



EMPLOYEE HANDBOOK

May 2022



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Welcome

As a new employee we welcome you to Melbourne Chef. We consider the employment of every person to be an important factor in the growth of our company and we hope that you will become an enthusiastic and valuable member of our team. We endeavour to provide all our employees with optimal working conditions, on-going support and focused direction.

We at Melbourne Chef consider our employees to be the most valuable resource available to us and encourage the innovative ideas that come with staff contribution. Your suggestions for continuous improvement will be valued at all times and you are encouraged to actively participate as part of your team.

We are serious about workplace health and safety and have made every effort to ensure that each employee, customer, contractor and visitor to our workplace enjoys a safe and healthy working environment. Please help us to keep it that way as the success of our health and safety program relies heavily on a team effort all working together to achieve a zero accident rate.

Melbourne Chef has a Duty of Care to ensure that we provide a safe working environment, safe systems of work, plant and substances in a safe condition and we are committed to carry this out as far as practicable. You also have a Duty of Care to look after your own health and safety and that of others around you and to comply with any direction given with respect to any matter relating to health and safety. Accordingly we expect that you will do this by not placing yourself at undue risk of injury by working in an unsafe manner.

You may be working at client premises and we ask you to treat them with the courtesy and respect that they deserve. You will be expected to observe all their health and safety requirements and we must always keep in mind that customers keep us employed.

I trust that your employment with us will be fulfilling and enjoyable and on behalf of the company I wish you every success for your future achievements.

Yours sincerely,

XXXXXX

General Manager

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General Information

Amenities – Various amenities are provided to ensure that you have a high standard of working comfort. It is the responsibility of all users that the amenities are kept clean and tidy at all times. You are responsible to ensure that your dishes and cups are washed and put away when used, the fridge is kept clean, benches and sink area cleaned down and the toilets are kept tidy. A further explanation of requirements is contained under Housekeeping in the OHS section of this Handbook.

Attendance - All employees are responsible to ensure that they are aware of their rostered hours of duty and arrive at work in sufficient time to be prepared to commence duty at the appropriate time. All other preparations should be completed prior to commencing.

It is not appropriate that you arrive late, then spend additional time in preparing for work before you actually commence.

Upon commencement of work, your first course of action will be pre-starting your equipment and obtaining the details from management of your day's jobs. Do not stand around waiting to be instructed, you are expected to initiate work immediately.

Also please note that breaks are allocated, please consult your supervisor about appropriate times.

Company Vehicles – These are provided for work specific functions and must not be abused or used for personal use unless prior approval has been obtained. Further details are provided in the Induction Handbook. All vehicles will be spot checked from time, it is everyone's responsibility to keep the vehicles clean. Before leaving the yard to any task, a Vehicle Pre-start should be completed and submitted to management.

Computer Usage – Activities relating to matters such as libel, copyright breaches, unauthorised access to other computers, or unlawful advertising is covered by existing legislation. Other actions, which may not necessarily be illegal, may nevertheless be offensive to others and are not permitted by Melbourne Chef.

Employee Car Parking – Set parking is provided for various employees, other personnel are to use the designated spaces at the various facilities. Do not park in areas set aside for visitors.

First Impressions –The first impression of a workplace is a lasting impression which can often mean the difference between a client wanting to do business with us or quickly looking for an alternative provider.

It is important that we be seen as being business-like, efficient, courteous and "on the ball" in meeting their requirements. If we are seen to be taking a half-hearted, could not care less attitude, the client will soon go elsewhere. It is important that our workplaces are left tidy, rubbish is not left lying around in yard areas or cigarette butts are discarded near entrance doors, etc.

Internet Facilities - The internet plays an important part of our working lives and is particularly useful for the retrieval of information or other requirements associated with our daily work. The internet however is not for the purpose of wasting considerable time each day just scrolling through various search engines.

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It is not to be used for personal use during working hours nor is any item downloaded permitted to be stored in personal files unless it is for a specific work related use and prior approval has been gained.

The retrieval, possession, downloading or on-forwarding of pornographic or other objectionable material is strictly prohibited and will lead to disciplinary action or even dismissal. All employees should be aware that the on-forwarding of such material can be constituted as a form of harassment and is illegal under the various State legislation.

Any inappropriate use of internet facilities will incur three (3) warnings and then loss of access to that facility.

Leave – All types of leave is to be officially applied for on the Leave Application form and must be formally approved before being taken. Sufficient notice is expected to be given of any proposed leave in order that various arrangements can be made. Instances of emergency leave should be discussed with the employee's supervisor as soon as possible.

It should not be assumed that leave will automatically be granted when requested as various factors will need to be taken into consideration.

All employees must supply a medical certificate for all sick leave to be paid.

Resignation – Employees are advised that where possible two weeks' notice of impending resignation must be made in writing in order that all administrative and financial matters can be finalised. All uniforms, keys and company purchased items are to be returned upon resignation prior to leaving.

Shared Facilities – Some of our premises are shared with other companies, we ask that they be treated with the appropriate courtesy and respect and that their access is not denied by vehicles being parked in incorrect places. You are requested not to enter their premises unless specifically required to in the course of your work.

Stationery – Company stationery, including postage stamps, must not be misused or taken from the premises for other purposes.

Uniforms – are provided for all Melbourne Chef employees to wear and these must be correctly worn to ensure a professional image is displayed at all times.

Use of Telephones – Employees personal mobiles and office telephones are not to be used during working hours for personal voice calls or for the sending and receiving of SMS messages.

Work telephones are to be used for work related calls only. Employees may only use work telephones for personal calls in cases of emergencies or where prior approval of their supervisor has been obtained.

Mobile telephones must not be used whilst driving under any circumstances unless it is a hands free kit.

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Safety Management

1. Four Vital Factors

There are four vital factors affecting our company's survival and these are:

- ACCIDENTS – preferably a ZERO accident rate
- PRODUCTION - efficient delivery of a saleable product or service
- QUALITY – a good standard of product and service to customers
- COSTS – that are well controlled

2. 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. However, having a safe working environment depends not only on having safe plant and equipment but attitudes that support teamwork, co-operation and courtesy are also essential.

Don't accept the argument that injuries and illness are just part of the job. Most 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.

3. 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 or unsafe work. Share what you know and help prevent them causing or being involved in costly accidents.

4. What is an incident?

Basically it can be defined as an unplanned, uncontrolled event that can result in personal injury and/or damage to plant and equipment. It may result in medical treatment, property damage, first aid treatment, a lost time or no lost time injury, or a serious injury to your workmate.

Incidents may be caused by many factors and some of these may include:

- **Environmental conditions**
 - fumes
 - excessive noise

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- extremes of temperature
- water

- **Human factors**

- fatigue
- stress
- taking short cuts
- lack of experience
- lack of training
- lack of concentration
- not wearing appropriate personal protective equipment
- using incorrect tools and equipment
- not following acceptable work practices
- inappropriate behaviour

5. Incident Reporting

Prior to commencing work, make sure you know what to do in the event of an emergency. All incidents must be reported to your supervisor prior to leaving work and the [OHSF36 Incident Reporting Form](#) is to be completed as soon as possible to ensure that action can be taken to prevent a recurrence of what may be a more serious outcome next time.

If you are involved in an accident which results in medical treatment then you must complete a Workers Compensation Claim Form which is available from your supervisor, as soon as possible.

This reporting procedure is important for the following reasons:

- neglected minor injuries can become more serious
- the events contributing to the cause of the injury must be corrected to protect you and other persons from a repeat accident; and
- late reports may jeopardise any claim arising for workers compensation benefits.

Some of our clients require any incidents which occur on their premises to be reported to them also in order that they can also investigate the reasons for the occurrence. Please make yourself aware of these requirements if you attend a specific client induction.

All dangerous occurrences that do not cause injury or damage are incidents that must be reported to your supervisor as soon as possible in order to allow proper investigation. A manager, supervisor or external consultant will investigate all incidents or dangerous occurrences.

Serious incidents that result in, or could have resulted in serious injury or death, must be notified to the relevant regulatory authority at the earliest possible time. A senior company person will do this.

Any damage to plant and equipment, involving motor vehicles must be reported immediately.

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6. Drugs, Alcohol and Smoking

It is an offence under legislation for an employee, by consumption of alcohol or drugs to place themselves in such a state as to endanger their own safety or the safety of any other person at a workplace, accordingly no employee or contractor is to attend for work under the influence of alcohol or illegal drugs.

Any person taking prescription drugs which could impair alertness, coordination or control must notify their supervisor prior to commencing duty.

Melbourne Chef do not permit smoking in any part of their buildings, warehouses, in vehicles, on forklifts or on client premises unless in designated areas which are set aside for that purpose. Offenders will be dealt with under the disciplinary process or could face immediate dismissal.

7. Electrical Safety

Defective or carelessly used electrical equipment can easily kill.

Electrical accidents are caused by unsafe equipment and/or improper installation, by unsafe work practices or a combination of these factors. Electrical safety starts with the person doing the job and that person's attitude towards safe work. Most electrical incidents can be avoided by following basic safe work procedures.

To help you prevent injury or electrocution you must observe the following:

- always consider that electrical equipment is "LIVE" unless tested by an electrician to prove otherwise
- only authorised electrical contractors/personnel are permitted to work on or repair any electrical cord, appliance or item
- all defective electrical equipment, leads or wiring must be reported to your supervisor, SWITCH OFF AND DO NOT USE
- piggy-back leads and double adaptors are not to be used, power boards are not to be used as a permanent fixture
- all leads must be out of the way of possible damage and not be positioned where vehicles, forklifts or other equipment can run over them. Extension leads must not be coiled whilst in use, this can cause overheating
- do not operate electrical equipment in water, while you are standing in water or on damp areas with leads running through water
- use only Dry Powder or CO₂ extinguishers on electrical fires
- Do not use any power outlet or equipment that is marked "OUT OF ORDER" or has a "DANGER" Tag attached to it.

Residual Current Devices (R.C.D's) are to be used at all times where portable power tools and particularly where wet areas are involved, however they are only a secondary backup form of protection as they can sometimes fail.

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8. Environmental Issues

A reduction of pollutants of all types coming from our own facilities, vehicles, or when at client premises must be to the lowest possible levels to minimise the effect on the local community and the environment.

All spills of chemicals or oils must be cleaned up immediately and oil or fuel is not permitted to enter any drainage system or be drained onto the ground without a container. Emissions to the atmosphere can include noise, smoke, dust, process gases, odour or fumes.

It is important that we are seen to be leaders in environmental management and are setting a good example at all times.

9. Forklift Safety

Only employees who have a forklift licence or certificate of competency are permitted to operate forklifts. Seatbelts must be used at all times in order to protect the operator.

Forklift operators are not permitted to carry passengers, and a safe speed of a maximum of 10kph is to be maintained at all times. Pedestrians should keep a constant look out for moving forklifts or other vehicles, particularly those that are loaded, turning or reversing.

Horns must be sounded prior to going through doorways, this is particularly important at warehouses and when working around parked trucks and trailers.

10. Gas Cylinders

Avoid rough or careless handling of cylinders. Damage to valves may cause fire or explosion. Oil or grease must never be used on fittings, gauges etc. which are associated with pressurised oxygen – an explosion may result. Shut-off valves on cylinders must never be released unless the cylinder is properly connected.

Cylinders must never be placed too close to furnaces, boilers or hot areas as over-heating is dangerous. Flammable gasses must never be transported in an enclosed vehicle unless a special ventilated enclosure is fitted, they must be upright and secured at all times. Spark arrestors must be fitted to both the oxygen and acetylene lines.

Empty gas cylinders must be kept chained or secured at all times.

Decanting of gas at storage tanks can only be undertaken by trained and competent persons and the correct procedure is to be observed at all times. The person filling the cylinder must remain with the forklift until the job is completed and must not leave the area whilst filling takes place.

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11. Guards and Warning Signs

Do not tamper with or remove machine guards or warning signs, they are there for your protection. Use all safety devices provided. Danger tags must never be removed other than by the authorised person who place the tag. You must never start or operate a machine while it carries such a tag.

12. Hand Tools

Always use the correct tool for the job, do not improvise. Suitable eye protection must be worn to comply with the job requirements. The following should also apply:

- keep tools clean and in good condition
- no chisel or bar should be allowed to develop a mushroom head
- cutting tools should always be kept sharp
- cut away from your body

13. Harassment and Discrimination

Melbourne Chef are committed to maintaining a workplace free from harassment and discrimination through the provision of a workplace where employees can feel safe and comfortable to perform their work free from such concerns. It is important that all employees are treated fairly and equally and are not discriminated against in any way due to their gender, race, skin colour, national extraction, social origin or disability. Discrimination could also occur on the grounds of age, religion, political opinion, marital or parental status etc.

Harassment is behaviour which is offensive, intimidating or humiliating and may be verbal, written, visual or physical and may be explicit or by innuendo. Sexual harassment could include unwelcome touching, fondling, requests for sexual favours, offensive pictures or graffiti etc. Any behaviour which could be regarded as any form of harassment will not be tolerated and offenders may face disciplinary action or dismissal.

14. Hazard Reporting

The first step in reducing the likelihood of an accident is hazard identification. It is essential to try and locate and anticipate all possible hazards in the workplace and we place high priority on this approach to safety management.

Always be on the lookout for any hazard that may cause an accident or injury to persons and if it is not within your power to eliminate the hazard, report it to your supervisor or manager.

[OHSF32 Hazard Report Forms](#) are provided and you are encouraged to complete one when a hazard is observed which you cannot rectify immediately yourself.

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15. Hazardous Substances and Dangerous Goods

When using chemical substances it is important to establish whether the item is hazardous or dangerous by first carefully reading the label. Hazardous substances are chemicals which can be dangerous to your health and safety. Some can explode or start fires, others can cause skin rashes, breathing problems or illness that may not become apparent until long after the exposure. Dangerous Goods are those identified by a coloured class diamond on the container.

You can be contaminated or exposed by swallowing the substance, breathing in the fumes or dust or absorbing through the skin or eyes. You must handle hazardous materials carefully and follow correct procedures to avoid harm to yourself and others.

Safety Data Sheets (SDS) are held for the hazardous substances/dangerous goods used on site. If you are unsure how to use, store, transport or dispose of a hazardous substance or dangerous goods, consult the SDS for guidance. All SDS's are held in a register in the office – ask your supervisor or manager if you are not sure where to find the appropriate one.

Personal Hygiene

Do not eat, drink or smoke while handling chemicals, or where chemicals are being used, stored or disposed of. Do not take eating or drinking utensils near chemicals, always remove contaminated clothing and wash your face and hands after handling chemicals.

It is important that you always use the correct personal protective equipment as specified in the relevant SDS.

Decanting

When decanting into unmarked containers, you have a legal responsibility to ensure that the container is clearly labelled.

Under no circumstances are chemicals to be used in unlabelled or inadequately labelled containers and no chemical substance is to be put into a drink container or bottle.

Leakages and Spills

Any accidental leakage or spill must be reported to your supervisor. When cleaning up any spill or leakage, ensure it is done in accordance with the requirements from the relevant SDS and by use of the spill kit provided. Under no circumstances can any substance be allowed to run into the stormwater drainage system.

16. Housekeeping

Housekeeping is essential for a safe workplace as an untidy work area causes accidents, inefficiency, and creates fire and other hazards. Many accidents are caused by slips, trips and falls. It stands to reason that a clean workplace is generally a safer workplace. Do your bit and keep your work area clean:

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- Keep shared amenities, such as change rooms, fridges and lunch rooms clean. All items of crockery etc. are to be washed up and put away by the user of the item
- put rubbish, scraps etc. in the bins provided
- stack and store materials in a safe manner
- wipe up spills on floors immediately
- remove rubbish as you go
- keep walkways, stairs and access points clear
- do not store or stack items on designated walkways
- buildings and grounds must be kept clean and tidy, all rubbish including cigarette butts, lunch papers and other items are to be picked up and disposed of
- ensure that leads are not left lying on floors, make sure that your tools and equipment are stored in the correct place at all times
- keep drawers in filing cabinets closed at all times

17. Issue Resolution

From time to time health and safety issues will arise in the workplace which require addressing. Any such issues are to be dealt with in the first instance by direct discussion with the relevant supervisor or manager in order that difficulties can be addressed as soon as possible.

If the issue cannot be resolved at that stage the manager is to discuss it with the Managing Director. Interim measures should be put in place to prevent any adverse consequences until such time as the issue can be satisfactorily resolved.

18. Isolation, Lock-Out and Tag-Out

If any employee is required to work on or near equipment in such a way that they could be endangered if the equipment is energised or hazardous substances are allowed to flow, that equipment must be isolated from all energy sources and sources of hazardous materials before work begins.

At all times a circuit, switchgear, installation or other electrical apparatus must be regarded as being live until a testing device has been used to prove it is isolated.

Locate, lock out and tag out all power sources using locks and Danger or Out of Service tags provided. **Test the lock-out prior to commencing work to ensure it is effective.** The only person permitted to remove the tag is the employee who placed it there.

19. Manual Handling

Your work will often involve handling heavy items and you will be required to exercise care and thought in what you do in order to protect your back. 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.

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Where possible always use team lifting for heavy items, or use mechanical lifting devices. If lifting with a partner, plan what each will do. Store heavier and frequently used items at waist height and where they are easily reached.

When lifting, always:

- squat down to the object to be lifted, ensuring one foot is behind the load (rear foot) and the other beside the load
- **maintain a straight back**
- ensure you have a firm grip
- lift with your legs, bend at the knees when lifting using your leg and thigh muscles, avoid jerky movements
- when moving an object to either side, turn with the object, avoid twisting your body
- where possible use team lifting or mechanical assistance

20. Office Safety

Generally offices are considered to be quiet places to work where the risk of injury is almost nil. In most cases this is so, but hazards exist in all office areas. Most of them are put there by someone.

Items to consider include safe access, the stacking of boxes etc., manual handling injuries can occur from carrying boxes and heavy items. Seek assistance or use a trolley. If you spend long periods of time at a desk or computer terminal, you can develop muscular tension resulting in pain and discomfort. By taking a five or ten minute break, walking around for a couple of minutes and doing some stretching exercises will assist your body to feel better.

Good lighting in an office is essential as well as little exposure to excessive noise. Ensure your chair and desk are correctly adjusted and that the top of your computer terminal is at eye level. Drawers in filing cabinets must be kept closed at all times.

When filing records ensure that heavy boxes are placed at waist height, do not store these above shoulder level.

21. Personal Protective Equipment

Personal protective equipment (PPE) includes eye/face protection, hearing protection, foot protection, head protection, hand, body and skin protection and respiratory protection. Melbourne Chef employees will be given suitable training in the use and maintenance of specific items of PPE used on site. All PPE items provided must conform to the relevant Australian Standard.

Our workplaces have specific designated areas where personal protective equipment must be worn – there is no exception to this rule. Where you see safety signage displayed to this effect then the designated personal protective equipment must be worn prior to entering these areas.

Safety vests or high visibility clothing is to be worn at all times whilst in warehouses and yard areas. It is mandatory that eye protection in the form of safety glasses or goggles is worn by everyone at all

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times while working with portable power tools. When employees are at client premises you will be expected to abide by their local requirements. If you are not sure, ask first.

Employees are responsible to ensure that their own PPE is maintained in a good clean condition, it is to be regularly inspected and checked for any damage and replacement will be made on a fair wear and tear basis.

Under no circumstances can PPE be left lying on floors, work benches or other dusty or dirty environments. Injuries received through failure to wear the correct personal protective equipment will be treated seriously and may result in disciplinary action being taken.

22. Plant and Equipment

Do not operate any machine or item of plant unless you have been trained in its use or you possess a required certificate of competency, you may be seriously injured if you do or you may injure someone else. Do not start a machine until you are sure everyone is clear, be aware of the location of the emergency stop button and know the safe work procedures attached to the machine.

All defective items of plant and equipment must have a Danger Tag, or items requiring service should have an Out of Service Tag attached preferably at the point where it is highly visible to the operator. Items of plant and equipment carrying these types of tags must not be used for any occasion as they are tagged out for a specific purpose.

23. Safety Operating Procedures

Safety operating procedures (SOPs) have been developed for most major work procedures involving Melbourne Chef personnel. These are based on a risk management approach to minimise risks to peoples' health, safety and the environmental.

These procedures are located in Appendix C and must be followed at all times. Employees are expected to make themselves familiar with the general requirements of the work in which they will be involved.

Employees failing or refusing to comply with the SOPs will be subject to disciplinary action which may include removal from their current work or dismissal.

24. Safety Signage










At ours and at client premises you will notice many signs in and around the buildings that will indicate or instruct safe working requirements such as the wearing of personal protective equipment, authorised access, emergency procedures, hazardous activities, forklift areas etc. You must observe and abide by the instructions given on all signage at all times.

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There are a variety of signs on site. Some of these signs are cautionary whilst others are advisory. These signs are colour coded and are red, green, yellow or blue.

- Red signs indicate Fire Equipment like fire extinguishers and hose reels.
- Blue signs indicate that mandatory Personal Protective Equipment is required when entering the area.
- Green signs are for emergency equipment like eyewash stations, first aid kits and emergency exits.
- Yellow signs are cautionary signs, which may indicate a spill, a wet floor or sound horn areas.

A sample of the signs found on site is shown below:

 <p>Red signs are for fire equipment eg hose reels & extinguishers</p>	 <p>Do not block/obstruct Fire Doors.</p>	 <p>PPE – Hair protection must be worn.</p>	 <p>Green signs are for emergency equipment like first aid kits and emergency kits.</p>	 <p>Emergency Exit signs.</p>
 <p>Caution sign – indicating a slippery surface.</p>	 <p>Caution sign – use appropriate entry and exit methods.</p>	 <p>Loading Dock awareness sign.</p>	 <p>Area under Surveillance.</p>	 <p>Reminder to keep your work area tidy.</p>
 <p>Danger – Risk of electric shock.</p>	 <p>Authorised Entry sign.</p>	 <p>No smoking sign.</p>	 <p>Danger sign – moving vehicles.</p>	 <p>Danger – No unauthorised access.</p>

25. Toolbox Meetings

Toolbox meetings involving all personnel are held on a regular basis.

The meetings provide an opportunity to raise and discuss any issues and ensure everyone is provided with current information on all operations involving health, safety and environmental issues. All employees are required to be in attendance where possible.

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26. Unsafe Acts

The throwing of objects, horseplay, practical jokes and similar behaviour is the cause of many accidents and is not permitted. Employees found not heeding this requirement will be subject to disciplinary action.

27. Workers Compensation and Rehabilitation

If you are injured at work you have the right to claim workers compensation, however you must notify your supervisor as soon as possible after the injury or illness and complete the necessary claim forms. All accidents/incidents will be investigated

If an employee is incapacitated for 14 days or more, the company must, within five working days of the initial 14 day period, prepare a return to work plan in consultation with the worker, rehabilitation provider and the treating doctor.

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Emergency Management

28. Fire and Evacuation

In the event of an emergency, the protection of human life is number one priority. As in all emergency situations, protect yourself and others. Never attempt to fight a fire if it puts you at risk of injury.

It is your responsibility to know the location, identification and use of all fire equipment provided, if you are not sure, ask your supervisor. Portable fire extinguishers and hose reels are provided to extinguish small fires; they are the first line of defence in the event of a fire. Prompt use of the correct extinguisher can prevent serious injury and damage.

Types of fire extinguishers

Water Extinguisher – Red	<ul style="list-style-type: none">these are most suitable for use on fires involving wood, paper, plastic, and other solid combustible material. The stream of water should be directed at the base of the fire. Do not use on electrical or solvent fires.
Foam Extinguisher – Blue	<ul style="list-style-type: none">use this on flammable liquid fuel types such as petrol, oils, thinners and solvents. Do not use on electrical fires.
Dry Chemical Powder – Red with a White Horizontal Band	<ul style="list-style-type: none">these can be used on all fires but mainly for flammable liquid fires and fires involving live electrical equipment. Use with a sweeping motion across the base of the flames.
Carbon Dioxide – Red with a Horizontal Black Band	<ul style="list-style-type: none">these can be used on all types of fires and are best used on electrical or electronic equipment because there is no residue. The CO₂ released is very cold so use with care as contact can cause cryogenic (cold) burns. Do not use in a small room or confined space as the CO₂ replaces oxygen available for you to breathe.

After using an extinguisher, notify your supervisor at once so that it may be recharged.

Fire Extinguisher Use

To use a fire extinguisher:

- pull and remove the pin from the trigger handle
- point the nozzle of the extinguisher at the base of the fire
- squeeze the trigger handle to release the extinguishing agent

Evacuation

Evacuation plans are displayed on notice boards in the office and you should make yourself familiar with the requirements.

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If there is an emergency and it is a minor fire only, use extinguishers only if safe to do so and you have been trained in their use.

If an evacuation from the building is ordered, cease what you are doing and turn off any machines. Leave via the most appropriate route, closing doors behind you, and assemble at the designated emergency assembly point of the property. Do not return to the building to try and retrieve personal belongings.

Assist any injured persons without placing yourself in danger. Remain at the assembly point until you are given the all clear to return to work. Supervisors or nominated wardens will be responsible to ensure all personnel are present, and to identify those who are absent.

Basic Fire Safety

- always ensure that flammable liquids are adequately labelled and stored in suitable containers or a spill tray
- do not allow rubbish to accumulate in storage areas or vehicles
- do not smoke in vehicles, other enclosed areas or near stored or used flammable substances
- turn off motors and do not smoke or use mobile telephones/radios while refuelling vehicles
- do not leave cigarette lighters in the sun or on the dashboard of vehicles

29. First Aid

If someone has been injured, basic first aid may be required. Send for qualified first aid assistance if necessary. DO NOT move an injured person unless there is danger of further serious injury. Control bleeding by using direct pressure with a pad over the wound.

Where possible, make the person comfortable and maintain their body heat but do not over-heat a person in shock. Reassure the patient, DO NOT give them anything to eat or drink. Assist breathing if required and you are trained to do so. If not, seek assistance from someone who is trained.

Remember DR ABCD. You should check the following things in order:

D – check for **DANGER** to yourself and the injured person

R – check for **RESPONSE** from the injured person to establish their level of consciousness

A – check for a clear and open **AIRWAY**

B – check that they are **BREATHING**

C – check **CIRCULATION** (pulse)

D – attach a **DEFIBILLATOR** (if one is available) and follow the voice prompts

Familiarise yourself with the OHSPR10 Emergency Management and Evacuation and OHSF33 Emergency Management Plan so that you know what to do in the event of an emergency. First aid kits are provided, please ensure you know where they are and who the trained first aiders are.

Emergency telephone number for Police, Ambulance and Fire Brigade is **000**.

PROMPT FIRST AID MAY SAVE A LIFE!

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Appendix A: Workplace Health and Safety Policy

General Policy

The work health and safety of all workers within this service, including employees, volunteers, and contractors and clients and visitors are considered to be of utmost importance. Resources in line with the importance attached to work health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

Management Responsibility

The promotion and maintenance of work health and safety is primarily the responsibility of management. Management at all levels is required to contribute to the health and safety of all persons in the workplace. To this end, it is the responsibility of management to develop, implement and keep under review, in consultation with its employees, the organisation's OHS Programs.

Specific Responsibilities

Persons conducting a business or undertaking has the primary duty to ensure, so far as is reasonably practicable, that the health and safety of workers and other persons are not put at risk from work carried out as part of the conduct of the business or undertaking.

Managers

Each manager is required to ensure that this policy and any OHS Programs is developed and effectively implemented in their areas of control, and to support supervisors and hold them accountable for their specific responsibilities.

Supervisors

Each front-line supervisor is responsible, and will be held accountable, for taking all practical measures to ensure that:

- OHS Programs are complied with in their areas of control
- Workers are supervised and trained to meet their requirements under these programs
- Workers are consulted on issues which affect their health and safety and any concerns they may have are referred to management.

Workers

All workers including volunteers, agency staff and contractors are required to co-operate with the OHS Policy and Programs to ensure their own health and safety and the health and safety of others in the workplace. All workers will receive induction training and task specific training where appropriate. All workers are expected to comply with all policies and procedures and any reasonable instructions from managers. These requirements will be written into contractor and agency contracts.

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Work Health and Safety Programs

In order to implement the general provisions of this policy, a program of activities and procedures will be set up, continually updated and effectively carried out. The programs will relate to all aspects of work health and safety including:

- OHS training and education;
- Provision of information, training, and supervision to workers;
- Undertaking of risk assessments and reporting of hazards;
- Development of safe work procedures;
- Emergency procedures and drills;
- Provision of OHS equipment, services and facilities;
- Regular inspections and evaluations; and
- Reporting and recording of incidents, accidents, injuries and illnesses.

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Appendix B: Policy – Anti-Discrimination, Sexual Harassment, Equal Employment Opportunity, Good Working Relationships

It is the policy of the Melbourne Chef that all contractors should enjoy a good working relationship with staff and management.

This means that everyone should feel comfortable in the workplace and that differences should be respected. An important part of good working relationships is that everyone must be able to work in an environment free from harassment that is behaviour that they do not like or do not want to happen. Most types of harassment are discriminatory and go against State and Federal anti-discrimination law. It also goes against our Occupational Health and Safety policy by making the workplace unsafe.

Harassment is any behaviour which is not asked for and not wanted and that happens because of a person's sex, race, age, marital status, disability, transgender (transsexuality) or homosexuality. Harassment offends, upsets, humiliates or scares another person. It makes the workplace uncomfortable and unpleasant.

Harassment can take a variety of the following forms:

- Verbal abuse
- "Put-downs"
- Racist remarks/comments
- Intimidation
- Practical jokes
- Physical assault or threat
- Sexual innuendo

Harassment is not always intended – acts or behaviour which are funny or don't mean much to one person may hurt or offend another. A workplace without harassment is a workplace where people respect and tolerate the rights and differences of others.

If you feel you are being subjected to any form of harassment and are able to tell the person to stop, do so. You should also tell them that you do not like what they are doing and that it is not OK with you or with management. If it does not stop or you feel you cannot talk to the person, you should report it immediately to your manager as this behaviour will not be tolerated within this workplace.

Equal Employment Opportunity

All contractors regardless of their sex, race, age, religion, marital status, disability or sexual preference should be given equal employment opportunity.

If you feel you are being disadvantaged, try and resolve the issue with your immediate supervisor. If this does not work, you should report it to the General Manager.

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Appendix C: Safe Operating Procedures

Safe Operating Procedures & Safe Work Method Statements (SWMS)

- I have read and understood the following SWMS and Safe operation procedures provided by Chandler Personnel.

Title	Signature

Employees Signature:

Date: _____

Documents Shown by: _____

Signed: _____

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Employee Safety Induction Booklet Issued To:

Name of Employee: _____

Company name: _____

Address (your address): _____

I agree to abide by the conditions stated in this safety induction handbook and / or any other direction by Melbourne Chef in relation to the health and safety of the works and site generally.

Employees Signature:

Date: _____

Employer's Name: _____

Issuing Officer: _____

Signed: _____

*Please read and sign the above form and return it to the Issuing Officer.

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