

# Australian Work, Health, and Safety Policy

COATES GROUP  
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## 1 Coverage

This policy applies to all Australian-based employees, labour hire workers, interns, and contractors (“workers”) of Coates Group entities (“Coates”), except where otherwise specified, and sets out your responsibilities and obligations with respect to work, health, and safety matters.

## 2 Purpose

Coates strives to create a safe and healthy workplace. To achieve this, it is essential that all workers comply with work health and safety (“WHS” or “safety”) laws and directions given about WHS matters and in accordance with this policy. If you have any questions about WHS issues, please speak to your manager or to the People and Culture team.

This policy forms part of Coates’ work health and safety management system and should be read in conjunction with other Coates policies and procedures.

## 3 Application

This policy applies to all workers during work hours including when workers are:

- In a Coates office or on a worksite
- Outside their usual workplace including when working from home.
- Travelling for work.
- Attending work related functions and events (including after work drinks, Christmas parties and industry events).
- With current or prospective clients, customers, industry colleagues, partners, and suppliers.

## 4 Commitment to safety

Coates is committed to safety and will take all reasonable and practical measures to minimise or eliminate risks to workers and visitors.

This is demonstrated by Coates establishing and maintaining a health and safety management system which includes, but is not limited to:

- The implementation and upkeep of safe work practices and systems.
- Risk assessments and audits and reviewing current practices and mechanisms to ensure the effectiveness of safety measures.
- Meetings with the WHS Committee quarterly to build and maintain an effective and cooperative relationship and to act promptly when WHS issues are raised.
- The implementation and upkeep of systems of control, and strategies including hazard identification, remedial action, and workplace assessment to eliminate or control hazards.

## 5 Responsibilities of all workers

All workers are responsible for upholding the safety standards outlined in this policy and other policies within Coates’ safety management system. This includes reporting and notifying any safety hazards or concerns that may be present to a member of the People and Culture team or a member of the WHS Committee and complying with all laws and directions given about safety matters.

You must, at all times:

- Take reasonable care for your own health and safety and the health and safety of other people in the workplace, including by being mindful of how your actions or omissions can affect others.

- Take responsibility for your own practices and habits and align yourself with any changes or developments to Coates' safety management system from time to time.
- Keep the workplace safe and free from risk, so far as is reasonably practicable.
- Ensure that your conduct does not adversely impact the health and safety of another person.
- Follow all WHS related policies, directions, and procedures.
- Appropriately use and maintain all equipment.
- 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 your colleagues accountable if appropriate practices are not upheld.
- If visiting client, customer, or supplier premises, ensure you take reasonable care for your own health and safety and familiarise yourself with the WHS related policies, directions and procedures of the other site or workplace to the extent necessary to perform your role.
- 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 section 8.

Coates requires your strict compliance. Failure to comply with this policy will be viewed seriously and could result in disciplinary steps being taken, which could include the termination of a worker's employment or engagement with Coates.

## 6 Responsibilities of managers and People & Culture

Managers or appropriate personnel 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 workers.
- 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 a worker raises 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.

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

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

## 8 Reporting procedure

All WHS issues should be reported, some examples of these are defined below:

Injuries	Any event that resulted in a scenario that requires medical action
Incidents	is any unplanned event resulting in, or having a potential to result in injury, ill health, death, damage, or other loss.
Near-Misses	is an occurrence that might have led to an injury, illness, death, danger to someone's health, and/or damage to property or the environment.
Hazards	means a situation or thing that has the potential to harm a person. Hazards at work may include noisy machinery, a moving forklift, chemicals, electricity, working at heights.

If you become aware of any WHS issues, you must report these in accordance [WHS Issue Reporting and Resolution Policy](#).

## 9 Working from home guidelines

At Coates, we understand the importance of offering flexibility where possible to worker health and wellbeing. To this end, where possible depending on a worker's role, workers may be permitted to perform their duties from home on a hybrid basis with the approval of their manager.

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

All employees are provided with a laptop, but should employees require additional items to ensure a safe working environment, please see the IT team or the Office Manager. If you experience any pain caused

by prolonged work in a non-ergonomic workstation, contact your manager.

All workers 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.

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

## 10 Communication, consultation and the WHS committee

### 10.1 Communication and consultation

Coates strives to encourage a positive work health and safety culture by enabling effective consultation between employees 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
Induction	Prior to commencement of work	All personnel (excluding short-term one-off visitors).	Induction Training Handout Hibob
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	Quarterly	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

Event	Frequency/Requirement	Participants	Record/Evidence
Contractor Meetings	As required	Personnel, Contractors, their Employees, suppliers, and others as required.	Minutes of meeting
Site Inspections and audits	As scheduled	As scheduled	As scheduled
Employee raising concerns with Manager	As required	All Employees	WHS Issue Reporting

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.

### 10.2 WHS Issue Resolution

The Coates Workplace Health and Safety Issue Reporting and Resolution Policy details how Workplace or Work Site Health and Safety Issues (which includes but is not limited to any hazard, risk, near miss, incident or any other actual or potential concern regarding health and safety), will be addresses and resolved. Please refer to this policy for further information.

### 10.3 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 quarterly basis.
- Aiding in the investigation of WHS incidents and accidents, where needed and appropriate

## 11 Fire wardens and first aid

### 11.1 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.

### 11.2 First Aid

First Aider office information can be found on the People & Culture SharePoint Page and in the kitchen on each level in the office.

Standard hygiene precautions and situational awareness is always required in any first aid situation, and every First Aider must consider the following precautions before engaging in first aid assistance: Take reasonable care of your own health and safety and avoid placing yourself in harm's way when providing first aid.

Provide care and aid only to the level of your training or expertise.

The First Aid kits are in reception and in the kitchen under the ground floor microwave and are checked annually.

All training will be organised and provided by Coates. Upon successful completion, a First Aid training certificate will be issued and will need to be renewed every 3 years at the expense of Coates.

## 12 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](#)

## 13 Physical strain and fatigue management

Coates understands that health and fatigue factors such as lack of sleep, family commitments, illness, stress, or other personal issues may impact on a worker's ability to continue work safely.

Workers should be aware that certain workplace factors can negatively affect your physical and mental self and limit productivity. These factors may include, but are not limited to:

- Physical inactivity.
- Static work.
- Prolonged sitting.
- Prolonged screen time.
- Use of blue light devices.
- Body stresses.
- Exposure to noise and vibration.
- Work area design and layout.
- Systems of work and work organisation.
- Loads, tools, machinery, and equipment.
- Work environment.

Coates encourages workers to be aware of such fatigue factors and manage them where possible. Signs of physical or mental strain may include:

- Muscular pain.
- Reduced mobility.
- Feeling overwhelmed at work.
- Inability to concentrate.
- Increased fatigue.

- Mood swings.
- Difficulty in sleep.

In some cases, this strain may be alleviated or avoided by:

- Not overloading on work.
- Avoid excessive repetition.
- Have good posture.
- Have an ergonomic workstation.
- Implement healthy habits.
- Ensure proper rest and recovery.
- Recognise early signs and do not be afraid to ask for help.

In all cases, Coates' policy is that workers are not to attend work if they feel fatigued or under strain. Coates encourages workers to contact their manager or People & Culture for a confidential discussion if they are experiencing issues that may impact on their ability to perform their work, so that appropriate support may be offered.

## 14 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.

## 15 Questions

Please contact the People and Culture team via email at [Peopleandcultureau@coatesgroup.com](mailto:Peopleandcultureau@coatesgroup.com) if you have any questions about this policy.