



Health and Safety Induction

It is the policy of SVS Veterinary Supplies and PPD Limited to encourage all visitors, employees and Contractors to take the initiative to anticipate, prevent and correct conditions or practices which may threaten the health and safety of yourself and others.

The creation of a safe working environment, sound safety management systems, standards and procedures, coupled with your co-operation in applying and maintaining these safe work practices, will allow the achievement of a workplace where hazards/risks are kept to a minimum and accidents are eliminated.

You will be required to complete a competency assessment after the induction to ensure that you understand the key issues on safety.



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Our Health and Safety Policy

The Directors of SVS Veterinary Supplies Ltd are committed to ensuring that you are safe and protected from harm while you work. To achieve this, we are committed to health, safety and wellbeing by:

- Understanding the processes and operations of SVS Veterinary Supplies and the risks and hazards associated with those operations.
- Leading the Management Team in ensuring the provision and use of resources and processes to eliminate or minimise risks to health, safety and wellbeing from work;
- Supporting opportunities for workers, duty holders and stakeholders to collaborate and cooperate on health, safety and wellbeing matters through health and safety committee meetings; and
- Supporting strategies for worker engagement, participation and representation.

The SVS H&S Management System



Our H&S Management system will not only ensure that we are compliant with respective laws and codes of practice, but also will ensure that you get home safe to your family.

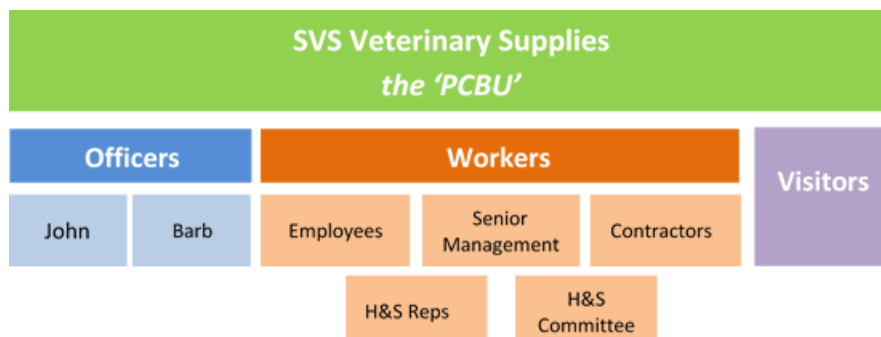
We will do this by having a health, safety and wellbeing culture that is promoted, upheld and reinforced and by ensuring that the SVS Veterinary Supplies has:

- Appropriate resources and processes to eliminate or minimise risks to health, safety and wellbeing available for use and that those resources and processes are being used;
- Appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely manner to that information, so we can continuously improve and work towards achieving progressively higher standards; and
- Implements processes for complying with our duties under the Health and Safety at Work Act 2015, and the associated regulations and codes of practice.

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Health and Safety Responsibilities

We all have health and safety responsibilities irrespective of the role we have at SVS. Those responsibilities are demonstrated in the diagram below and are further explained in this section.



SVS Primary Duty of Care

As the Person Conducting a Business or Undertaking (PCBU), SVS must ensure, so far as is reasonably practicable, the health and safety of its workers and that other persons are not put at risk by our work. The business has a primary duty of care.

This primary duty of care covers five key areas of the business listed below:

- Work environment, plant, structure and substances
- Health and safety systems
- Training and information sharing
- Monitoring of your health
- Work engagement and participation.

Health and Safety Representatives

Health and Safety (H&S) Representatives are a key role and you, the employees, nominate those that hold the position. The primary responsibilities of H&S Representatives are to represent the H&S views of employees through constant communication with Supervisors, Managers and other team; and assist with the implementation and review of the SVS Health and Safety Management System by:

- Completing the monitoring of control measures applied and report to the committee and managers the effectiveness of control measures in place; and
- Investigating incidents and near misses, with a view of identifying further hazards or making recommendations to improve existing controls or to implement new control measures.
- Monitoring and following up on the incident reports provided to ensure that the outcomes and recommendations are considered and action is taken by supervisors/managers and/or Directors.
- Coordinating and completing the assessment of work tasks to identify risks and hazards, and work with staff and supervisors to identify fit for purpose control measures.

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- Assisting with the maintenance of health and safety registers for incidents and hazards (i.e. add new hazards/risks to the register or update the control measures applied to a particular risk or hazard).

The names of the team members who are current representatives for First Aid, Floor Wardens and H&S Representatives, are displayed in the team kitchen.

Please ensure you familiarise yourself with your H&S Representatives



Health and Safety Committee

Health and safety meetings are an opportunity for H&S Representatives and team to discuss H&S within their area of work and any other issues arising.

Committee meetings are held once every two months in the Hamilton DC Boardroom and every two months at the Palmerston North and Christchurch DC's. Minutes of the meeting are made available to all team and can be found on the J drive and also displayed in the kitchen notice board.

Health and safety meetings are an opportunity for H&S representatives to discuss the H&S performance of their team or work area. Ideally, for H&S meetings to be productive, members are expected to raise issues and the causal factors prior to meetings so that discussion during the meeting can be focussed on solutions and actions.

All team are required to attend a minimum of two Health and Safety Meetings a year.

Attendance of the meetings is recorded.

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The 'Workers' Commitment to Health and Safety

The Act uses the term 'Workers' to refer to an individual who carries out work in any capacity for SVS. A worker can be an employee, contractor, sub-contractor, labour hire staff, apprentice/trainee or work experience student.

As a Worker of SVS, you must:

- Take reasonable care for your own health and safety and engage with SVS's health and safety management system.
- Take reasonable care that what you do or do not do does adversely affect the health and safety of other people.
- Cooperate with any reasonable workplace health and safety policy or procedure that SVS has notified you of, but is not limited to:
 - Identify and minimise any risks/hazards that may occur in the course of your work.
 - Report all hazards or potential hazards and accidents to your Manager or H&S Representative.
 - Familiarise yourself with and comply with all safety procedures relating to your work.
 - Be aware of instructions for emergencies and to familiarise yourself with these instructions.
- Comply so far as reasonably able, with any reasonable instruction given by SVS so that SVS can comply with the Act and its regulations.

You must be actively involved in the health and safety issues likely to directly affect you in your work. SVS will provide you with reasonable opportunities to participate in the ongoing review and improvement of health and safety. Nevertheless, any such proposed improvements or actions are only going to be as effective as the level of participation you and others have.

We all have to work together to maintain a safe working environment for all workers of SVS.

Employee Engagement and Participation

Your involvement in our health and safety management system and regular two-way communication is imperative to its success and ensuring your health and safety at work. You are strongly encouraged to get involved in health and safety initiatives as a nominated employee H&S representative, health and safety committee member or by simply suggesting ideas for safer ways to do the work that we do. We welcome your input and feedback in the development, implementation, monitoring and review of our health and safety management system.

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Visitors and other persons in our workplaces

From time-to-time, SVS will have people visit the workplace for various reasons such as meetings, tours, client visits or to undertake repairs and maintenance (i.e. contractors). These other people are responsible for taking reasonable care for their own health and safety and ensuring that others are not harmed by something they do or do not do. There is also the requirement for them to comply, so far as is reasonably practicable, with SVS's health and safety instructions so that SVS can comply with the Act and its regulations. To enable them to comply we must make our health and safety policy and procedures known to them.

It is important to note that SVS staff visiting clients or suppliers are considered to be '*other persons at workplaces*', as it is outlined in the Act. This means that when we visit our clients or suppliers we are obliged to comply with their health and safety instructions, so far as is reasonably practicable. If we do not know what their health and safety expectations are, please take the time to ask them and find out.

Reporting Incidents

It is the duty of all employees to report unsafe working conditions and unsafe work practices to their Manager immediately.

If you cannot safely correct the problem yourself, then your Manager will investigate and determine the cause and appropriate corrective measures.

All occurrences (including "Near Miss" incidents) must be reported to your Manager immediately and an Accident/Incident form must be filled out.

This is the first step in the Accident Prevention Process and your prompt action can help us achieve our goal of zero accidents.

**ZERO
ACCIDENTS**

What is your responsibility towards Health and Safety?

- Identify all risks/hazards. (A risk/hazard is anything that may cause harm or damage.)
- Report all risks/hazards to a H&S Representative or Management.
- Record all accidents, incidents and near misses.
- Wearing or using any protective equipment necessary for the safe operation of your work.

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How do I report a Hazard or an accident?

- Report it to management or one of the Health and Safety Representatives immediately.
- Complete a Risk and Hazard Management Form and/or Accident/Incident Investigation Report, alongside the H&S Representative if required.
- The H&S Representatives will investigate the hazard/accident/incident.

Please ensure to familiarise yourself with the list of current hazards in your workplace area located on the kitchen noticeboard.

Injuries in the Workplace

Minor Injuries

No matter how minor, all injuries **must** be reported to your Manager as soon as possible.

Obtain treatment from a First Aider. If your injury requires medical treatment, you must inform your Manager or Supervisor before leaving the site. Ensure you receive a medical certificate and ACC form to give to your Manager.

Ensure your injury and treatment is recorded by completing an Accident/Incident form within 24 hours of the incident happening. This form must be sighted by your Manager.

Serious Injuries

Check that YOU are safe. Do not place yourself or others at risk.

Check that the injured person is not in further danger.

Make the injured person comfortable. DO NOT MOVE THEM unless their life is threatened.

Call or send for assistance. Telephone Emergency Number 111.

Wait with the injured person until help arrives

Do not disturb the site of a serious accident or move any equipment in the area unless it is necessary to make the area safe.

If your injury is serious enough to require “off-site” treatment, you must inform your Manager before leaving site.

You must also ensure that any medical certificate is forwarded to your Manager as soon as possible to enable any compensation details to be initiated and assessment of your ability to return to work to be made.



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Rehabilitation

SVS believes that any employee injured in the course of employment is entitled to the best available care and return to economic well-being in the shortest possible time. To this end, SVS is committed to ensuring the rehabilitation (early return to work) process starts as soon as possible, in a manner suitable to doctor, employee and SVS.

Good Housekeeping

An untidy work area leads to accidents and makes your job harder. Housekeeping means keeping your work area, your tools and your equipment clean, tidy and in good order.

Good Housekeeping includes:

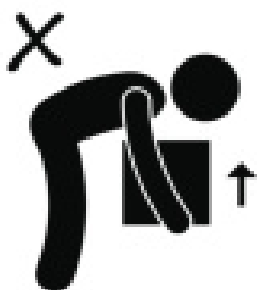
- Replacing tools and equipment after use.
- Keeping passageways free of obstacles.
- Keeping floor surfaces in good state of repair.
- Cleaning up around machinery after use.
- Keeping free access to firefighting equipment.
- Cleaning up spills and slip hazards immediately.
- Ensuring handrails and fall protection is always in place.
- Scheduling the cleaning of windows and lighting.
- Ensuring rubbish bins are used and regularly emptied.



A PLACE FOR EVERYTHING – AND EVERYTHING IN ITS PLACE

Manual Handling

Incorrect methods used in handling materials cause the greatest number of work injuries. When lifting objects manually, adopt the following procedure;



Not your back



Use your legs

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- Be certain each load is within your lifting capacity and will not obstruct your line of vision.
- Check that your route and lay down area are free of hazards and are adequately lit.
- Obtain a good footing and maintain a straight back posture.
- Bend at the knees.
- Grip the object firmly, using the palms of your hands and the roots of your fingers.
- Lift gradually by straightening the legs.

Wear gloves when handling hot materials or objects with sharp or ragged edges. When an object requires two or more employees to handle, one employee should give the signals for lifting and lowering the object in unison.

If you can't move it safely, get mechanical assistance.

Chemicals

Your work may require you to come into contact with chemicals. This may be as simple as detergent cleansers or as hazardous as acids or solvents.

Whether Low or High-risk hazards, you must:

- Be aware of the hazards associated with the chemicals and drugs you are about to use.
- Know where to find, how to read, understand and follow the Material Safety Data Sheet (MSDS) for that chemical.
- Wear the appropriate PPE for the substance you are using.
- Understand the procedures associated with any chemical emergency, e.g. spillage or fire etc.
- If in doubt, **ASK**.

Noise

Noise has become part of our lives today, however, we must do all we can to reduce exposure to noise in our workplaces.

To do this, we must:

- Ensure all new plant and equipment brought into the workplace meet standards set for noise levels.
- Report any increase in the noise level of plant or equipment.
- Consider others and the work environment by controlling noisy activities.
- Wear, and look after any personal hearing protection provided for your use.

Headphones are not permitted in the warehouse and should not be used as a method to reduce exposure to noise in our workplaces.

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Smoking

SVS believes that its employees are entitled to a place of work free of risk to health.

Smoking is prohibited in any SVS offices. Smoking is also prohibited in amenities or places intended for food consumption. This prohibition extends to any other area designated as a no smoking zone.



Please consider others.

Drugs and Alcohol

Anyone in the possession of, or under the influence of alcohol or drugs, are not permitted to commence or continue work at any SVS premise full-stop.

If you are taking drugs or medicine prescribed by a medical practitioner that may cause drowsiness or lessen your ability to perform your job safely, then you must report that to your Manager.

See the Drug & Alcohol Policy which your manager will take you through.

Stress

Continual exposure to draining forces and the ability to cope requires balance. If this balance is exceeded it may lead to stress. This will affect health and wellbeing.

Stress at work is associated with exposure to particular conditions of work – physical and psychosocial. An upset in this balance leads to difficulty in coping with important aspects within the working environment. Some factors that may affect health and wellbeing at work are:

- The intensity and duration of physical and mental effort.
- The environment: climate, light, noise, temperature and workplace design.
- Mental and emotional wellbeing: responsibilities, worries, conflict and social interactions.
- Lack of physical wellbeing: illness, pain, sleep loss, inadequate nutrition and exercise.

To maintain the balance between the opposing forces of stress and wellbeing it is important that work related restorative processes occur:

- Completion of task.
- Resolution of problems.
- Supportive relationships.
- Progress towards worthwhile goals.
- Opportunity to do high quality work.
- Prospect of advancement and training.

These can restore the reserves of capacity, stamina, enthusiasm and endurance.

If you feel unable to cope with stress at work, SVS has mechanisms in place to help you find that balance.

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What to do if fire occurs

As soon as a fire is detected:

- Raise the alarm.
- Report it.
- Assess the situation – If major, ring 111.
- Only if conditions permit, should attempts be made to extinguish a fire.
- **NB. DO NOT PUT WATER ON AN ELECTRICAL FIRE!** (This can be very dangerous as the electricity from the fire can shoot through the water and shock you possibly to death!)
- To put an electrical fire out, you want to unplug whatever it is that is on fire. That will eliminate the electricity that is causing the fire.

Ensure to familiarise yourself with the fire extinguishers and first aid kits in your work area.

Evacuation of your workplace

Every team member, regardless of role or title, is responsible for being familiar with the emergency procedure and to act accordingly in the event of an emergency or evacuation.

Management is responsible for:

- Ensuring the safety of everyone within the building in the event of an emergency.
- Providing employees, contractors and visitors with relevant information to ensure that they know and understand the procedures relating to such emergencies.
- Ensuring that trial evacuations are held every six months.
- Ensure any recommendations are actioned after any evacuation.

A full or part evacuation of your workplace may be ordered as a result of any of the following:

- Fire or explosion in the building.
- Gas Leak.
- Flood.
- Ventilation system contamination.
- Fire in an adjacent building.
- Structural damage to the building.
- Bomb threat.
- Natural disaster.
- Or by order of the Emergency Services.

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If you are directed to evacuate:

- Follow instructions.
- Move calmly to your assembly area.
 - Christchurch - Lawn strip opposite the blue building.
 - Hamilton Front Office – Assemble in the carpark area at the back of the office building.
 - Hamilton DC – Assemble in the far end of the carparking area to the left of the Warehouse when looking at it.
 - Palmerston North - Across the road from Crown Forklifts on Shelley Street.
 - PPD Wellington DC – In the middle of the driveway by the fence.
 - PPD Hamilton DC – At front gate by carpark.
- Wait for further instructions.

Do not leave the assembly area until directed.

Return to work only when instructed by your Manager or other authorised person.

Assessment of Competency

Regulations cover the requirements for operation of nominated equipment. Some of the jobs that require competency assessment are, amongst others:

- Driver's License.
- Forklift License.
- Handling / packaging certain products, refrigerated items, drugs, DG's etc.

You are not permitted to operate nominated equipment without appropriate training and assessment. Also, you are not permitted to operate any plant or equipment without authority to do so.

Container Checks and Processes

SVS is a Transitional Facility (TF) as shipping containers come into the warehouse from overseas locations. These containers may be contaminated by seeds, soil, and dead or alive bugs, every container must be checked properly. To manage the processing of these containers transactional facilities must have a Ministry for Primary Industries (MPI)-approved operator.

Transitional Facility Operator (TFO) and Accredited Persons (AP's)

At our SVS Hamilton branch, Jaz Clark, and at our PPD Hamilton branch, Ella Campbell have been trained as a Transitional Facility Operator (TFO), this means they have overall responsibility for the transitional facility. Jaz Clark and Chelsea Taingahue are trained Accredited Persons (AP) for SVS Hamilton and Warren Hosking and Ella Campbell are Accredited Persons (AP) for PPD Hamilton meaning that they can check containers.

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- Only trained and certified individuals with a current certificate are eligible to unload (devan) a container.
- The definition of biosecurity is the exclusion, eradication or management of pests and diseases that could pose a risk to the environment, economy, culture or social values.
- The biosecurity broom must only be used inside the containers and not anywhere else.
- The TFO manual is kept in the I/G office inside the paper tray at the bottom.

Breaches of Workplace Safety Requirements

SVS's Health and Safety Policies and Procedures are designed to encourage a safe working environment for everyone. If you disregard safety requirements or procedures, SVS will view this as misconduct and disciplinary procedures will follow. Please refer to the SVS Disciplinary Procedures in your employment contract. In summary, the following procedure will take place;

- You will be advised of the specific matter causing concern and an opportunity provided to state any reason or give an explanation.
- You will be informed of the corrective action required and given a reasonable opportunity to comply within an agreed timeframe. The timeframe will take account of the severity of the breach. A file note outlining this discussion will be held on your personal file.
- In the event that you still fail to follow approved safety requirements and procedures, a formal written warning will be given informing you of the company's intention to terminate your services if your attitude to safety does not improve.
- Should your unsatisfactory behaviour continue then, subject to careful investigation of all the facts and after you have had the opportunity to offer an explanation, it will be open to SVS to dismiss you with or without notice.
- In addition, if the breach is of serious misconduct, if proven, could involve instant dismissal.

Computer Workstation Set Up

For team that are desk-based, it is important to get your computer workstation set up correctly.

For information on workstation set up provided by ACC please visit Habitatwork link <http://www.habitatwork.co.nz/> for computer health and safety.



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Ergonomic tips for Computer Users

Prolonged use of a computer keyboard and/or mouse can lead to frequent muscle aches and nerve pain unless a few guidelines are followed. You can work more comfortably and safely if you incorporate the following ergonomic tips into your work style:

Posture and Positioning

- Maintain good posture when working at the keyboard. Utilize a chair with back support. Keep your feet supported on the floor or on a footrest when you work to reduce pressure on your lower back
- Avoid twisting or bending your trunk or neck. Frequently used items should be positioned directly in front of you and angled upward on a copyholder when working. Keep your shoulders relaxed with your elbows close to your sides.
- Avoid resting your elbows on the hard surface or edge of your table. Pads can be used to protect your elbows if necessary.
- Elbows should be positioned at 100 to 110 degrees when working in order to keep a relaxed position at the keyboard. This could require a slight negative tilt (front of keyboard higher than back) when working in upright positions. If reclined in your chair, the keyboard could be at a positive angle to maintain this relaxed position.
- Your wrists should be in a neutral or straight position when keying or using a pointing device or calculator. Wrist rests can assist you in maintaining a neutral position when used properly during pauses. Float your arms above the keyboard and wrist rest when keying. Avoid planting your wrists on the table or wrist rest. This can result in bending the wrists either up and down or side to side.
- Take breaks. These breaks can be brief and should include stretches for optimal results. If possible, take a one or two-minute break every 15 to 20 minutes, or a five-minute break every hour. Every few hours, get up, move around, and do an alternative activity.



Work Technique

- Reduce keystrokes with the use of macros or software programs allowing "sticky keys." Use scroll locks and keystroke combinations to reduce pointing-device movements.
- Alternate tasks to make changes in your working position to avoid making the same movements for prolonged periods of time.
- Keep your fingers and knuckles relaxed when working at the keyboard.
- Never hold a pen or pencil in your hand when keying.
- Avoid hitting the keyboard with excessive force. Studies have shown that the average user hits the keyboard with four times the required force when keying.
- Avoid holding your pointing device tightly. Your hand should be relaxed.
- Rest your eyes by refocusing on distant objects intermittently when working.

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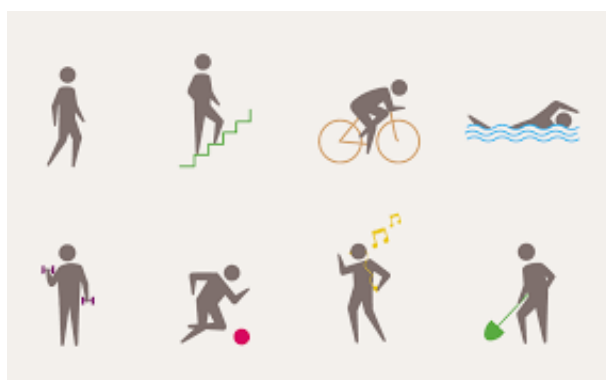
Work Environment

- Avoid excessive reaching. Your keyboard, pointing device, files and telephone should be within easy reach.
- Use a copyholder positioned in line with your monitor and keyboard.
- When writing at the computer, avoid excessive reaching over the keyboard or work materials.
- Position the monitor so that the viewed part of the screen allows you to keep your neck in a neutral or straight position. The monitor should be centered directly in front of you. The top of the computer screen should be slightly below the top of your head, so that you are looking at it with a slightly downward gaze.
- Position your monitor to eliminate excessive glare or reflections from windows and lighting.
- Customize your computer by using your software. The screen font, contrast, pointer size, speed, and colour can all be adjusted to maximize your comfort and efficiency.



Lifestyle

- Aerobic exercise will help to sustain strength, improve cardiovascular conditioning, and counteract the strain of sedentary computer use.
- Routine use of non-prescribed medications or a wrist brace is *not* recommended. If you begin to develop symptoms, notify your supervisor. Slight changes made early can avoid future complications.



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