

# Occupational Health and Safety

## Regulations and Requirements

### Occupational Health and Safety

#### *Occupational Health and Safety Overview*

At Ground Down Coffee we strive to achieve high standards of health and safety in all our operations. It is our goal to provide a safe and healthy working environment for all Ground Down Coffee franchisees, team members, customers and suppliers.

The standards that follow are only guidelines and are the minimum in order to achieve a safe and healthy workplace environment. The success of the implementation of these guidelines rests with you. It is YOUR responsibility that all team members are educated and trained in these guidelines to ensure that the appropriate steps are taken that actively prevent hazards and accidents occurring.

*Remember safety is everyone's responsibility*

*BUT first it starts with YOU!*

#### *The importance of Occupational Health and Safety*

Work-related illness and injury are expensive - damage bills, fines, lost production, higher insurance premiums and low morale among team members. The cost of work-related injury and disease in Australia is estimated at between \$16 and \$40 billion (*Source: National Occupational Health and Safety Centre*) each year. It is imperative, therefore, that franchisees and team members, alike, work together to promote good health and safety management within the Ground Down Coffee franchise network.

Good health and safety management benefits everyone. Team members benefit through a safer, healthier workplace, with fewer injuries and illnesses, as well as through the increased job satisfaction that comes from effective teamwork. You benefit from lower operating costs, increased productivity, better products and services and an improved competitive position.

Laws about occupational health and safety are the responsibility of State and Territory governments and may differ around the country. However, in an effort to promote consistency in those laws across the country, the National Occupational Health and Safety Commission (NOHSC) have developed national standards and codes of practice. Familiarising yourself with these codes and standards is an excellent starting point for complying with the law in your State or Territory.

Occupational health and safety laws are in place for one reason and one reason only – to ensure that all Australian workplaces are safe and healthy work environments. We, at Ground Down Coffee, are no different!

## Roles

### *The Role of the Franchisor*

Ground Down Coffee will strive to assist franchisees and team members to adhere to all applicable State and National Occupational Health and Safety guidelines.

Ground Down Coffee will provide and maintain work practices that help to ensure the creation of a safe environment.

These practices will include:

- Ensuring that all Franchisees are adequately trained in Occupational Health and Safety best practices
- Engaging in regular consultation with Franchisees to adapt to any new changes in the relevant laws
- Ensure that adequate resources are devoted to safety initiatives
- Co-operating with Occupational Health and Safety investigators
- Documenting and updating all Ground Down Coffee policies and practices

### *The Role of the Franchisee*

As a Ground Down Coffee Franchisee you will have an obligation to ensure the Occupational Health and Safety of all individuals is achieved by:

- identifying hazards
- assessing the risks that may arise as a result of those hazards
- deciding on control measures to prevent or minimise the level of those risks
- implementing those control measures
- monitoring and reviewing the effectiveness of those measures
- communicating policies to all team members including the minimum standards to be followed.
- advising new team members of all the procedures and responsibilities associated with their position.
- ensure risk to the Occupational Health and Safety of all team members and customers is minimised
- ensure the risk of disease or injury from any equipment or substance located in the workplace or company vehicle is minimised through proper usage
- ensure there is appropriate and safe access to and from the workplace
- implement consultative processes to identify and resolve issues that may affect the Occupational Health and Safety of persons at the workplace

In addition all Franchisees must:

- comply with instructions given for Occupational Health and Safety
- use personal protective equipment where it has been provided and instruction for its use has been given
- not wilfully or recklessly interfere with or misuse provided safety equipment
- not wilfully put at risk the health and safety of themselves or others

- develop Standard Operating Procedures (SOP) to detail a work system or method used where there is a possible risk of injury or damage.

## Regulations

### *Safety Regulations*

In each State of Australia there are governing bodies responsible for the administration of each respective Occupational Health and Safety Act.

In general, all Occupational Health and Safety legislation includes requirements for:

- promoting occupational health and safety in the workplace
- providing systems of work that are safe and without risk to health
- preventing industrial injuries and diseases [srd.servicesdirect.com.au](http://srd.servicesdirect.com.au)
- 
- protecting the health and safety of the public in relation to work activities
- rehabilitation and maximum recovery from incapacity of injured workers.

The key principle in the Act is the 'duty of care' responsibility given to employers to provide a safe place of work for team members.

Specific regulations support the principle Act by providing more detailed requirements for specific hazards. Regulations are legally binding and enforceable.

It is your responsibility, as franchisee, to see that these regulations are carried out at work.

### *Codes of Practice*

Codes of practice are issued by the State government to advise you on acceptable ways of complying with the occupational health and safety legislation (Acts and regulations). Codes are designed to be used in addition to the Acts and regulations.

A code of practice:

- is designed to provide practical guidance
- should be followed unless another solution achieves the same or better result
- may be used in support of preventative and enforcement functions; and
- may be used to support prosecution for non-compliance of the law.

In summary:

Occupational Health and Safety Act	Major provisions: The General Duties Resolution of Issues Health and Safety Representatives Safety and Health Committees Enforcement of Act and Regulations
supported by	

Occupational Health and Safety Regulations	The Occupational Health and Safety Regulations set minimum requirements for specific hazards and work practices, including reference to National Standards developed by the NOHSC and Australian Standards developed by Standards Australia
and	
Guidance Material	Codes of Practice developed by each state Guidelines developed by representative bodies (Unions; governing bodies etc) National Codes of Practice and National Standards developed by the NOHSC Australian Standards developed by Standards Australia

Due to the ever increasing legal responsibilities and ever-changing laws regarding Occupational Health and Safety, you are required to seek the professional assistance of a local Occupational Health and Safety representative(s) to assist in any matters of concern.

To help you, below is a list of the contact details for the Commonwealth and State Occupational Health and Safety governing bodies:

Centre	Governing Body	Contact Phone No	Internet Address
Australia	NOHSC	(02) 6279 1000	<a href="http://www.nohsc.gov.au">www.nohsc.gov.au</a>
A.C.T.	Workcover	(02) 6205 0200	<a href="mailto:workcover@act.gov.au">workcover@act.gov.au</a>
New South Wales	Workcover	4321 5000	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Victoria	Workcover	1800 136 089	<a href="http://www.workcover.vic.gov.au">www.workcover.vic.gov.au</a>
Queensland	Workcover	1300 362 128	<a href="http://www.workcover.qld.gov.au">www.workcover.qld.gov.au</a>
South Australia	Workcover	13 18 55	<a href="http://www.workcover.com">www.workcover.com</a>
Western Australia	WorkSafe	(08) 9327 8777	<a href="http://www.safetyline.wa.gov.au">www.safetyline.wa.gov.au</a>

STANDARD
Keep up-to-date with all Occupational Health and Safety Information by contacting your State's regulating Occupational

## Hazards and Emergencies

### Hazards

#### *Identifying Hazards*

Each day you need to be aware of any potential hazards that may arise and make changes to help prevent any accidents that may be caused. As the catch phrase suggests, "Spot the hazard, Assess the risk and Make the changes" (SAM).

S	Spot the Hazard
A	Assess the Risk
M	Make the Changes

In particular, you need to be on the lookout for the following common hazards:

### *Electrical Appliances*

The power switch of all electrical appliances should be turned off when not in use or when the appliance is being cleaned.

Report immediately to management any equipment faults or worn damaged power cords.

### *Sharp Utensils*

Ensure your behaviour when using sharp implements is in a safe and proper manner.

Ensure utensils are immediately returned to the correct location, storing them so that they can only be accessed with their handles and not by the blade.

### *Spillages*

All spillages must be cleaned up immediately with a safety board on display to warn others of the danger. Seek help from other team members to ensure spillages and breakages are cleared as soon as possible.

### *Hot Water*

Hot water, obviously, burns. Care must be taken by all team members to minimise the risk of burns in the workplace. You, and your team members, must be alert of areas in your outlet where burns are likely to happen (eg at your sink or coffee machine) and keep these areas clear to decrease the chance of burns.

## **Emergency Situations**

### *Overview of Emergency Situations*

Unfortunately, emergency situations must be taken into account and proper training and policy and procedures implemented.

You must have an evacuation plan for at least the following situations:

- Fire
- Bomb Threat

Taking into account:

- Assembly Point
- Exit Points
- Safety Equipment
- Roll Call and Last Check of Team members

*Remember, in an emergency; dial 000 for  
police/fire/ambulance*

### ***Training***

Training must take place for such situations and be constantly updated for new team members.

All roles and responsibilities must be delegated and communicated because, as the saying goes, prevention is better than cure.

Such training should be included in the team member's induction program.

## **Hazardous Substances**

### ***Overview of Hazardous Substances***

Exposure to hazardous substances in the workplace may lead to cancers and other serious illnesses. Whilst the risk is relatively low in a Ground Down Coffee franchise, it is in your interest to at least have background knowledge of the effects of hazardous substances.

It is estimated that there are 2,200 deaths (Source: National Occupational Health and Safety Centre) in Australia each year due to past occupational exposures to hazardous substances.

Australian Occupational Health and Safety Law requires that exposure to hazardous substances is kept below levels at which health effects are known to occur. These laws require workplaces to make sure everyone knows:

- what hazardous chemicals are being used;
- what effects they have on your health;
- and what has to be done to prevent or minimise exposure to hazardous substances

### ***Nature of Hazardous Substances***

Hazardous substances are chemicals and other substances that can adversely affect your health, causing illness or disease. The most common hazardous substances at Ground Down Coffee are cleaning agents but they may be solvents, pesticides, paints, adhesives, petroleum products, heavy metals or any other substance that is hazardous to health and is used or produced at work.

Hazardous substances can take many forms – liquids, solids, vapours, gases, fumes or dusts.

To be classified as a hazardous substance, the ingredients of the substance must be present in concentrations that are known to cause health effects. Where this is the case, the substance must be labelled appropriately to ensure that users know it is hazardous. It must also be accompanied by a Material Safety Data Sheet (MSDS) setting out health effects, instructions for safe use and storage and what to do in an emergency.

The easiest way to determine if a substance is hazardous is to look on the label for the words “hazardous”, “warning”, “poison”, “dangerous poison”, “harmful”, or “corrosive”, or other advice about specific health effects.

The MSDS for a hazardous substance must be readily accessible to all team members. To obtain an MSDS ask the Support Office or the supplier of the product concerned.

It is strongly advisable that you have a Hazardous Substance Register. This is a list of all the hazardous substances used or produced at the workplace together with the MSDSs for those substances.

In the absence of information such as labels and MSDSs, it should always be assumed that a substance is hazardous.

### *How do Hazardous Substances Affect You?*

Hazardous substances can get into your body in different ways. The most common ways are:

- by breathing in the substance (inhalation);
- absorption through the skin (dermal);
- accidental swallowing (ingestion)

Health effects may be acute, resulting from a short-term (usually high) exposure or chronic, resulting from long-term (often low level) exposure over a period of time. Chronic effects may not occur for many years – they are hard to predict in advance and when they do occur it may be hard to identify what caused them.

To know whether there is a risk of exposure it is necessary to make an assessment of likely exposure to hazardous substances in your workplace. In order to do this, you must:

- identify hazardous substances – look at the label;
- review information about hazardous substances – read the MSDSs and make sure all instructions are being followed;
- identify any risks of exposure – take into account factors such as how often exposure occurs, for how long and at what level.

### *Prevention*

You must take action to prevent any exposure to hazardous substances to your team members wherever possible. If this is not practicable, you must ensure that exposure is adequately controlled so as to minimise the associated risks.

Team members, individually, have a responsibility to work safely using the control measures where provided. To guarantee work safety, team members have the right to be provided with information and training on any hazardous substances to which they may be exposed. This includes advice about health hazards, reading labels on containers and how to access the MSDS as well as emergency procedures, incident reporting and first aid.

There are a number of practical actions that can be taken to reduce the risks of working with hazardous substances.

Some suggestions include:

- **Elimination:** Removal of a hazardous substance which is not essential
- **Substitution:** Using a less hazardous substance, or a less hazardous form or process
- **Isolation:** Keeping hazardous substances stored away from people and only using them for the absolute minimum amount of time as possible.

- **Personal Protection Equipment (PPE):** Wearing protective equipment, for example respirators, face masks or rubber gloves. PPE must be suitable for the type of substance, fitted to the person using it, and must comply with relevant Australian Standards as a minimum.

## Accidents and Incidents

### Accidents to Team Members and Customers

#### *Team Members*

If a team member sustains an injury or has an accident whilst at work, they must report it to you.

All incidents, injuries or accidents must be documented and then kept on file for safekeeping and further reference. You should encourage the team member to visit their local GP as soon as possible.

Any records that the GP provides in relation to the incident must be kept also.

#### *Customers*

If a customer injures themselves then the following procedures must be followed:

- If required, administer First Aid but do not administer any medication.
- Seek or advise the customer to have immediate medical assistance.
- Record the name and address of the person involved, if different to the customer.
- Outline of the injury.
- Record the time and exact location/place that the injury took place.
- Who was present when the incident occurred?
- Record the names and addresses of witnesses.
- Advise your Insurance Company immediately for serious cases.

When dealing with such a situation remember to treat the customer with the upmost care and concern, as well as remembering to record and report all information for future use.

#### *Accident Register / Incident Report Form*

Incident Report Forms should be kept on hand in the store at all times.

If an incident occurs then the franchisee, or designated person, will be required to record all incidents and accidents immediately after they occur.

#### *Medical Attention*

As suggested previously, one of the first steps is to advise the customer to seek medical attention. You are required to have available a First Aid Kit in your store that is capable of dealing with minor injuries and ailments.

Do not under any circumstances administer medication.

#### *Insurance Company Contact*

Serious cases must be reported to your insurance company and also to the support office.



## First Aid Training

### *First Aid Policy*

You must have a government approved First Aid Kit available for use at all times in your outlet. The location of the First Aid Kit must be known to all team members. Access must be monitored and supplies kept up to date at all times.

### *First Aid Training*

It is recommended that you, and at least one of your team members, complete a current first aid course. This is not only wise but it also reflects our company values - to provide for the best for our team members and customers.

### *Suggested First Aid Kit*

The table on the following page is a list of the suggested contents of a First Aid Kit designed for a workplace with fewer than 25 team members. When obtaining your First Aid Kit, be aware that it must comply with Australian Standards. First Aid Kits can be purchased from St John's Ambulance Service or other providers. Whenever an item is used or exceeds its "use by" date it must be replaced straight away.

	STANDARD
1	Always ensure that at least one person working has a current First Aid Certificate.
2	Make sure your First Aid Kit is available at all times so that First Aid may be administered immediately.
3	Immediately replace any used or expired items in your First Aid Kit so it is fully stocked at all times.

### Suggested Contents of First Aid Kit

Quantity	First Aid Kit Contents
50	Adhesive Shapes
2	Adhesive Tape (zinc oxide) 2.5cm x 9cm
3	Triangular Bandage 110cm x 110cm
3	Conforming Bandage 2.5cm
3	Conforming Bandage 5cm
3	Conforming Bandage 7.5cm
1	Conforming Bandage 10cm
1	Conforming Bandage 15cm
6	Non-adherent Dressing 7.5cm x 10cm
3	Non-adherent Dressing 20cm x 7.5cm
1	Universal Dressing 90cm x 20cm
4	Eye Pad (Large)
10	Gauze swabs 10cm x 10cm x 5
1	Antiseptic Liquid 250ml
1	Antiseptic Soap
2	Paracetamol Tablets x 24pkt
10	Safety Pins in bag
2	Forceps plastic

1	Forceps stainless steel – sharp 12.5cm
1	Scissors stainless steel – sharp/blunt 12.5cm
5	Splinter Probe Disposable
1	Galipot 150ml
1	Kidney Dish – plastic
1	Nail Brush
6	Towels disposable in bag
4	Gloves disposable in bag
2	Plastic Bags – resealable – medium
6	Cups disposable
1	Notepad and pencil
1	Report Sheet in folder
1	Pocket Mask
1	“Staying Alive” Manual

## Manual Handling

### *What is Manual Handling?*

Manual Handling means more than just lifting or carrying something. The term ‘Manual Handling’ is used to describe a range of activities including lifting, lowering, pushing, pulling, carrying, moving, holding or restraining an object, animal or person. It also covers activities which require the use of force or effort such as pulling a lever or moving heavy props. Up to one third of all work injuries in Australia occur during manual handling. (Source: National Occupational Health and Safety Centre)

Most of the reported accidents involving manual handling tasks cause back injury although hands, arms, and feet are also vulnerable. Sometimes the person injured never fully recovers or requires a long period of rehabilitation before they are able to work again. Therefore, you, as a franchisee, need to prevent, as much as possible, to yourself and your team members.

Injuries, through manual handling, are preventable by taking the necessary time, beforehand, to Spot the Hazard; Assess the Risk and Making any changes (S.A.M.) if necessary.

### *Risk Factors In Manual Handling*

A number of factors can increase the risk of injury, including:

- Size, shape and weight of objects (if the object is carried) and forces required (if the object is pushed, pulled or restrained);
- Sudden unexpected or jarring movements;
- Awkward movements, such as twisting, bending, over-reaching, especially if combined with load handling;
- Staying in a fixed position for long time; and
- Personal factors such as age, physical dimensions and any disabilities the person may have.

### *Lifting Heavy Objects*



All team members must be trained, and retrained as often as possible, from the time they commence with Ground Down Coffee in the correct procedures for lifting and moving heavy objects.

The following checklist should be used as a guide for ensuring that correct procedures are being used by all team members.

CHECK:

- Training in manual handling is part of the induction procedure
- Training covers all of the requirements of the Code of Practice for Manual Handling
- Information, instruction and training in safe lifting has been provided
- Team members understand manual handling risk factors
- Team members are aware of risk management procedures in place to reduce risk
- The weight of the object or person to be lifted before lifting to assess your capacity
- Alternative ways of lifting and carrying e.g. using a trolley
- Work with team members for suggestions on safer ways to do the job, like storing heavy boxes on lower shelves
- Practical control measures have been put in place and maintained to eliminate or reduce the risks associated with manual handling work.
- Risks have been reduced as far as possible
- Control measures are reviewed after accidents have occurred
- All hazards have been identified and risks assessed
- Assessments have been evaluated all factors that affect the risk
- Team member concerns have been addressed
- All manual handling-related incidents have been adequately investigated
- All significant risk factors have been addressed

## Overuse Injuries

### *What are Overuse Injuries?*

Occupational Overuse Syndrome (OOS) is also known as 'Repetition Strain Injury' (RSI), Carpal Tunnel Syndrome (CTS) or Tenosynovitis. OOS is the name given to a range of conditions - usually caused or aggravated by poor work processes and unsuitable working conditions - that involve repetitive or forceful movements or the maintenance of constrained or awkward postures. The condition is characterised by discomfort and persistent pain.

### *How do Overuse Injuries Affect You?*

Symptoms of OOS often include swelling, numbness, restricted movement and weakness in or around muscles and tendons of the back, neck, shoulders, elbows, wrists, hands or fingers. It may become difficult to hold objects or equipment in the hands, affecting your ability to function at work and at home. Symptoms can vary from person to person and may often involve more than one part of the body.

In the early stages, the pain may be slight. If action is taken immediately, no damage is likely to occur. If no action is taken, the condition may get worse. Pain may continue while doing other movements or even while not using the injured part of the body at all. Pain generally stops with

rest, but prolonged periods of rest may be necessary to reduce severe pain. If nothing is done to redesign the work to eliminate or reduce the risk of injury, then permanent damage may result. Activities like constant lifting, bending, reaching or twisting or exerting pressure can all cause overuse injuries.

### ***Prevention***

Part of your responsibility to provide team members with a safe and healthy workplace involves the provision of training and information about safe working practices. For reducing the risk of developing an OOS type injury, this might involve training and information on correct work methods and postures and the correct use of equipment.

Team members, individually, have a responsibility to follow procedures set by you, the franchisee, for working safely, and to use any protective equipment which has been provided for their personal use. If a team member is aware of anything in the workplace which could be an OOS risk, it is important that they discuss it with you about the best way of eliminating or reducing the problem.

## **Reporting and Resolution**

### **Accident Reporting**

#### ***Regulatory Bodies***

Under Occupational Health and Safety regulations, severe workplace accidents must be reported to your State's regulatory body (eg WorkSafe).

If an accident involves Workers Compensation, it must be reported to WorkCover.

Generally speaking, accidents that require notification to the regulatory body are ones where a team member receives an injury which is one or more the following:

- a fracture of the skull, spine or pelvis;
- a fracture of any bone in the arm except in the wrists or hands;
- a fracture of any bone in the leg except in the ankles or feet;
- an amputation of an arm, a hand, finger, finger joint, leg, foot, toe or toe joint;
- the loss of sight in an eye;
- any other injury which, in the opinion of a medical practitioner, is likely to prevent the team member from being able to work within 10 days of the day on which the injury occurred.

#### ***Insurance Company***

You must notify your insurance company of any claims for Workers Compensation. Your insurance company is much more experienced than you are and are better able to negotiate any claims against you.

When you are issued a policy by your insurance company they will provide you with documents which must be displayed in your store for your staff to be able to see. These forms will include:

- Proof of insurance
- Return to work Policy
- Accident and injury forms

## *Support Office*

Finally, reporting the accident to the Support Office will help provide information to prevent similar occurrences in the future within the franchise network. The Support Office is also then in a better position to offer assistance where needed.

## **Injury Dispute Resolution**

### *Injury Dispute Resolution*

Any dispute between two or more parties that you cannot resolve amicably is to be brought to the attention of the Support Office, who will take immediate action to assist in the dispute being resolved.

The Support Office may seek to mediate in any dispute involving you and a team member that can't be resolved by the parties concerned. Alternatively, the Support Office may offer guidance or suggest an independent mediator, depending on the circumstances.

Should any dispute fail to be resolved either between the associated parties or through some sort of mediation process, then professional assistance will be required in the form of legal counsel. The relevant governing bodies may also be able to assist in these circumstances.

In the unfortunate circumstance that disputes arise, please be diligent in your recording processes of all communication between the parties and keep records of all communication and correspondence on file, including but not limited to, emails, faxes and letters.

## **Summary**

### **Summary**

#### *Occupational Health and Safety Summary*

In summary all work places are required by law to comply with a minimum standard of Health and Safety as specified under the Occupational Health and Safety Act. The above guidelines are just that, guidelines. They aim to assist you with the implementation of certain standards and procedures, to ensure that a safe and healthy working environment is maintained. They are not exhaustive and can be expanded to meet your individual needs by contacting the relevant government and professional bodies.

The underlying principles are that Health and Safety ultimately rests with YOU, the franchisee. The diligence that you apply in this area will ensure for a safe and healthy working environment. Training, education and constant monitoring of policy's and procedures will ensure that all is done to prevent incidents and accidents from happening and therefore limit any disputes that would otherwise arise.

Good Occupational Health and Safety management benefits everyone involved and is one of the biggest contributing factors to running a successful Ground Down Coffee franchise.

*Remember, Safety is Everyone's Responsibility... BUT... first it starts with YOU!*