



Australia Workplace Health & Safety Policy

May 2025

01 Coverage

This policy applies to all Australian-based employees, in-house contractors, agency workers and all persons performing work at the direction of, or on behalf of (our “Crew”) of Coates Group (“Coates”), except where otherwise specified, and sets out responsibilities and obligations with respect to work, health, and safety matters.

02 Purpose & Overview

Coates is committed to providing a safe and healthy environment for all our Crew and visitors. This policy, along with our work health and safety (WHS) management system, aims to ensure a safe and incident-free workplace by:

- The implementation of safe work systems and practices
- Integrating WHS considerations into project planning and work activities.
- Engaging employees through regular communication and consultation via the Work Health and Safety Committee.
- Identifying, assessing, and controlling workplace risks through regular risk assessment
- Continuously monitoring and reviewing risk management measures.
- Enhancing WHS knowledge through education and training programs.

This policy is part of Coates’ broader WHS management system and should be read in conjunction with the following policies and procedures:

- [Work Health and Safety Reporting and Resolution Policy](#)
- [Fire and Emergency Management Policy](#)
- [Australia Risk Assessment Policy](#)
- [Working from Home Guidelines](#)
- [Workers Compensation Policy](#)
- [Return to Work Program](#)

03 Application

This policy applies to all our Crew whilst they are conducting their duties, whether they be:

- At Coates’ office premises
- Working from home
- Working from another remote location, such as a client’s office or worksite
- Undertaking work-related travel

- Attending work-related functions and events (including after work drinks, Christmas parties and industry events)

04 Responsibilities

Crew

All Crew are responsible for upholding the safety standards outlined in this policy and other policies within Coates' safety management system.

Crew must:

- Immediately report hazards, incidents and near misses (and any unsafe work conditions or practices) in line with the requirements of this policy as detailed in Coates' Work Health and Safety Reporting and Resolution Procedure. Take reasonable care for their own health and safety and the health and safety of other people in the workplace, including by being mindful of how actions or omissions can affect the health and safety of others.
- Take responsibility for their own practices and habits and familiarise themselves with any changes or developments to Coates' safety management system.
- Keep the workplace safe and free from risk, so far as is reasonably practicable.
- Follow all WHS related policies, directions, and procedures, and wear necessary Personal Protective Equipment as required.
- Ensure equipment is used appropriately and for its intended purpose.
- Complete Coates-provided training or request additional training to successfully and safely complete duties.
- Keep the workplace clean and tidy and the exits clear.
- Hold others accountable if appropriate practices are not upheld.
- If visiting client, customer, or supplier premises, ensure they take reasonable care of their own health and safety and familiarise themselves with the WHS related policies, directions and procedures of the other site or workplace to the extent necessary to perform their role.

05 Responsibilities of managers and People & Culture

Leaders and People & Culture are further responsible for the following, to the extent reasonably practicable:

- Their team and/or department and ensuring their team is provided with information, instruction, and training to safely perform their work.
- Implementing and promoting WHS within their areas of responsibility.
- Demonstrating proper WHS practices and habits as an example for all Crew.
- Notifying their team of changes to the WHS policies that are specific to them.
- Ensuring all incidents are reported and recorded.
- Following appropriate procedures when hazards or incidents arise.

- Ensuring all work equipment is maintained and in sufficient condition for use, including regular cleaning and servicing of machinery.
- Implementing solutions following any hazards or incidents being brought to their attention.

Where Crew raise an issue of concern with management, a manager must take all reasonable steps to review the incident or area of concern and present recommendations to the People and Culture team on how the matter should be addressed.

The People and Culture team will be responsible for reviewing and amending Coates' safety management system, including this policy, where deemed necessary and implementing any other changes it considers appropriate. Some matters will not be in the control of the People and Culture Team and will be referred to the most appropriate person at the time. This may include, depending on the circumstances:

- Organising and providing safety training or retraining based on organisational needs or legislative requirements.
- Developing achievable objectives and milestones for WHS.
- Engaging external safety or industry specialists or lawyers, as required.
- Notifying relevant parties where assistance is required.
- Investigating incidents of any nature, as required from time to time.

06 Hazard identification, risk assessments and workplace inspections

Hazards can arise from multiple sources. Coates seeks to reduce any risks arising from such hazards by requiring the implementation of safety measures including in:

- physical work environment
- equipment, materials, and substances used.
- work tasks and how they are performed.
- work design and management

From time to time, Crew will be asked to provide feedback and/or information during risk audits. The Risk Assessment template can be found [here](#).

Workplace Health and Safety inspection of Coates' office premises are conducted monthly, and reviewed by the Work Health and Safety Committee.

Please refer to the [Australian Risk Assessment Policy](#) for further information.

08 Reporting procedure

If you become aware of any hazards, risks, incidents or near misses, you must report these in accordance [WHS Issue Reporting and Resolution Policy](#).

07 Working from home guidelines

At Coates, we understand the importance of offering flexibility where possible to Crew health and wellbeing. To this end, where possible depending on a Crew' role, Crew may be permitted to perform their duties from home on a hybrid basis under condition outlined in our [Flexible Work Policy](#).

When working from home, it is the responsibility of all Crew to establish a suitable home office environment that is safe and free from risks and hazards.

If you experience any pain caused by prolonged work in a non-ergonomic workstation, contact your manager.

All Crew must conduct a self-assessment of their home office before commencing remote work by completing the Working from Home Checklist which can be found [here](#). Where there is a change to the work from home environment, another form must be immediately completed.

Should your home workstation not meet health and safety standards required, you will be directed to work from the office, until such a time as your home workstation meets the required standard.

The Working from Home Checklist must be provided to the People & Culture team for a risk assessment before any Crew commence remote work.

08 Communication, Consultation and the WHS Committee

Communication and Consultation

Coates strives to encourage a positive work health and safety culture by enabling effective consultation between all Crew, Coates leadership and other relevant third parties. Working together to effectively communicate the identification of concerns, risks and hazards and developing solutions together will deliver better workplace health and safety outcomes.

Coates will consult with employees and so far, as is reasonably practicable, all other persons who Coates has a work, health, or safety duty to e.g., Contractors, in relation to:

- identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out.
- making decisions about ways to eliminate or minimise those risks.
- making decisions about the adequacy of facilities and conditions at the workplace for the employees or other affected persons
- proposing changes that may affect the health or safety of employees or other affected persons.
- resolving health or safety issues at the workplace

The manner of consultation and communication will vary depending on the issue's type and urgency. Generally, communication and consultation will be by way of team meetings and/or email, however, other methods may be used as required e.g., in person inductions.

The table below outlines our approach to communication in relation to the listed events.

Event	Frequency/Requirement	Participants	Record/Evidence
Work Health and Safety Induction training	On commencement of work	All personnel (excluding short-term one-off visitors).	Go1 Training Records
Work activity Induction	Prior to commencing any work of medium or high risk	Personnel carrying out specific work activities	Record of training
WHS Committee Meeting	Monthly	P&C Business Partner Office Manager WHS Committee members	WHS Consultation Meeting Minutes
Team Meetings	As scheduled. Used as a channel to provide updates of safety or identify and issues	Team members	Agenda and minutes of meeting

All relevant parties as mentioned above are invited to provide any feedback about WHS matters to their Manager, WHS Committee member or the People & Culture team at any time.

WHS Committee

The WHS Committee is a group of volunteer employee representatives who meet on a quarterly basis and work cooperatively to including but not limited to, identifying WHS issues, sharing continuous improvement initiatives, changes to policies, procedures, training.

The WHS Committee will be responsible for:

- Notifying appropriate parties of hazards, incidents, or any event reported to them.
- Establishing and maintaining appropriate WHS standards and monitoring these.
- Cooperating with other WHS committee members and workers to implement safety measures.
- Notifying the People and Culture Team of any new safety standards that should be considered or implemented.
- Recommending changes that the committee members see fit.
- Attending all applicable safety training courses and refresher courses.
- Promoting WHS awareness.
- Attending meetings with the People & Culture team on a monthly basis.
- Aiding in the investigation of WHS incidents and accidents, where needed and appropriate

Details of the Work Health and Safety Committee members are detailed on our People & Culture SharePoint [site](#).

09 Fire wardens and first aid

Fire Wardens

There is one Coates appointed Fire Warden on every level in the Coates offices. All Fire Wardens must complete mandatory Fire Warden training that will be organised and paid for by Coates.

Information identifying these Fire Wardens and setting out their duties in respect of emergency situations can be found on the People & Culture SharePoint [Page](#).

First Aid

Coates is committed to ensuring that appropriate first aid resources, trained personnel, and facilities are available to provide immediate assistance to Crew and visitors in the event of a workplace injury or illness.

First Aid Officer information can be found in the kitchen areas and on our [People & Culture SharePoint](#). First Aid supplies are located at reception, and in the kitchen areas. These supplies are audited and resupplied on a six-monthly basis.

10 Critical Incident and Emergency Procedures

Coates is committed to ensuring it has effective response procedures in place for emergency situations and critical incidents and to help minimise health and safety risks for individuals at work as far as reasonably practicable.

Details are contained in the [Fire and Emergency Management Policy](#)

11 Physical Strain and Fatigue Management

Coates recognises the importance of managing physical strain and fatigue in an office environment to support employee well-being and productivity. To minimise risks, ergonomic workstations and adjustable seating are provided to reduce strain and promote good posture.

Fatigue management strategies include taking regular breaks, promoting movement throughout the day, and ensuring that workloads are reasonable to prevent mental and physical exhaustion. Crew are encouraged to report any discomfort or fatigue-related concerns to their leader as soon as possible so that any concerns can be addressed promptly.

12 Workplace Violence and Aggression

All Crew have the right to a safe and respectful workplace, free from physical or psychological harm. At Coates, we maintain a zero-tolerance stance towards workplace violence and aggression. Such behaviours are unacceptable and will not be tolerated under any circumstances.

Examples of behaviour that constitutes workplace violence and aggression include, but are not limited to:

Physical Assault: Actions such as hitting, pushing, grabbing, or throwing objects.

Gendered Violence: Behaviours directed at an individual based on their sex, gender, or sexual orientation that pose a risk to health and safety.

Harassment or Aggressive Behaviour: Conduct that instils fear of violence, including stalking, sexual harassment, yelling, or swearing.

Threatening Communications: Verbal or written threats conveyed through emails, texts, digital messages, letters, or social media posts.

These behaviours can come from a range of sources, including:

External Sources: Clients, suppliers, members of the public, or individuals from other businesses (e.g., delivery personnel).

Internal Sources: Fellow Crew within Coates.

All our Crew are encouraged to report any incidents or concerns related to workplace violence and aggression promptly by reaching out to their leader or a member of the People & Culture team directly. You may also use our reporting tool [FaceUp](#), where you can report conduct anonymously if you so choose. Coates will take appropriate action in line with our policies and legal obligations to address and mitigate such issues.

If you are subject to violent or aggressive conduct while at work, the following actions can be taken as needed and where safe to do so:

- Call emergency services on '000' and request immediate assistance.
- Use calm verbal and non-verbal communication, de-escalation and distraction techniques.
- Ask the aggressor to leave the premises or disconnect the aggressor from communication (e.g. phone call).
- Seek support from other Crew
- Retreat to a safe location.

Upon receiving a report of workplace violence and aggression, the below procedures will be initiated by a member of the People & Culture team:

At the time of an incident:

- Address immediate safety issues, such as calling emergency services or providing first aid treatment.
- Ask the aggressor to leave the premises if applicable and ensure the victim is in a safe location.
- Ensure that the victim has necessary support.

After an incident has occurred:

- Launch an immediate investigation led by an appropriate People & Culture team member.
- Conduct interviews with involved parties and witnesses to collect information on what occurred and why.

- Review available records of the incident, such as CCTV footage and incident reports.
- Report criminal acts the police.
- Report incident to WHS regulator if it is a notifiable incident.
- Review and assess risk control measures in place.

Reports of incidents between Coates employees will be addressed in line with our Counselling & Disciplinary policy.

Confidentiality

Coates will handle reports and investigations of this nature with due sensitivity and respect for the privacy of any individuals involved. Coates will keep records of incidents and actions taken for all reported incidents, which will be treated as confidential.

13 Training

Training is provided to Crew on Work Health and Safety at the time of joining the company and periodically throughout employment. All Crew must complete this training as directed by Coates.

14 Breaches of Policy

All Crew must comply with this policy. Any Crew member who breaches this policy will be subject to counselling and/or disciplinary action which may include up to termination of employment.

15 Disclaimer

This Policy does not form part of an employee's contract of employment. The Company may amend this Policy at any time.

16 Amendments

Coates reserves the right to change, vary or revoke this policy at any time. Coates will keep you informed of any changes to this policy.

17 Questions

Please contact the People and Culture team if you have any questions about this policy.

18 Approved by

Chief People Officer

19 Approved on

April 2025

20 Effective on

May 2025

21 Review Cycle

Yearly