping the activity and relaxing is one way to take a break, but there are other ways, also. For example, just changing tasks - perhaps from sitting while typing to standing while talking on the phone can help some muscles relax while others remain productive.

*To vary your daily activities and to work productively, try the following:*

- Plan your work so that you are not doing the same thing for extended periods of time (such as performing the same activity or using the same part of your body).
- Use different input devices, such as your mouse and keyboard, to accomplish the same task. For example, to perform a scrolling task, you can use the wheel on the mouse and the arrow keys on the keyboard.
- Work more efficiently by using software and hardware features to reduce your effort and increase your productivity. For example, you can press the Windows logo key to open the Windows Start menu.

## Advantages of Good Housekeeping

Wherever you work, good housekeeping can help you feel better about your job because:

Work is less tiring when you have more space and when your work area is free from things you don't need.

It is more business-like and more efficient when you do things in an orderly and organised manner.

It's less aggravating when you save yourself the time and energy it takes to look for 'lost' items.

## QUALITY POLICY

Protech delivers Quality through methodology to support our customer objectives. We are committed to providing a consistent service which is driven by quality certified systems and procedures.

**Our Purpose:** To be a positive influence in people's lives

**Our Vision:** Protech is a high-performance professional and technical specialist organisation dedicated to be first choice in the design and delivery of innovative workforce solutions

**Our Motivation:** We are driven to win with our customers, through the discipline to get it right

**Our Core Values:**

CORE VALUES	WHAT WE DO
 <b>Respect</b> <i>&gt; for self and others</i>	Protecting people from harm Commitment to achieve We trust, value and empower our people
 <b>Integrity</b> <i>&gt; keep your promises</i>	Exceptional customer service to everyone, every time Deliver on our Promises Accountability and Integrity
 <b>Acknowledge</b> <i>&gt; recognise, celebrate, grow</i>	Respect, recognise, reward Leading, flexible, smart Create the opportunity

**Our Quality aim is:**

- To be trusted advisors to our customers and staff by working consultatively to build relationships based on accountability and quality outcomes.
- To provide a product and service experience supported by accredited processes and procedures, delivered by industry specialists who are committed to ongoing training and development.
- To provide a personalised, professional and friendly service underpinned by Honesty, Integrity and Respect in everything we do.
- To embrace honest feedback and continually monitor customer satisfaction through surveys so we can better serve our customer needs.
- To provide a safe, healthy and environmentally sustainable workplace for our employees.
- To drive strategic growth by measuring and monitoring all of the above through key activities and outcomes.

To fulfill our aim, the Policy is to maintain a practical and measurable process based approach on a commitment to customer satisfaction and continuous improvement. The Policy embraces our aim, which will ensure that:

- We comply with regulatory, legislative & statutory requirements
- We consult with our clients to understand their needs
- Our service standards are continually monitored through customer satisfaction surveys
- We manage an internal framework for the regular review of objectives
- Objectives and customer feedback are communicated and understood at all levels in the organisation
- We are committed to ongoing training for our employees

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- › We empower and encourage our people to participate in a quality improvement culture
- › We endeavour to conduct our business in a responsible and ethical way at all times, with awareness of the social and environmental impact of everything we do
- › We maintain and demonstrate conformance with OHS policy and objectives
- › Protech Management and Executive team are fully committed to the Integrated Management System by participating in ongoing continuous programs and achieving operational excellence
- › We operate the business to the standards required by ISO 9001:2008

We are a global organisation that is recognised as the leader in delivering quality product and services to chosen industries.



**Marc Meili**  
Managing Director



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## DRUG AND ALCOHOL POLICY

Protech insists on a drug and alcohol free workplace as an essential element of achieving Occupational Health, Safety and Welfare aims. Where not directly in violation of a client specific policy, any alcohol consumed must be in compliance with the responsible service of alcohol provisions and all employees must maintain a Blood Alcohol Content limit of less than the legal driving limit. In order to satisfy our customer requirements, duty of care obligations and for the safety of our employees, drug and alcohol testing could potentially be conducted.

This standard covers all employees, others and visitors performing work or visiting any Protech workplace or performing works on behalf of Protech. Testing can be conducted pre-employment, randomly onsite, in the event of an OHS incident, or upon reasonable suspicion. For clarification, reasonable suspicion is based on factual foundation, which may include: alcohol on the breath, unusually slurred speech, lapses in performance, inability to respond to questions and physical symptoms of alcohol or drug influence.

For some employees a pre-employment medical/screen will be compulsory, these medicals include a drug and alcohol test. Those employees affected by this will be notified of the requirement for a medical and testing prior to accepting the position.

The testing performed will be in accordance with the Australian Standard AS/NZS 4308:2008 and will be conducted by either trained Protech employees or medical practitioners in a laboratory or on-site facility. The results of the drug and alcohol tests are treated confidentially in accordance with the Privacy Act and will be stored in the secure employee personnel file for the duration of their employment with Protech.

While this Drug and Alcohol (D&A) Standard sets the minimum standard for all Protech workplaces, all employees working at or visiting other workplaces will abide by the policy and procedures of those workplaces.

The scope of this policy covers the following:

- All illicit drugs and substances, including marijuana, amphetamines, heroin, LSD, etc.
- All alcoholic drinks and beverages
- Prescribed drugs and medications known to cause adverse mental and / or physical effects when used in either prescribed or in excess of prescribed dosages
- Non-prescribed (over-the-counter) drugs and medications known to cause adverse mental and / or physical effects when used either in recommended or in excess of recommended doses.
- Any chemical misused illicitly as a drug, e.g. petrol, aerosols, glues, etc.

Protech insists on the following acceptable drug and alcohol levels for persons at work:

- Zero levels of any illicit drug or any substance misused illicitly as a drug
- Zero levels for any other substance known to or likely to cause adverse mental and / or physical effects, unless sanctioned in writing, along with any conditions, by the Senior Management
- Legal driving limit levels of alcohol/zero tolerance, unless a site specific policy including clients is in place which will override this standard
- Random drugs testing is applicable to all Protech employees

A person's whose test result shows a non-acceptable level for a substance will not be allowed to resume work until a further clinical test shows an acceptable level. Those employees may also be subject to Protech's Counselling and Disciplinary system – refer to our Managing Under Performance (P\_0005) and our D&A Testing Process (P\_0048) .

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#### Code of Behaviour

- Employees will not bring any alcoholic beverages or drugs onto any workplace without firstly gaining the permission of the manager.
- At work no person will take or consume any drug, other than medications, which are prescribed or available over the counter and must have been sanctioned to use while working using the recommended dosages.
- It is the responsibility of all persons to inquire as to the affect of any prescribed or over the counter medication (i.e. doctors, pharmacists, etc.). Where the effects of any medication will or is likely to have adverse affects on the work safety, welfare or productivity of themselves and others at the workplace, it will be the responsibility of the employee to notify Protech workplace management or face Disciplinary Procedures. The prescribing medical professional must provide written verification of fitness for work while on the prescribed substance. It is at management discretion as to if suitable duties are available.
- Any person reporting to work in an apparent intoxicated or drug affected state may be tested and if found to be intoxicated to an extent which is likely to impair safe work performance that employee will be immediately suspended pending the outcome of Disciplinary Procedures.
- Any employee distributing illicit drugs at a workplace will be instantly dismissed and reported to the Police.
- Employees must ensure that they comply with all workplace health and safety legislation, and ultimately not put the health, safety or welfare of employees (or others) at risk.

#### Protech Sanctioned Alcohol Consumption

Protech management may on specific occasions advise employees of the provision of sanctioned alcohol for the purposes of team events and celebrations. All employees are to comply with the following requirements in such an event:

- Employees will only consume alcohol on sites and in locations where it is sanctioned by management.
- Protech employees will be advised by an approved Protech manager of the dates and times for the commencement and conclusion of sanctioned events, where the provision of alcohol may occur.
- Employees must ensure they are aware of their obligations to comply with responsible service of alcohol provisions.
- Employees are free to decline to participate if they choose. Alternative options will always be provided for those who indicate their preference.
- Employees who elect to consume alcohol at these events are aware they must accept personal responsibility for ensuring their consumption remains within legal limits if they are to drive, operate machinery or return to any formal duties. Employees found to be over this limit, or any overriding client policy limit on site, may also be subject to Protech's disciplinary system.
- In addition to the above outlined codes of behaviour, all employees must be respectful to others at all times while at work or engaged in Protech sanctioned events. Further to this employees must pay particular attention to appropriate communication, contact and behaviours when they have consumed any form of alcohol.
- All employees who consume may be subject to testing for BAC readings and Protech reserve the right to supervise and/or monitor the consumption of alcohol at the conclusion of any sanctioned event
- Employees seeking to operate a vehicle or return to their duties after the conclusion of a sanctioned event must participate in testing where required.
- Should an employee fail to provide an appropriate reading for BAC following a test, and therefore unable to operate a vehicle, they will be required to organise through Protech an alternative method of transport home,

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for example a lift or taxi. Employees who choose to consume alcohol at sanctioned events should be aware that alternative transport arrangements may be made at their own cost.

- Employees must also be aware that the BAC testing completed on site is not legally defensible and is provided as a monitoring and guide tool only. All employees must accept personal responsibility for making a decision to drive after alcohol consumption without placing a reliance on the test results.

*It is important for all employees to confirm the content and application of any existing site specific policies with reference to Drug & Alcohol prior to the commencement of work and/or the consumption of any substances covered by the policy. In instances where there is no site policy in place this Standard will function by default.*



**Marc Meili**  
**Managing Director**



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## OCCUPATIONAL HEALTH & SAFETY POLICY

### PROTECH'S SAFETY MOTTO IS – PROTECH-ING PEOPLE

Protech is committed to protecting the health and safety of all its employees while they are at work. Protech has developed a health and safety management system that is integrated with all organisational activities. All employees and managers have a responsibility to work safely, to take all reasonable care for their own health and safety, and to consider the health and safety of other people who may be affected by their actions.

Protech will take all reasonable and practical steps to improve work safety conditions and will strive to achieve a goal of **Zero Harm at Work**. Protech is committed to:

- Complying with all applicable health and safety laws, regulations and standards.
- Continually reinforce that working safely is a mandatory condition of employment for all employees and contractors.
- Maintain a Health and Safety Management system which is relevant and suitable for the risk exposure as well as identify, promote and continuously improve health and safety performance.
- Ensuring all employees remain directly accountable for the health, safety and welfare of their employees and provide adequate resources to assist everyone in this cause.
- Provision of access to appropriate further Health and Safety Training and education to all employees.
- Maintaining relevant policies, procedures, systems, information, training, recognition programs, and organisational structures to support and communicate effective health and safety practices throughout the Group.
- Establishing clear and measurable targets and objectives on an annual basis to improve health and safety in the workplace.
- Effectively disseminating health and safety information to all employees as part of each business unit's consultative process; this includes such things as forums and publications.
- Encouraging active participation, consultation and cooperation of all employees, contractors and visitors in promoting and developing measures to improve health and safety at work.
- Actively responding to and investigating all incidents, and ensuring injured employees are returned to suitable work at the earliest possible opportunity.

Protech will implement and maintain these systems, inclusive of standards, policies and procedures. These standards will be monitored regularly to ensure their integrity and effectiveness.

All operations will meet the Occupational Health and Safety Management System requirements of AS/NZS4801:2001, including statutory and regulatory requirements. This will be measured through regular analysis of company performance data on all levels and apply the appropriate process changes. The Business Management System Review meetings will periodically review this Occupational Health and Safety Policy.



**Marc Meili**  
Managing Director



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## ENVIRONMENTAL AND SUSTAINABILITY POLICY

Protech is committed to responsible environmental management and to be a leader in pursuing acceptable and sound environmental practices within the community.

Protech will at all times operate within the requirements of environmental legislation and any licence conditions. Protech will seek continuous improvement in performance by taking into account community concerns and advances in environmental knowledge. This commitment will extend to all areas of operation, including recruitment, sourcing, job orders and placements and other operations performed directly by Protech or any contractors.

Management will provide employees and contractors with details of legislative and license requirements that apply to their work situation and to provide the necessary training and resources to carry out their responsibilities, if deemed relevant and appropriate.

Protech requires all employees and sub-contractors to operate in an environmentally responsible manner and to immediately communicate breaches of environmental practice to management. It is the responsibility of every employee and sub-contractor to take all necessary steps to recover any incident which breaches environmental legislation, license requirements or good practice with the utmost urgency.

Protech requires the active co-operation of all levels of management and all employees, to ensure the above goals are achieved at all times

### Environmental Management

Although Protech's operations are not controlled by any significant environmental regulations under a law of the Commonwealth or a state of Australia, we have integrated environmentally focused and sustainable business initiatives and programs into our corporate strategy and management frameworks. This includes solutions that focus on the three primary environments of our business: safe working environments, contributions to local and global environmental management, and the development of a business environment that is sustainable, responsible, robust, equitable and fair.

### Looking after our working environments – Field Employees and Staff

Protech's working environment management approach is embedded into our Occupational Health and Safety framework and includes both proactive and reactive management of environmental related issues. This approach includes a suite of hazard, near miss and incident mitigation tools as well as our Emergency Management and Recovery Plan that provides direction and guidance for the management of environmental events, should they occur.

We also work closely with our clients to ensure our field employees comply with on-site and corporate environmental management system requirements.

We provide a robust suite of tools to ensure appropriate day to day working environment management across our national branch network, including internal hazard mitigation and management processes, and general safe housekeeping procedures.

### Looking after the Environment – recycle, reuse, reduce

Protech's Environmental Policy provides guidance to ensure that all Protech employees and staff operate in an environmentally responsible manner and immediately communicate breaches of environmental practice to Protech management. This policy supports the following in-branch environmental practices and initiatives:

- Waste management initiatives including toner, battery and mobile phone recycling programs, waste and paper recycling programs
- Effective energy management including mandatory end of day shutdowns and lights off policy
- Minimised reliance on and use of paper following the 2009 implementation of Protech's web enabled central document repository – TMS – for all corporate and operational Protech policies, processes, procedures, forms, manuals, templates and business tools. This has made a significant contribution to the reduction in and reliance on paper usage across our branch network.
- Default double sided and grey scale printing as default across all Protech network printers

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- Investment in an online timesheet submission, registration and approvals system to minimise associated paperwork by 2016.

#### Looking after our business environment – sustainable business practices

While Protech's Emergency Management and Recovery Plan provides a practical approach to short term business sustainability, Protech has implemented a range of additional business systems and tools to drive the long-term sustainability of our business. This includes Protech's:

- Adoption of a corporate and company structure that provided significant risk mitigation and management during our formative years, and our consolidation and restructure as Protech Group (Aust) Pty Ltd, to support national client engagement, management, growth, diversity and profitability goals
- Continuous improvement system, that focuses on creating a culture of ongoing focus on doing business better
- Customer loyalty policy and programs that enable direct and ongoing feedback between Protech and our key customer groups – clients, field employees and staff – to ensure our business continually responds effectively to client needs
- Staff engagement and retention programs including subsidised healthcare, income protection insurance, health and wellbeing programs
- Commitment to giving back to our communities through encouraged branch participation in local community, sports and charity fundraising activities.



**Marc Meili**  
Managing Director



## PERSONAL PROTECTIVE EQUIPMENT POLICY

Protech may provide Personal Protective Equipment (PPE) when the risk presented by a work activity cannot be adequately controlled by any other means, or when working in conjunction with other control mechanisms in the workplace. Personal protective equipment (PPE) is to be used only as the last line of defence to protect people from hazards and should only be used in conjunction with other forms of hazard control where they are available.

The level of PPE required at a workplace will vary with conditions and locations on site. In most cases, any requirement for PPE to be used will be made clear by the use of appropriately placed signs, or advised prior to the commencement of work including pre-start meetings and inductions.

It is important that candidates understand and accept the reasons for the use of PPE. Accordingly, a guide has been developed to provide information on the specific items of PPE that they will use on a daily basis (See SOP\_0071 & F\_0113). All items of protective equipment must meet the relevant Australian standards.

Protech recognises that PPE does play an integral part in the management of OHS&E at many host workplaces where our candidates will be working. In doing so Protech also acknowledges its obligations under the Workplace Health & Safety legislation and Personal Protective Equipment guides outlined in documents such as Codes of Practice. Therefore Protech is committed to establishing which PPE is required, who will be supplying the PPE and providing the appropriate instruction prior to use before the commencement of work, as required.

Whilst it is generally recognised that the use of PPE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns. The Company will seek to give such information and training as is necessary to enable a clear understanding of these issues.

**The five main considerations that apply to the use of personal protective equipment are:**

1. It must be suited specifically for the intended task;
2. It must be inspected properly prior to use;
3. It must be worn correctly,
4. It must fit properly; and
5. It must be hygienic.

Employees are reminded of their legal obligations under the Workplace Health and Safety legislation and guidelines for a worker – to use personal protective equipment if the equipment is provided by the workers employer and the worker is properly instructed in its use. It is the Candidates responsibility to make sure that they do not commence work prior to being properly instructed in the use of any PPE that they are required to use. Candidate must also request to be provided with PPE if it is required to perform their work and they do not currently have access to suitable equipment. Incorrectly fitted or selected PPE may prove to offer no protection against hazardous substances or environments.

While Protech endeavours to take all possible and reasonable steps to ensure that the candidates are provided with the best possible hazard prevention, ultimately the Candidates must be aware that their safety is their personal responsibility.



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Managing Director



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## ANTI-DISCRIMINATION, HARASSMENT & EQUAL EMPLOYMENT OPPORTUNITY POLICY

Protech will comply with all legislation, rules and regulations regarding Human Rights, Equal Employment Opportunity (EEO) and the Anti-Discrimination Acts. This legislation is established in an effort to promote equality in the community generally and more specifically in the workplace. It is the aim of Protech to ensure that during both the employment and pre-employment stages all persons who come in contact with Protech are afforded the highest standard of opportunities and respect.

All Protech employees will adhere to this policy and will be required to attend training covering Human Rights, EEO and Anti-Discrimination Legislation. Protech recruitment, selection and placement processes are designed to ensure that decisions reflect open, equitable, merit based selection. Selection will be made without patronage, favouritism or unlawful and unjustified discrimination.

### **Discrimination**

Protech is an "equal opportunity employer." Protech will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of such things including but not limited to race, creed, colour, national origin, or sex.

### **Harassment**

Protech is committed in all areas to providing a work environment that is free from harassment. Harassment based upon an individual's sex, race, ethnicity, national origin, age, religion or any other legally protected characteristics will not be tolerated. All employees, including supervisors and other management personnel, are expected and required to abide by this policy. No person will be adversely affected in employment with the employer as a result of bringing complaints of unlawful harassment.

Sexual harassment is behaviour of a sexual nature that is unwelcome and offensive to the person or persons it is targeted toward. Examples of harassing behaviour may include unwanted physical contact, foul language of an offensive sexual nature, sexual propositions, sexual jokes or remarks, obscene gestures, and displays of pornographic or sexually explicit pictures, drawings, or caricatures. Use of the employer's computer system for the purpose of viewing, displaying, or disseminating material that is sexual in nature may also constitute harassing behaviour.

Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitute harassment when (1) submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for decisions about employment, promotion, transfer, selection for training, performance evaluations, benefits, or other terms and conditions of employment; or (3) such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment or substantially interferes with an employee's work performance.

If an employee feels that he or she has been harassed on the basis of his or her sex, race, national origin, ethnic background, or any other legally protected characteristic they should immediately report the matter to his or her supervisor and/or Account Manager. If that person is not available, or if the employee feels it would be unproductive to inform that person, the employee should immediately contact the applicable Manager or Human Resources. Once the matter has been reported it will be promptly investigated in line with the dispute resolution policy and any necessary corrective action will be taken where appropriate. All complaints of unlawful harassment will be handled in as discreet and confidential a manner as is possible under the circumstances.

The procedure for reporting incidents of harassing behaviour is not intended to impair, replace, or limit the right of any employee to seek a remedy under available state or federal law by immediately reporting the matter to the appropriate state or federal agency.

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Any employee engaging in improper harassing behaviour will be subject to disciplinary action, including the possible termination of employment.

#### ***Social Networking & Cyber Bullying***

Protech has established a separate policy to cover the use of social networking and information technology in the workplace, however to reinforce all staff must first and foremost comply with the requirements of this anti-discrimination and harassment policy in all their communications and contact with both internal and external parties. Any instances of cyber bullying will be treated in line with this policy, including prompt investigation and potential disciplinary procedures which may include termination.

#### ***Employee Assistance Program***

For all Protech employees and candidates who may feel that they have been impacted by discrimination, harassment or bullying, Protech have established an employee assistance program whereby support services can be accessed for the benefit of our staff to discuss their circumstances and establish appropriate coping mechanisms. All Protech staff are encouraged to contact their Manager or Human Resources should they wish to access this program. All Employee Assistance Program attendees will be afforded the utmost respect and privacy with regards to their session.



**Marc Meili**  
**Managing Director**



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## WORKPLACE BULLYING PREVENTION POLICY

### Overview:

This policy has been formulated to provide a clear statement on Protech's expectations of its staff and onsite employees in respect to conduct that may constitute workplace bullying.

### Purpose and Scope:

Protech is committed to ensuring that all employees work in an environment where people are treated with mutual respect. It is important for a productive and harmonious workplace that staff are aware of the impact of their behaviours on others.

Bullying in the workplace is inappropriate, unacceptable and unlawful behaviour. Employees (on site, internal, temps or contractors) found to have either committed or condoned such behaviour in the workplace will be subject to disciplinary action which may include the termination of employment.

### Definition:

Bullying is repeated unreasonable behaviour directed toward an employee or a group of employees that creates a risk to the health and safety. Workplace Bullying is considered unlawful. Examples of behaviour that could be bullying include:

- › Verbal abuse
- › Humiliating someone through sarcasm or insults
- › Intimidation
- › Be-little staff in front of peers/subordinates
- › Giving someone the majority of unpleasant tasks
- › Continuously threaten you
- › Constantly look over your shoulder while you do your job
- › Make you feel kept apart and keep you away from the group
- › Make you feel afraid and worried
- › Deliberately not include you in workplace activities
- › Spread gossip about you
- › Give you an unreasonable amount of work to do
- › Hide your belongings or tools

It is a condition of employment that all employees behave in a professional manner and treat others with dignity and respect while they are at work.



**Policy:**

It is the responsibility of the Managing Director to take all reasonable steps to ensure that the work environment is free of workplace bullying. Acts of workplace bullying by one employee, or a group of employees against another employee, or group of employees will not be tolerated.

All employees have a responsibility to ensure they do not promote or engage in bullying.

A breach of this policy may result in disciplinary action. Victimisation of, or detrimental action towards, any person who raises a complaint in bullying in accordance with this policy will be treated seriously and may result in disciplinary action. Any intentional misuse of this policy including knowingly making a false allegation of bullying, will be treated seriously and may result in disciplinary action.

**Responsibilities of employees:**

Employees have a responsibility to ensure that their actions do not negatively affect another staff member's career, health or wellbeing and are consistent with Protech's Code of Ethics. This includes not condoning bullying by failing to do anything about it, such as raising the matter with the bully or a manager.

A staff member found to have bullied another employee or to have condoned workplace bullying may be subject to disciplinary action. Ideally employees should attempt to resolve issues of workplace bullying at a local level by raising the issue directly with the person or by involving their manager (where appropriate).

If the issue is not resolved in this way, an employee may raise the matter with another manager or by lodging a formal complaint in accordance with the Dispute Resolution Process (P\_0006\_A).

**Responsibilities of Managers:**

Managers have a responsibility to provide a safe work environment that enables staff to carry out their work responsibilities free from bullying. This includes investigating complaints of bullying expeditiously, thoroughly and in accordance with due process. Managers should be fully aware of the adverse consequences of not dealing with instances of bullying outlined above.

Managers should be alert to the possibility of workplace bullying and should monitor key indicators such as workplace culture factors, high absenteeism and high employee turnover.



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Managing Director



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## PERSONAL INFORMATION & REFERENCES POLICY

Personal Information is any Information or an opinion (whether true or not) about candidates and employees. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include the opinions of others about work performance (whether true or not), work experience and qualifications, aptitude test results and other information obtained by Protech in connection with possible work placements. Personal Information includes sensitive information e.g. racial or ethnic origin, criminal record, and political opinion etc.

Personal and sensitive information will be collected directly when candidates fill out and submit registration forms or any other information in connection with an application to Protech for registration such as reference checks. Further information may be collected during any placements including payroll history, super details, taxation details and position performance information based on feedback gained from clients and colleagues.

All personal information obtained will remain on Protech files or database for internal use and to obtain employment for registered candidates. Protech will store, access and distribute this information in accordance to the legislative requirements outlined in the Privacy Act 1988 (Commonwealth) and all applicable State Based legislation covering the issue of privacy.

There are instances when Protech may be required to provide personal information regarding individual's circumstances and employment to outside parties, such as:

- Government agencies – Centrelink, Child Support Agency, ATO etc. these requests are submitted in accordance with legislation and compel the provision of details as requested.
- Other Institutions – Including requests from real-estates, banking institutions and credit organisations requesting confirmation of employment. Please note the institution must submit a copy of a signed authority from the candidate permitting the collection of information. Without a copy of this authorisation, Protech will be unable to release any details requested.
- Employment References - In relation to all Protech employees either temporary or permanent, their employment and personal details are treated as confidential, and references will only be provided in the form of a statement of service outlining the start and end dates of employment and job title. Further specifics with regard to standards of performance and personal comments on ability are completely subjective and therefore will not be made with regards to on-hire employees.

In an instance where any employee of Protech does offer personal opinions in the form of a reference concerning candidates and/or colleagues, these opinions will be considered as personal references and are not to be taken as the position of the company.

When completing the registration candidates and employees are providing authorisation for Protech to use and or distribute information for these purposes and that this information is also available to other companies and or potential host employers as required, this may include such things as medical history, police background checks, reference details, etc.



**Marc Meili**  
**Managing Director**

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## CONFIDENTIALITY POLICY

This Policy applies to all candidates, employees and associates of Protech. In addition this agreement is intended to apply to all Clients of Protech in their capacity as host employers, and the candidates provided by Protech and its subsidiaries.

### Confidentiality of Protech and Client information

Information of a business nature, which has the potential to provide a competitive advantage, must be treated as confidential. Such information about Protech, any Host Employer and/or its associated businesses is to be regarded as confidential, restricted to relevant parties within the business and not disclosed to an outside party, without prior written consent.

Misuse or exchange of such information with competitors or parties with conflicting interests is unlawful and must not occur.

Upon ceasing employment or your association with Protech and/or the Host Employer, each person shall deliver to Protech or the Host Employer all records, documents, accounts, plans, designs, correspondence, letters, training programs and papers of every single description, including all copies/extracts relating to the affairs and business of Protech or the Host Employer which have come into their possession in the course of their employment or association, irrespective of whether they were supplied by Protech or the Host Employer.

An employee or candidate is not prevented from using their own skill in any business which they may lawfully engage in after ceasing employment with Protech.

### Confidentiality of Employee information

Protech will comply with all requirements of relevant legislation with regards to the collection, storage, dissemination and control of confidential and private information concerning all employees or candidates engaged for work with Protech. All information of a confidential nature which is obtained for the purposes of obtaining employment for a candidate will be treated as outlined in our Personal Information and References Policy POL\_0015.

All internal Protech staff including recruitment, operations, sales, and support staff will ensure that information collected regarding a candidate is treated with the utmost confidentiality and respect and will ensure that the data is controlled and stored appropriately at all times.

Candidates may request to have access to their confidential information stored by Protech in accordance with legislation and alternatively may seek to have the information destroyed from the Protech Archive. In instances that such a request is received Protech will be obliged to maintain basic information with reference to the candidates engagement as required by legislation including skills documentation, payment history and any taxation and superannuation information supplied. A list of retained information will be made available to a candidate upon request.



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Managing Director

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## FAIR WORK INFORMATION STATEMENT



**Fair Work**  
OMBUDSMAN

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit **www.fairwork.gov.au**.

### ► The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

**There are 10 minimum workplace entitlements in the NES:**

1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at **www.fairwork.gov.au**. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

### ► Right to request flexible working arrangements

Requests for flexible working arrangements form part of the NES. You may request a change in your working arrangements, including changes in hours, patterns or location of work from your employer if you require flexibility because you:

- are the parent, or have responsibility for the care, of a child who is of school age or younger
- are a carer (within the meaning of the *Carer Recognition Act 2010*)
- have a disability
- are 55 or older
- are experiencing violence from a member of your family or
- provide care or support to a member of your immediate family or household, who requires care or support because they are experiencing violence from their family.

If you are a parent of a child or have responsibility for the care of a child and are returning to work after taking parental or adoption leave you may request to return to work on a part-time basis to help you care for the child.

### ► Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at \$136,700 per annum and indexed annually, a modern award will not apply, but the NES will.

#### ► Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by the Fair Work Commission.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website, [www.fwc.gov.au](http://www.fwc.gov.au).

#### ► Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

#### ► Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission (applications relating to general protections where you have been dismissed must be lodged with the Fair Work Commission within 21 days).

#### ► Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to the Fair Work Commission for assistance. It is important to note that applications must be lodged within 21 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

#### ► Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from the Fair Work Commission and, generally, must provide 24 hours' notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

#### ► The Fair Work Ombudsman and the Fair Work Commission

The **Fair Work Ombudsman** is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the **Fair Work Infoline** on **13 13 94** or visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

The **Fair Work Commission** is the national workplace relations tribunal established under the *Fair Work Act 2009*. The Fair Work Commission is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters. If you require further information, you can visit the **Fair Work Commission** website, [www.fwc.gov.au](http://www.fwc.gov.au).

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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## PROTECH ENTERPRISE AGREEMENTS

Protech currently have a number of agreements registered with Fair Work Australia.

Employees will receive confirmation of the Agreement they are engaged under by way of a Letter of Engagement that is provided prior to the commencement of any placement.

All Protech On-Hire Agreements are available on our website or from the Fair Work Commission.

To find them on our website,

1. Go to [www.protech.com.au](http://www.protech.com.au)
2. Scroll down to the Bottom of the Page
3. Click the link for 'Documents & Policies'
4. All current EBA's are there for access.

If you are unsure which one applies to you please see your Letter of Engagement or ask your Protech Consultant

The Current Links are below:

### **Protech On-Hire Employee Agreement 2016**

[http://www.protech.com.au/files/documents/CERT\\_Protech%20On-Hire%20Employee%20Agreement%202016.pdf](http://www.protech.com.au/files/documents/CERT_Protech%20On-Hire%20Employee%20Agreement%202016.pdf)

### **Protech Managed Services Employee Agreement 2015**

[http://www.protech.com.au/files/documents/PMPS\\_On-Hire\\_Employee\\_Agreement\\_2015.pdf](http://www.protech.com.au/files/documents/PMPS_On-Hire_Employee_Agreement_2015.pdf)

### **AMWU AND PROTECH PERSONNEL (VIC) PTY LTD METALS LABOUR HIRE GREENFIELDS AGREEMENT 2013-2016**

[http://www.protech.com.au/files/documents/AMWU\\_Metals\\_Labour\\_Hire\\_Greenfields\\_2013-2016%201.pdf](http://www.protech.com.au/files/documents/AMWU_Metals_Labour_Hire_Greenfields_2013-2016%201.pdf)

If you are unable to access these at any time and would like to receive a copy by post, please contact your local Protech team and they will be happy to facilitate.



FOR FURTHER INFORMATION, PLEASE CONTACT PROTECH ON:

1800 477 683

OR

Email: [enquiries@protech.com.au](mailto:enquiries@protech.com.au) Web: [www.protech.com.au](http://www.protech.com.au)

Report all injuries to Protech within 15 minutes.

Then call Injury Reporting Number – 1800 880 942

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