



# WORKERS SAFETY HANDBOOK



1ST EDITION 2017



ARA Fire Protection Services is an Equal Opportunity Employer

I, .....

Job Title .....

Worker

Subcontractor / Company

.....

I hereby acknowledge receipt of the ARA Group workers handbook 2016 Edition 4 and state that I have read and understood its contents. I also acknowledge that I have received training in the ARA Group safety system and undertake to comply with statutory regulations and industry standard safety rules, including the proper use of all personal protective equipment and safety equipment.

Signed: .....

Date: .....

**WORKERS**

This acknowledgment form is to be completed signed and returned to the office/manager. Also sign page 4 of the booklet and keep this page in your booklet for your personnel record.

**SUBCONTRACTORS**

Subcontractors are to photocopy this completed and signed acknowledgement form for each worker engaged in work for the company. The subcontractor is to keep the signed originals as a record and make copies to return to the company for future reference.

The front of this page is to be completed and signed and the page removed from the booklet. It is to be kept in the workers file.

I, .....

Job Title .....

Worker

Subcontractor / Company

.....

Hereby acknowledge receipt of the ARA Fire Protection Services workers handbook 2017 Edition 1 from my employer or the company engaging me, and state that I have read and understood its contents. I also acknowledge that I have received training in the ARA Fire Protection Services safety system and undertake to comply with statutory regulations and industry standard safety rules, including the proper use of all personal protective equipment and safety equipment.

Signed: .....

Date: .....

This page to be completed and signed and the page retained as evidence of my undertaking. The completed and signed agreement has been removed and placed in my personal records.

# INTRODUCTION

This booklet has been prepared by ARA Fire Protection Services Pty Ltd to provide guidance to workers in the ARA Fire Protection Services's policies and procedures. The information contained in this booklet is to be used as reference in relation to various aspects of human resources, work health and safety, environmental and operational management. This document is not comprehensive and is not expected to provide all the information required by ARA Fire Protection Services Pty Ltd to be engaged as a worker, however it is to be used as a supplement to the various standard company and corporate procedures, relevant WHS, Environmental and Industrial Relations Legislative and any specific client or industry requirements where necessary.

ARA Fire Protection Services is an Equal Opportunity Employer and as such provides fair and equitable employment opportunities and endeavors to support the welfare and general well-being of all individuals.

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# COMPANY PROFILE

ARA is a Group of Australian owned and operated companies specialising in building and infrastructure services for commercial, industrial and government markets.

The ARA Group was formed in May 2001 when Edward Federman and Leo Browne merged a number of strategically aligned companies offering a broad range of complementary solutions and products. Each ARA business is well established and has been operating successfully and independently across a diverse range of industry sectors.

The expansion of the Group has been through acquisitions, organic growth, market share gains and new branch locations. Our ongoing growth strategy is to continue to provide our customers with a viable, stable and quality alternative to large multi-national organisations.

ARA is comprised of a significant national skill base of qualified technicians. Core services are provided by our own workers. We employ more than 1,300 people throughout Australia and we draw on the resources of all companies to deliver maintenance, repairs and capital plant upgrade services. Our 24 hour customer support centre, located in Australia, provides one point of contact for all services Australia-wide.

ARA Fire Protection Services is comprised of the following capabilities:

- ARA Corporate
- ARA Security Services
- ARA Electrical Engineering Services
- ARA Fire Protection Services
- ARA Mechanical Services
- ARA Building Services
- ARA Manufacturing
- ARA Distribution

It is the objective of the ARA Group is to build an organisation that will continue for the next generation.

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# COMPANY POLICIES

The policies contained within this handbook are those of the ARA Group which ARA Fire Protection Services is a division. These policies are those of ARA Fire Protection Services Pty Ltd.

## Code of Conduct

The Companies are specialised building service companies that installs and services; fire protection, electrical, mechanical, communications and data, electronic security systems, and are also a manufacturer of specialised building products. The Company relies on its workers to perform their duties in an effective, efficient and professional manner at all times. The organisation's business success is governed by the conduct of its personnel whilst undertaking operations. It is therefore imperative that the Company personnel conduct themselves in a manner befitting the relationship that the company develops with its valued clients.

Workers of the Company are:

- To be polite and courteous to clients and governmental representatives.
- To dress appropriately and comply with the company's dress code of wearing, cleaning and maintaining the uniforms provided.
- Not be disruptive, violent, aggressive or antagonistic towards others whilst engaged in the undertakings of the organisation or when representing the company.
- Not to consume or be influenced illicit drugs or alcohol whilst undertaking work or during working hours in accordance with the company's drug and alcohol policy.
- Not to endanger the health and safety of others through the undertaking of unsafe acts, behaviour, or playful activities.
- Not to unlawfully damage or destroy property or the environment.
- To conduct themselves appropriately and not behave unlawfully, and
- Not discriminative, racially, sexually or abusively against others in the workplace.

Workers of the Company shall comply with confidentiality agreements or arrangements and are not to disclose information or transfer documents or data that could be detrimental to the organisation.

Workers shall not make statements to parties in respect to representation of company policies, procedures, activities or actions, unless otherwise authorized.

## Corporate Social Responsibility Policy

ARA embraces the definition of the International Organization for Standardization of Corporate Social Responsibility (CSR), in ISO 26000, which says:

“Social responsibility is the responsibility of an organisation for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour that”:

- contributes to sustainable development, including the health and the welfare of society; takes into account the expectations of stakeholders;
- is in compliance with applicable law and consistent with international norms of behaviour; and is integrated throughout the organisation and practiced in its relationships.

At ARA all our decision making gives real consideration to balancing commercial returns, customer service, supporting the communities in which we operate and environmental interests.

ARA, as a group recognises that our social, environmental and ethical conduct has a direct impact on our reputation in the marketplace and how we are viewed by our employees.

ARA is committed to advancing policies and systems across our company to ensure we monitor all aspects of our Corporate Social Responsibility as it pertains to our business, specifically good ethical behaviour, concern for employees' wellbeing, health and safety, and care for the environment and community.

## **Ethics**

ARA expects all of its business is conducted in compliance with high ethical standards of business practice. We apply these standards to all our dealings with employees, customers, suppliers, legal authorities and other stakeholders.

A summary of the key objectives:

- directors and employees will at all times operate within applicable laws
- all employees have the right and responsibility to ensure that ARA's business is conducted with high ethical and legal principles
- discrimination or harassment of any kind will not be tolerated
- directors and employees will ensure that there is no conflict of interest in any of their dealings
- employees are encouraged and supported to report in confidence any suspected wrongdoings.

While not a listed company on the Australian Stock Exchange, ARA supports adherence to the Australian Securities Exchange Corporate Governance Council's Principles and Best Practice Recommendations.

## **Our people**

ARA predominantly provides services to the market, which means we are only as good as the people we employ and engage. We aim to find and keep the highest calibre of employees and encourage their contribution and personal development.

ARA maintains long term relationships with preferred contractors. The performance of our preferred contractors is constantly monitored and reviewed to ensure they meet our exacting performance standards. .

Our goal is to provide an environment that fosters collaboration and work practices to drive our group forward.

ARA's policy is to maximise the opportunities for internal promotion. Employees are provided with ongoing learning and development opportunities to fulfil their potential

ARA is committed to providing an equal opportunity to all existing and prospective employees without discrimination based on religion, disability, gender, age, marital status, sexual orientation, race and ethnicity.

## **Work Health & Safety**

ARA is committed to eliminating workplace injuries and illness, and providing a safe and healthy environment for employees, contractors, sub - contractors and the public. Our objective is for zero injury and illness to be recorded by ARA.

ARA, in collaboration with a leading Australian private health fund, offers employees and their families discounted private health insurance cover, which includes extended benefits under ARA's corporate plan. This cover helps minimise the adverse impact of injury and illness.

We work to promote a culture where personal responsibility for safety and health is second nature.

Work Health & Safety (WHS) is a permanent item on our board of directors' meeting agenda.

ARA's goal is absolute compliance with all relevant statutory WHS legislation. Our aim is for continuous improvement of health and safety management through communication, consultation, honesty and ownership. Employees are encouraged to report any potential risk hazards. All reports are elevated through the appropriate management chain up to director level for immediate assessment and action.

## **Environment**

ARA is committed to minimising the impact of its business activities on the environment.

The board of ARA is accountable for the overall environmental compliance and performance. This includes providing guidance and necessary resources and support to ensure that ARA's business activities are undertaken in a manner that at all times considers and effectively manages potential environmental risks.

ARA's individual business managers are responsible for implementing ARA's environmental policies and guidelines. They are entrusted to proactively address issues that may adversely affect environmental performance within their business. This includes assessing likely environmental outcomes before decisions to proceed with activities and considering environmental outcomes when making decisions in the same way that consideration is given to safety, cost, quality and time.

## **Community**

ARA has established its own charitable foundation, the ARA Endowment Fund as a way for ARA Fire Protection Services and employees to collectively give back to communities and people, throughout Australia. The Fund's committee is made up of employees. Over the years the Fund has supported many registered charities. ARA is extremely proud of the support that we have provided to those in need in the communities in which we operate and live.

## **Security, Privacy & Confidentiality Policy**

ARA Fire Protection Services Pty Ltd (ARA) are committed to its legislative responsibilities with its objective is to protect the confidentiality of information and documentation of clients, customers and employees.

ARA Fire Protection Services will ensure that information and documentation collected by the organisation is:

- Reasonably necessary for the purpose of the company's function and activities,
- Collected by lawful and fair means,
- Used for a lawful purpose,
- Collected with the consent of the originator.

Where information has been obtained from a third party, ARA Fire Protection Services requires that it be obtained by lawful and fair means.

ARA Fire Protection Services collects and retains the following information accurately and up to date for the purpose of company administration and management:

- Employee names
- Addresses,
- Contact phone / email addresses,
- Next of kin contacts,
- Bank account details (Relevant for the purposes of salary and wages payment only),
- Tax file number,
- Superannuation and industry scheme information,
- License and qualification details (Relevant to the employment criteria),

- Employment history (Up to 5 past employers),
- Work experience,
- Health details,
- Workers compensation history.

The company collects the information upon initial engagement of the employee and will undertake regular requests from the employees to update any changes pertinent to employment.

ARA Fire Protection Services will provide a secure environment for the storage of personal and client information and documentation. Physical records are maintained in a secure facility with restricted access. Electronic records are retained in restricted access file server directories.

The company will only disclose information where required by relevant legislation and only disclose limited information to third parties where required for payroll administration. Disclosure of information to other parties other than those listed above, such as under a contractual arrangement, will only be undertaken with the consent of the employee.

An employee may access their own personal information held by the company through a request to their respective manager. Corrections and or amendments can be undertaken through the employee's direct manager as the need arises.

Complaints relating to a breach in the Australian Privacy Principles legislation can be made through the employee's direct manager. Upon receipt of a complaint, the manager shall investigate the incident and determine if the policy has been breached. If a breach has been ascertained, corrective and preventative measures shall be implemented to rectify the situation.

The company will not disclose employee information to overseas third party recipients unless under the direct authorisation of the employee.

Employees engaged by ARA Fire Protection Services, are required to adhere to the security and confidentiality of information and documentation both at the onset of their employment and after the cessation of their employment by either resignation or termination. Any breach of this policy, or unauthorised disclosure of information will result in disciplinary and or legal action.

The Directors and Management of ARA Fire Protection Services will continuously improve their security and confidentiality performance to comply with current legislative client and requirements.

### **Drug and Alcohol Policy**

The Company recognize their responsibility under the Work Health and Safety Legislation and as such is committed to the implementation of the following policy.

- Illicit drugs and/or alcohol are not to be used or consumed by workers of this company whilst they are performing or representing this company in their duties.
- Workers who have either been prescribed drugs or narcotics by a general practitioner or who are taking treatment that may cause drowsiness or affect the safety of the person or others in the workplace, must advise their direct supervisor prior to commencement of work. The necessary precautions are to be implemented to ensure the safety of the worker and others in the workplace.
- Workers are not to report to work or use company vehicles whilst they are under the influence of drugs or alcohol. This policy also comes into force for those workers who have access to a company vehicle after normal working hours.
- Drugs and Alcohol are not to be used or consumed at employee meal or rest breaks.
- Employees may be subjected to random drug and alcohol testing either conducted by the company or their clients for specific projects or contracts. Should an employee fail to satisfy

the test, appropriate action will be taken in accordance with the site specific or contract requirements.

- The company will endeavour to assist any employees in resolving their difficulties with drugs or alcohol when such problems become evident. Advice and guidance to professional persons or groups may be recommended to employees.
- Employees found disregarding this policy will be subject to disciplinary action in accordance with procedures relating to serious misconduct.
- If there is reasonable doubt that an employee is under the influence of drugs or alcohol, ARA Fire Protection Services reserves the right to remove the employee from the workplace. It is the responsibility of the Manager to arrange for safe transportation of the individual to his or her place of residence. Repeat occurrences will be deemed as disregard to this policy and therefore subject to disciplinary action.
- The management of ARA Fire Protection Services will comply with and support the drug and alcohol policies as implemented by their client's for contracted works.

### **Electronic Communication Equipment Policy**

This policy sets out guidelines for acceptable use of Electronic Communications equipment. This includes Email, Internet, Office and Mobile Phones, Facsimile, Voicemail and any other Company supported computing or communication resources. It applies to the use of equipment provided by the Company and to the operation of equipment brought into the workplace by any worker and/or used on Company property or on Company related transactions and communications without exclusion. It is expected that all personnel will use company supplied and maintained electronic communications equipment for company use only.

The Company system administrators have the ability to log transactions and communications. These logs include details of Internet sites visited and the e-mail addresses of senders and recipients of e-mail and the time of transmission.

The Company administrators are able to read the contents of e-mails sent and received by the corporate network. The content of e-mails themselves would not normally be logged but may be stored on mail servers, and deleted emails may be recoverable through the computer back-up systems that are in place.

The Company reserves the right to monitor Internet usage, monitor the content of email messages sent or received by workers, but will not disclose any of the logged, or otherwise collected, information to a third party except under compulsion of law. However, if the Company considers that inappropriate and/or illegal use of an email account or the Internet may be occurring, it reserves the right to monitor email accounts and take appropriate legal action. The Company reserves the right to inspect the content of any file or transmission associated with the operation and or storage of equipment referred to in the introduction above whether it be in online, file storage or printed hard copy format.

Internet and email access provided by the Company may not be used for:

- sending unsolicited bulk email
- disseminating confidential information of the Company except as authorised by the Company;
- any illegal purpose;
- knowingly causing interference with any network, information service, equipment or any user.
- accessing, downloading, storing, displaying or transmitting material which is inappropriate to the business activities of the Company or which may be considered objectionable and/or unwelcome.

Such material and activities include, but are not limited to the transmission, storage, and display of:

- sexually explicit, pornographic or otherwise offensive material of any sort;
- material that may be considered offensive or defamatory to others;
- material that promotes hatred, discrimination or could be viewed as harassment;
- the distribution of hoaxes, chain letters, or advertisements;
- the propagation of viruses deliberately or maliciously;

Workers must not pre-organise to be the recipient of such material and, in the event of receipt of unsolicited material, must take all possible steps to avoid a repetition.

Responsibility for use of all electronic communications equipment that does not comply with this policy lies with the worker so using it, and such worker must indemnify the Company for any direct loss and reasonably foreseeable consequential losses suffered by the Company by reason of the breach of this policy.

The Company will review any alleged breach of this policy on an individual basis. If the breach is of a serious nature, the breach may be treated as grounds for instant dismissal.

### **Emergency Policy**

This policy is a statement of ARA Fire Protection Services Pty Ltd.'s (ARA) commitment to provide emergency procedures, equipment and training for our employees. Managers and Supervisors have the responsibility for implementing this policy as an integral part of their accountabilities. ARA Fire Protection Services is also committed to complying with the relevant WHS legislation, demonstrating due diligence with the implementation of emergency procedures.

Our other key objectives with this policy are:

- Implementing emergency training to all employees through company inductions,
- Integrating emergency preparedness into our projects at the planning stage,
- Implementing strategies for minimisation of potential emergency situations through sound risk management techniques.
- Monitoring and reviewing emergency procedures to ensure they remain effective,
- Providing specific ongoing education and training for key employees designated in roles of responsibility in relation to emergency situations.
- Requiring employees to comply with their legislated and Company WHS responsibilities,
- Implementing continuous improvement strategies.

The objectives of this policy will be achieved by committed and demonstrated leadership from all managers and supervisors and the involvement of all employees. Appropriate support and resources will be provided by ARA Fire Protection Services

### **Employee Grievance Policy**

The purpose of this policy is to assist all workers of the Company to raise and resolve work-related grievances in a fair and reasonable manner. Although many grievances can be resolved in an informal way there will be instances where a more formal process should be followed.

The Company is committed to providing a safe, harmonious and productive work environment where grievances are dealt with sensitively and promptly. An essential part of developing this environment is to ensure that workers are encouraged to raise a grievance knowing that their supervisor will take appropriate action. Grievances that are not addressed have the potential to develop into major problems that can cause tension, low morale and reduction in performance and productivity.

All managers and supervisors have a responsibility to identify, prevent and address problems

in the workplace. This includes the communication and implementation of this policy and the associated procedures. Grievance resolution is an integral part of a Manager's duties.

Grievances are to be handled promptly and treated seriously and sensitively, having due regard to procedural fairness, maintaining confidentiality and privacy. Concerns are to be raised as soon as practicable after the incident(s) occurred.

Wherever possible, grievances are to be addressed by a process of discussion, cooperation and conciliation. The complainant (the person raising the grievance) and the respondent (the person against whom the grievance is made) are to participate in the grievance resolution process in good faith. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships. Grievances are not to be frivolous or malicious or designed to avoid performance management processes. This may constitute misconduct.

No person shall be victimised because they raise a grievance in good faith or are associated with a grievance.

### **Employee Leave Entitlements Policy**

It is the policy of ARA Fire Protection Services Pty Ltd (ARA) that no person will be paid-out employee leave entitlements without the express formal authorisation of ARA Fire Protection Services Managing Director. This includes but is not limited to annual leave, long service leave, and rostered days off. This does not include the payout of employee leave entitlements on termination of employment.

No person shall arrange, negotiate or authorize any payout of employee leave entitlements on behalf of the company without the express written approval of ARA Fire Protection Services Managing Director.

It is the responsibility of all General Managers and Managing Directors of ARA Fire Protection Services to manage their staff's employee leave entitlements. All employees should be encouraged to use their entitlements on an annual basis to promote the well-being of our staff.

### **Energy Water And Waste Management Policy**

The Company is committed to the responsible management of energy, water and waste.

By efficient management of these resources, the Company aims to minimise expenditure and environmental impact while maintaining health and safety standards for workers and other building users.

Policy, strategy and targets for energy, water and waste management will be the responsibility of the Company Manager who will ensure that the Company strategy delivers value for money, energy conservation and enables the Company to meet relevant legislative requirements.

The Company will invest in energy, water and waste saving schemes with demonstrable benefit to the Group and the environment. Consideration will be given towards reinvesting the savings achieved.

Energy, water and waste costs will be considered by those responsible for procurement for the purchase of all new equipment with a material impact on energy, water and waste costs e.g. computers, appliances etc. The Company Manager will be informed of decisions made that involves a significant impact on energy, water and waste costs.

Electricity and water meters will be closely monitored against expected usage. The financial controller will check invoices monthly against meter readings for consumption of electricity and water. Abnormal consumption will be investigated by the financial controller and corrective action taken. Each year realistic energy targets will be set and monitored regularly by the financial controller. Targets will be set relative to past performance.

Recycling waste targets will be set and performance monitored in accordance with the company Environmental Policy.

Regular awareness initiatives will emphasise the cost and environmental benefits of saving energy and water, the environmental benefits of recycling and minimising waste production, the cost-savings benefits that already or could have been achieved and further opportunities available.

### **Environmental Policy**

The Company and its management are committed to protecting and enhancing the quality of the environment by conducting all aspects of its business in a manner which:

- Ensures continual compliance with all environmental laws
- Exceeds, where possible, minimum standards of compliance
- Minimises the impact of our activities on the environment
- Ensures our installation processes and products are safe both for our customers, the public and for the environment
- Facilitate the development of environmental and waste management systems for all group companies.

Our vision is to be an environmentally committed business. Our mission is to meet the requirements of the Australian Government's environmental and legislation, policies and programs. Management is committed to environmental best practice and the prevention of pollution in its business operations. Through a process of continual improvement we aim to lead the business in efficient and effective environmental practices, providing a role model for others to follow.

Our objectives are to:

- identify and manage our environmental footprint, and the associated risks and opportunities;
- Work closely with our workers, clients, suppliers and other interested parties to continually refine our work practices and operations;
- Regularly monitor and report on our environmental performance;
- Incorporate environmental management considerations into our core business plans and management practices, including the preparation, fit-out and ongoing operation of accommodation arrangements;
- As a minimum, comply with applicable legal requirements, relevant Government and Department policies, and our environmental management plans;
- Actively promote and encourage the adoption of ecologically sustainable work practices and operations within our organisation, and the general community.
- Review objectives and targets periodically to ensure consistency to the Business Operations.

The company target is to minimise waste-to-landfill and greenhouse gas emissions, further reduce our consumption of power, water and natural resources, maximise our positive environmental benefits, employ environmental considerations in purchasing decisions and continue to identify new areas for improved performance.

### **Equal Employment Opportunity, Affirmative Action, Discrimination And Harassment Policy**

Equal Employment Opportunity (EEO) means that everyone should have fair and equitable access to jobs, employment conditions, training and promotion opportunities. EEO is consistent with the



principles of merit to ensure the best applicant is chosen at all times.

Affirmative Action recognises planning and strategies of gender balance in the workplace.

Affirmative Action is an umbrella term for a wide range of programs for women.

Discrimination in employment occurs when a person is unfairly treated at work. There are two types of discrimination:

- Direct Discrimination – is where someone is treated unfairly or unequally because they belong to a particular group.
- Indirect Discrimination – is where there is a requirement that is the same for everyone but which has an unequal or disproportionate affect on different groups of people according to their sex, race etc.

Anti-discrimination laws provide for identified disadvantaged groups to be considered equally or provide allowances in particular circumstances relative to the employment position

Harassment is any form of behaviour that is not wanted and not ask for and that:

- Humiliates a person or a group
- Offends a person or a group
- Intimidates a person or a group

Harassment includes the telling of jokes based on gender, race, marital status, sexual preference, disability, age etc., sexual harassment based on preference, intimidation, exposure to illicit material, inappropriate conduct and behaviour. In general it is against the law for an employer and worker to act in a discriminatory way.

In view of legislative requirements, management and workers are to be committed to:

- Ensuring discrimination and harassment in the workplace does not occur.
- Ensure everyone in the workplace is treated equally and with respect, recognising individual differences
- Effective communication and co-operation.

The Company adopts the principles of EEO, Affirmative Action, Discrimination and Harassment as part of their overall human resource processes for the workplace.

### **Fatigue Management Policy**

The Company recognises that fatigue can be a contributing factor towards workplace incidents and accidents and has therefore implemented this policy.

Risk assessments shall be undertaken by Project Managers and Supervisors prior to commencing work where the risk of injury related to fatigue is recognised. Appropriate control measures shall be implemented to reduce the levels of risk.

Workers are to consult with management prior to undertaking activities where the risk of fatigue is present and discuss strategies for minimisation.

Work activities such as driving, operating plant etc and the patterns of work involved such as shift work, night shifts, adequate rest days, length of individual periods of work etc. are to be assessed prior to commencement.

To prevent exposure to fatigue related activities, the following procedures have been adopted.

- Workers will not work more than 5 hours without a prescribed rest break.
- Workers will not be permitted to work more than 16 hours in any one period without a 10 hour rest break between shifts.
- Driving for periods in excess of 2 hours will require a prescribed rest break of 10 minutes. Driving in excess of 2 hours either side of a shift will require authorization from the manager.

- Workers will be consulted and take an active role in determining changes to their shift roster and how changes are to be implemented in the workplace.

The Company is committed to fatigue management to reduce the risk of injuries to workers and others at the place of work.

### **Gender Equality Policy**

Gender equality is achieved when people are able to access and enjoy the same rewards, resources and opportunities regardless of whether they are a woman or a man.

ARA Fire Protection Services' aim in relation to gender equality in the workplace is to achieve broadly equal outcomes and equality for women and men.

To achieve this requires:

- workplaces to provide equal remuneration for women and men for work of equal or comparable value,
- the removal of barriers to the full and equal participation of women in the workforce,
- full and genuine access to all occupations and industries, including to leadership roles for women and men,
- elimination of discrimination on the basis of gender particularly in relation to family and caring responsibilities for both women and men.

Achieving gender equality is important to ARA Fire Protection Services not only because it is 'fair' and 'the right thing to do', it is also vitally important to the bottom line of a business and to the productivity of the corporation.

### **Industrial Relations / Conflict Resolution Policy**

The Company is committed to effective industrial relations management and encourages employers, employees and subcontractors to cooperate and work together to create an environment that is harmonious, beneficial to all parties and conducive to workplace efficiency and operability. The Company management also encourages open communication with workers, subcontractors and worker representative groups to ensure that issues are dealt with effectively and efficiently.

Our aims are to:

- Maintain open communication with workers, subcontractors and worker representative groups
- encourage additional employment opportunities through increased productivity and efficiency
- improve worker skills through training
- Minimise lost time and production

The General Manager, Project Managers and Supervisors are actively involved in the implementation of the following key elements;

- Wherever possible the promotion of workers from within the company who are qualified and able to fill vacant positions.
- To maintain remuneration that compares favourably with industry standards is fair and competitive.
- To provide a safe and efficient environment by maintaining good physical working conditions
- Fostering effective relations among workers and management.
- To provide planned training, education and staff development activities as an investment for the mutual benefit of workers and the company.
- To maintain open lines of communication between all employees and subcontractors and be prepared to listen and take a responsible and reasonable approach to Industrial Relations issues.
- To address any conflict with open communication between parties supported by independent arbitrators where necessary.

- To provide continuity of employment wherever possible.
- Reviewing and assessing subcontractor compliance to EBA's and AW Agreements through regular monthly declaration submissions to the Company.

### **Jewellery Policy**

In the interests of worker safety, workers, while at work, are prohibited from wearing personal jewellery that is freely suspended from the body whilst working in areas where they have the potential to become caught up in machinery or moving parts, for example, the wearing of earrings, exposed body chains, bracelets and necklaces (outside the shirt) are not permitted when working near revolving machines. Some items of jewellery are acceptable such as: watches, finger rings, body piercing studs and sleepers, and items that are covered by clothing or other means.

Jewellery that has the potential of catching or becoming attached to items of plant, equipment, structure, appliances or devices that may cause injury to that worker must be removed prior to commencing work.

The management of the Company reserves the right to instruct an worker to remove any jewellery that the management believes may cause injury to the worker.

This policy has been compiled in the interest of safety to the workers whilst at their place of work in accordance with the legislative requirements.

### **Mobile Phone Policy**

It is the policy of the Company to restrict the use of mobile phones by unauthorised personnel during working hours. ARA Fire Protection Services has initiated the following restrictions pertaining to mobile phone usage:

- Mobile phones are not to be used by unauthorised workers during normal working hours unless specifically permitted by the worker's direct supervisor.
- Company-supplied mobile phones are to be limited in their use with the duration of calls being kept to a minimum.

Workers are to be considerate when attending meetings, seminars training sessions etc, and should be turned off in such circumstances.

The Company is not responsible for the replacement of personal mobile phones that are damaged or stolen from the place of work.

The mobile phone policy at the client's premises is to be adhered to.

In the interests of safety, mobile phones are not to be used when exposed to petroleum based vapours or fuels, especially when refueling vehicles, as the phones can become an ignition source.

Where workers are operating machinery, plant or equipment or undertaking activities that could cause injury, the use and operation of mobile phones is not permitted. Mobile phones are to be turned off during normal working hours unless authorised by management for operational purposes.

Mobile phones are not to be used whilst driving company vehicles unless the vehicle is stationary or "hands free" communication is available. Usage of mobile phones whilst driving, must be compliant with the relevant state and federal legislation. This also applies to the transmission of SMS messages.

## **Motor Vehicle Policy**

The Company is committed to the health safety and welfare of all workers whilst driving and using company vehicles. The following policy details the company requirements relating to driver safety.

Motor vehicles are provided for the use of workers to enable the successful completion of jobs. Workers are to be responsible in the use and maintenance of company vehicles at all times.

It is company policy that:

- All drivers must hold a current driver's license; it is the driver's responsibility to maintain the renewal of this license. Drivers must have a current driver's license with them at all times and present this on request.
- Drivers observe all road rules and speed restrictions applicable.
- Drivers must not use or consume any drugs or alcohol whilst in control of a company vehicle.
- Drivers must be medically fit to drive company vehicles.
- Drivers who home garage a vehicle on a regular basis are required to wash and clean the exterior and interior weekly.
- All damage, faults or defects to vehicles must be reported immediately to the Project Manager or Supervisor who shall initiate the repairs or servicing as soon as possible.
- Use only the recommended fuel at accredited fuel outlets.
- Obtain all documentation for fuel purchases and return the receipts to accounts on a weekly basis.
- Maintain driver, fuel and mileage control register for each vehicle.
- Drivers will be held responsible for insurance premium excess where it is considered that the actions of the driver were negligent and / or irresponsible.
- Drivers will be responsible for all traffic and parking infringement notices incurred.
- Drivers are to inspect company vehicles prior to the scheduled services as part of routine preventative maintenance, record and report any anomalies.
- When driving on client's premises, the procedures and rules applicable to that site are to be adhered to.

In the event of an accident or damage to a company vehicle, the driver shall immediately contact the project manager record the necessary particulars of the other party if known.

Company vehicles are to be returned to the company offices when drivers are either absent from work, on annual leave or on sick leave for an extended period unless authorized by senior management.

## **No "Live Work" Policy**

ARA Fire Protection Services Pty Ltd (ARA) has an obligation to ensure the health, safety and welfare of all employees and others at their place of work.

The company has adopted the policy that no "live work" shall be carried out, unless:

- in an emergency situation and the risk of harm would be greater if the circuits and apparatus were de-energised before work commenced, in which case risk assessment analysis with appropriate control measures must be completed,
- authorised under the Electricity Supply (Safety Plans) Regulation 1997. This regulation specifically pertains to electricity supply authority requirements and specific training and employee certification.

Under no circumstances, are employees to place themselves at risk when dealing with electricity. Testing and isolation procedures must be adhered to and where there is any doubt, documented risk assessment analysis and the implementation of appropriate control measures must be adopted.

This policy must be adhered to by all employees, to ensure safety in the workplace. Any breach in adhering to this policy may result in disciplinary action.

## **No Smoking Policy**

ARA Fire Protection Services Pty Ltd (ARA) has an obligation to ensure the health, safety and welfare of all employees and others at their place of work. The company has an obligation under the Work Health and Safety Legislation to provide an environment free of passive smoke in order to prevent the contracting or aggravation of smoke related illnesses.

To comply with the requirements of the legislation, smoking is prohibited in the following areas:

- All office and warehouse areas within a 5 metre radius of entry and exit doors.
- All company vehicles.
- All supplied accommodation, e.g. site sheds, amenities, lunchrooms etc.

For the purpose of this policy ARA Fire Protection Services workplaces will be deemed to be smoke free environments.

Disciplinary procedures will be applied should employees fail to adhere to the requirements of this policy.

## **Personal Protective Equipment Policy**

ARA Fire Protection Services is committed to the provision of personal protective equipment to all ARA Fire Protection Services Pty Ltd (ARA) personnel as required by the legislation. Personal protective equipment shall be issued to employees when required, to ensure their safety whilst undertaking work related activities under the employee of ARA, personal protective equipment may include such items as; steel capped safety boots, long sleeved shirts, long trousers, safety helmets, eye protection, glasses and/or goggles, respirators, hearing protection, gloves and sun screen.

Upon issue of personal protective equipment to employees, the employees are required to sign for the equipment to verify that it has been issued. All personal protective equipment shall be stored appropriately to avoid damage.

It is the responsibility of employees to care for and maintain personal protective equipment at all times. If personal protective equipment is damaged, it is the responsibility of the employee to report it to their supervisor and present the damaged equipment for replacement.

ARA shall supply other protective clothing and protective equipment identified as necessary.

Personal protective equipment issued must be worn in accordance with the site, client requirements and procedures. Any breach in compliance with the use and wearing of personal protective equipment will result in disciplinary action.

Project Managers and Supervisors shall ensure that personal protective equipment is being worn and maintained in accordance with procedures.

## **Quality Assurance Policy**

ARA Fire Protection Services is committed to the provision of services and products of the highest quality to meet the needs and expectations of external and internal interested parties. The company management maintains review functions throughout all stages of its service and supply of product to ensure quality provisions are being met and include continuous improvement strategies within that framework to meet the goals and objectives of the organisation.

ARA Fire Protection Services Pty Ltd.'s quality assurance objectives are to:

- Ensure that the contract requirements described in the client's specifications and supporting documentation are complied with and to their satisfaction.

- Undertake the contract works in accordance with relevant legislation, codes and standards where required under the contract in a cost effective and reliable manner.
- Ensure the delivery of reliable services and quality products within the scope of the client requirements in a cost effective and efficient manner.

It is the policy of ARA Fire Protection Services Pty Ltd to achieve the above objectives by the implementation of the Quality Assurance procedures and referenced supporting documents.

All employees are required to perform their duties with quality as a key objective. Management and supervisory personnel are to actively support and promote the Quality Assurance procedures and to ensure its implementation.

Top Management has encouraged and supported employees and provided the resources within the organisation in the promotion of the quality assurance system as it is beneficial to the organisation for continued growth through efficiency and quality of service and product supply.

ARA Fire Protection Services Pty Ltd will endeavour to continuously seek improvement, comply with relevant legislation, regulations and codes, exceed where possible, the current standards of the Quality Assurance System and keep pace with current trends and developments. ARA Fire Protection Services Pty Ltd will strive to exceed current standards.

This policy is fundamental to the successful operation of ARA Fire Protection Services Pty Ltd by maintaining its reputation and competitive position in the industry.

### **Return To Work / Rehabilitation Policy**

Management of ARA Fire Protection Services Pty Ltd (ARA) is responsible for the development of a return to work program, in consultation with workers. The Company manager has appointed a return to work coordinator who is responsible for the rehabilitation and injury management of workers. The management has appointed rehabilitation providers to assist in the rehabilitation process. The rehabilitation providers are engaged to maintain continual contact with the injured worker, the employer and the workers compensation insurer to facilitate an early return to work of the injured worker.

The objective of the return to work program is to detail the plan of action common to all workers, from early notification through to return to normal duties or redeployment into appropriate alternative employment if required.

The return to work program also includes principles that apply to workers who are returning to work whilst receiving treatment.

The employer shall report significant injuries to the insurer with 48 hours, and within 7 days for all other injuries. The employer will participate and cooperate in the development of an injury management plan by the insurer for every worker with a significant injury. This plan will outline all the return to work activities and treatment services for an injured worker.

The employer will provide suitable duties when an injured worker is able to return to work, either on a full time or part time basis.

The employer will consult with workers and worker representatives in developing a return to work program.

Workers are informed of their rights and obligations concerning workers compensation and rehabilitation.

An open communication policy encourages co-operation and participation in rehabilitation. An injured worker will not be disadvantaged whilst undertaking rehabilitation. The employer and the worker will act in the spirit of the legislation to ensure the success of the system. The successful return to work of the injured worker is of paramount concern to all parties at the worksite.

### **Risk Management Policy**

This policy confirms ARA Fire Protection Services's commitment to adopting a strategic, consistent and structured enterprise-wide approach to risk management in order to achieve an appropriate balance between realising opportunities for gains and minimising losses. Risk management involves establishing an appropriate risk management infrastructure and culture, and applying logical and systematic risk management processes to all stages in the life cycle of any activity, function or operation that includes risk. By minimising losses and maximising gains, risk management enables ARA Fire Protection Services to best meet its organisational objectives.

Risk Management is an integral part of effective management practice and an essential element for corporate governance as it improves decision-making and enhances outcomes and accountability.

The aim of this policy is to ensure that ARA Fire Protection Services makes informed decisions with respect to the activities that it undertakes by appropriately considering both risks and opportunities.

#### **Objectives**

The application of this policy and related procedures will provide the basis and framework for:

- More confident and rigorous decision-making and planning;
- Better identification of opportunities and threats;
- Pro-active rather than re-active management;
- More effective allocation and use of resources;
- Improved incident management and reduction in loss and the cost of risk, including commercial insurance premiums;
- Improved stakeholder confidence and trust;
- A clear understanding by all staff of their roles, responsibilities and authorities for managing risk;
- Improved compliance with relevant legislation;
- Better corporate governance; and
- The development of a more risk aware organisational culture through enhanced communication and reporting of risk.

Risk management will be incorporated into the strategic and operational planning processes at all levels within ARA Fire Protection Services. The management of risk will be categorized, identified and monitored according to the risk categories defined in the Company Risk Assessment.

Risk assessments will be conducted on all new commercial activities, ventures and projects prior to commencement to ensure alignment with risk appetite and organisational objectives and will be identified, reviewed and monitored on an ongoing basis at nominated levels within ARA Fire Protection Services.

Risks will be assessed against ARA Fire Protection Services's risk assessment matrix according to agreed definitions of likelihood and consequence and recorded in ARA Fire Protection Services's risk management system and assigned an owner who will be responsible for managing, monitoring and ensuring that adequate controls and treatments are being applied so that risks are brought within tolerable levels.

ARA Fire Protection Services Management Team will oversee risk management and risk assessment across ARA Fire Protection Services by undertaking regular audits and reviews. ARA Fire Protection Services's Management Team will advise ARA Fire Protection Services Board on matters of strategic and operational significance related to the identification and management of risk.

Company and Senior Managers will be responsible for the implementation and management of risks that have been identified in ARA Fire Protection Services Company risk assessment and ensure that their staff understands their responsibilities with respect to operational risk management; and for developing a risk aware culture within their area of responsibility.

### **Security of Company Equipment Policy**

ARA Fire Protection Services provides the necessary plant and equipment to enable employees to work efficiently and effectively in their positions. It is the employee's responsibility to ensure the security of the company issued equipment to the best of their ability.

Employees who are issued with company equipment such as mobile telephones, tablets, computers and plant e.g. power tools, test equipment etc, shall ensure that those items placed under their care are stored, secured and maintained appropriately.

The following minimum requirements are to be initiated to manage the security of company supplied equipment to avoid potential theft or loss.

- ARA Fire Protection Services company equipment shall not be left unattended in areas where there is a risk of potential theft. Equipment shall be secured or removed from the area and placed in an appropriate location where the risk of theft is minimised. Power tools, test equipment etc. shall be secured when not in use and stored in a lockable enclosure or storage area. Larger items such as ladders, shall be chained and locked to avoid theft.
- Equipment such as computers, mobile phones, tablets etc. are not to be left unattended in motor vehicles when parked in public areas, at home or where there is a potential for theft. These items shall be removed from the vehicle and retained by the employee in secure locations. Other items of equipment stored in motor vehicles, such as power tools and test equipment that cannot be readily removed, shall be placed inconspicuously in boxes or under cover so as not to attract attention.
- Motor vehicles containing company plant shall be parked off the street, in secure locations and locked.
- It is the responsibility of the employee to notify the company immediately when loss, damage or theft of equipment is known and provide company management with an explanation as to the occurrence. For the item(s) that have been stolen, the company may require internal paperwork to be completed and also require the employee to complete an incident report at their nearest Police Station within 24 hours (either online or in person) detailing the items stolen, location and time of theft, with a copy of the incident report to be returned to the company.

If an employee is found negligently responsible for the loss of the company equipment, the company may deduct the cost of the equipment from the employee. If there is doubt as to the legitimacy of the loss, the company may also initiate external investigations by the police.

### **Security, Privacy & Confidentiality Policy**

ARA Fire Protection Services Pty Ltd (ARA) are committed to its legislative responsibilities with its objective is to protect the confidentiality of information and documentation of clients, customers and employees.



ARA Fire Protection Services will ensure that information and documentation collected by the organisation is:

- Reasonably necessary for the purpose of the company's function and activities,
- Collected by lawful and fair means,
- Used for a lawful purpose,
- Collected with the consent of the originator.

Where information has been obtained from a third party, ARA Fire Protection Services requires that it be obtained by lawful and fair means.

ARA Fire Protection Services collects and retains the following information accurately and up to date for the purpose of company administration and management:

- Employee names
- Addresses,
- Contact phone / email addresses,
- Next of kin contacts,
- Bank account details (Relevant for the purposes of salary and wages payment only),
- Tax file number,
- Superannuation and industry scheme information,
- License and qualification details (Relevant to the employment criteria),
- Employment history (Up to 5 past employers),
- Work experience,
- Health details,
- Workers compensation history.

The company collects the information upon initial engagement of the employee and will undertake regular requests from the employees to update any changes pertinent to employment.

ARA Fire Protection Services will provide a secure environment for the storage of personal and client information and documentation. Physical records are maintained in a secure facility with restricted access. Electronic records are retained in restricted access file server directories.

The company will only disclose information where required by relevant legislation and only disclose limited information to third parties where required for payroll administration. Disclosure of information to other parties other than those listed above, such as under a contractual arrangement, will only be undertaken with the consent of the employee.

An employee may access their own personal information held by the company through a request to their respective manager. Corrections and or amendments can be undertaken through the employee's direct manager as the need arises.

Complaints relating to a breach in the Australian Privacy Principles legislation can be made through the employee's direct manager. Upon receipt of a complaint, the manager shall investigate the incident and determine if the policy has been breached. If a breach has been ascertained, corrective and preventative measures shall be implemented to rectify the situation.

The company will not disclose employee information to overseas third party recipients unless under the direct authorisation of the employee.

Employees engaged by ARA Fire Protection Services, are required to adhere to the security and confidentiality of information and documentation both at the onset of their employment and after the cessation of their employment by either resignation or termination. Any breach of this policy, or unauthorised disclosure of information will result in disciplinary and or legal action.

The Directors and Management of ARA Fire Protection Services will continuously improve their security and confidentiality performance to comply with current legislative client and requirements.

### **Software Policy**

It is the policy of ARA Fire Protection Services Pty Ltd (ARA) that all software installed and/or used by ARA shall be obtained and used in compliance with copyright laws and the applicable software licensing agreements. The software licensing policy is owned and maintained by the individual ARA Fire Protection Services Company

All software purchased or installed will be licensed to and owned by ARA Fire Protection Services Company. ARA maintains a library of centrally-licensed software, licenses, and software documentation. Software purchased or installed by an individual, using personal funds, will be licensed to and owned by the individual. Software is not to be installed unless authorized by the network administrator.

ARA monitors licenses for software installed by individual companies through purchase of high-volume or site licenses. Company Managers are responsible for assuring that all software used in their company is fully licensed.

No person shall make or distribute by any means, copies of software without first possessing a lawful copy, and then, only in compliance with the applicable software license. All copies must carry a complete copy of the applicable software license documentation. Copies made under license purchased by ARA Fire Protection Services Company's remain the property of the Company. Copies made under license purchased by an individual, remain the property of the individual.

License keys, installation codes, and other installation credentials shall be obtained from legitimate sources, and shall not be shared except only by authorised individuals acting within the scope of their employment. Unauthorised possession and/or distribution of installation credentials is a violation of this policy.

Software versions rendered obsolete by virtue of upgrade may not be used after the upgrade has been performed, except only as may be permitted under the applicable software license.

Software found to be obtained and/or used contrary to the policies of ARA must be removed from any computer on which it is found.

Non-compliance with this policy may result in disciplinary action and may also be subject to civil and/or criminal penalties

### **Sustainability Policy**

ARA Fire Protection Services recognises its environmental responsibilities on a local and global scale in relation to the changing climate, community expectations and legislative changes.

ARA Fire Protection Services aims to optimise its sustainable practices and minimise the economic impacts of climate change, and become a leader in industry for sustainability.

The sustainability measures address five distinct areas of operation: energy use, water use, materials and waste, staff engagement and organisational capacity.

In addition to compliance with relevant environmental legislation, ARA Fire Protection Services will undertake to:

- maximise the efficient use of all resources (with a particular emphasis on electricity, water and consumables)
- adopt best practice energy management, providing energy efficient services and facilities, reduce waste generation and seek to work towards minimal waste to landfill,
- recycle and reuse resources where possible,
- reduce greenhouse gas emissions from vehicle fleets by encouraging transport options that are less greenhouse intensive,
- purchase materials and energy based on sustainability principles,
- manage buildings that provide a healthy working environment based on sustainable and energy efficient principles,
- be transparent in reporting practices to the community and relevant stakeholders,
- incorporate carbon emissions and sustainability indicators into reporting mechanisms
- utilise sustainability indicators in decision making on new purchases, practices or facilities
- provide training for staff to adopt sustainability practices,

ARA Fire Protection Services is committed to adhering to access and equity principles in the implementation of this policy.

### **Work Health and Safety Policy**

This policy is a statement of the Company's commitment to provide safe and healthy workplaces for our workers and others who may be affected by our work, with the objective of preventing work related injuries and illnesses. Managers and Supervisors have the responsibility for implementing this policy as an integral part of their accountabilities; they may delegate their WHS duties and activities, but not their responsibilities.

The Company is also committed to protecting our workers and others by complying with WHS legislation, demonstrating due diligence and the application of industry-based WHS procedures. For all people who may be affected by our work, safety will always take precedence over job expediency.

Our other key objectives with this policy are:

- Implementing proactive health and safety management strategies,
- Integrating WHS management into our projects at the planning stage,
- Controlling hazards by the Work Risk Management process of hazard identification, risk assessment and risk control,
- Monitoring and reviewing risk controls to ensure they remain effective,
- Involving our workers in the decision making processes through structured communication, consultation and training,
- Providing ongoing education and learning for our workers to enable them to work in the safest way possible,
- Requiring workers to comply with their legislated and Company WHS responsibilities,
- Implementing continuous improvement strategies, and
- Providing effective injury management and rehabilitation strategies.

The objectives of this policy will be achieved by committed and demonstrated leadership from all managers and supervisors and the involvement of all workers. Appropriate support and resources will be provided by the Company.

### **Work in Extreme Heat or Cold Environments Policy**

ARA Fire Protection Services Pty Ltd (ARA) has an obligation to ensure the health, safety and welfare of all workers and others at their place of work. The company has an obligation under

the legislation to ensuring workers do not suffer the discomfort, fatigue or medical conditions resulting from exposure to extreme hot and cold environments.

Where workers are required to work in hot or cold environments, measures shall be implemented for their protection.

Health and safety work procedures must be developed and documented which prescribe steps to be followed to prevent injury or illness. These should include specific requirements at different temperatures and workloads, eg. length of time worked between rest breaks, rotation of personnel, use of PPE, fluids, etc

The frequency of work breaks shall be based on the demands of the work being carried out and determined as a control measure by the risk assessment for each hour of work.

The work breaks must be taken in a cooler/warmer area and be long enough to allow the body temperature to return to normal (37°C). Fans / heaters or air-conditioned areas should be provided where practicable.

Supervisors must monitor the amount of time workers spend working in an extreme environment and ensure this is not excessive.

AT NO TIME shall a worker work alone in an extreme environment. Health and safety working procedures shall be developed and documented which clearly outline these requirements. Cold / hot water shall be readily available. As a useful 'rule of thumb' workers should drink at least one litre of water per hour in hot environments. In cold environments cold air is often very dry and dehydration via loss through the skin can occur. Workers must not wait until they become thirsty as dehydration will have started to occur.

Appropriate personal protective clothing/equipment for the work environment shall be supplied to the worker who shall be instructed in the correct use.

All workers who may be required to work in a heat stress or cold environment shall be given training so that they understand the nature and potential risks of the environment and the health and safety work procedures to be followed. Training shall include a description of the symptoms that accompany heat stress, freezing or hypothermia, the significance of work breaks and fluid replacement, and the requirement to report symptoms immediately.

### **Workplace Bullying And Harassment Policy**

ARA Fire Protection Services is committed to providing a positive working environment free from intimidation, ridicule and harassment. ARA Fire Protection Services will not tolerate threatening behaviour including bullying, harassment, intimidation, threats and / or physical violence in the workplace.

ARA Fire Protection Services considers workplace bullying unacceptable. Workplace bullying is unreasonable behaviour that generally is persistent, demeans, intimidates and humiliates workers, either as individuals or as a collective. Workplace bullying may cause the loss of trained and talented workers, reduce productivity and morale and create legal risk.

ARA Fire Protection Services believes that all workers should be able to work in an environment free of bullying. Managers and supervisors must ensure workers are not bullied. ARA Fire Protection Services has issue resolution and investigation procedures to deal with workplace welfare issues contained in the Safety Management Systems Manual. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially. ARA Fire Protection Services encourages all workers to report workplace bullying. Managers and supervisors must ensure that workers or witnesses who make complaints are not victimised. Disciplinary action will be taken against anyone where a complaint of bullying is determined and may involve a formal warning, counseling or dismissal.

## **Workplace Diversity Policy**

ARA Fire Protection Services Pty Ltd is committed to diversification by implementing developing and maintaining this policy throughout the company. The implementation of this policy will promote our business as an employer of choice for people from diverse backgrounds and perspectives from which they can utilise our diversity as a source of strength.

Our objectives are;

- To apply fair and inclusive recruitment and selection practices,
- To build strong partnerships with our clients and other external organisations to maximise the employment outcomes for groups who are under-represented in our workforce.
- To develop, train and retain high performing, committed staff from diverse groups and provide opportunities for them to progress.
- To comply with the requirements of both state and Federal Anti-Discrimination Legislation.

Leaders and managers across the Group play a key role in fostering diversity through selection of the most appropriate personnel for the tasks which is supported by the corporation.

Workforce diversity provides depth of knowledge from various perspectives and creates opportunities for the company to improve. Diversity in our workforce strengthens our workplace culture that values fair and inclusive practices.

ARA Fire Protection Services Pty Ltd is committed to the continuous improvement of diversity management practices.

# **WORKERS**

Meaning of a worker;

- 1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:
  - a) An employee, or
  - b) A contractor or subcontractor, or
  - c) An employee of a contractor or subcontractor, or
  - d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking, or
  - e) An outworker, or
  - f) An apprentice or trainee, or
  - g) A student gaining work experience, or
  - h) A volunteer

The Work Health & Safety Legislation promotes increased participation by workers in workplace health and safety issues. You are entitled to work in a safe place, to receive information, supervision and training and to be consulted by the employer on issues which may affect your health and safety.

You must take reasonable care for your own health and safety and that of other people who may be affected by the work being done. You must cooperate with procedures and work practices and accept information, undertake training sessions and prevent risks to workplace health and safety by notifying your employer of any hazards.

The company is required to consult with its workers as far as is reasonably practicable on issues that may directly affect your health and safety, especially when:

- Identifying or assessing hazards or risks;
- Making decisions about controlling the risks;
- Deciding on the adequacy of facilities for workers;
- Developing procedures to resolve WHS issues;
- Developing procedures regarding worker consultation, the monitoring of the health of workers and workplace conditions, and the provision of information and training to workers;
- Determining the membership of health and safety committees;
- Proposing changes to how work is done or to the workplace, plant, substances or other things used at the workplace.

This consultation shall involve:

- Sharing information with workers about their health, safety and welfare;
- Giving workers a reasonable opportunity to express their views; and,
- Taking into account their views and contributions.

You have the right to be represented by health and safety representatives that are elected to represent a designated work group. A Health and Safety Committee may also be established and further information regarding this is available from your supervisor or manager.

## SUBCONTRACTORS

A subcontractor provides goods or services or performs work for a contractor under a contractual arrangement. A subcontractor may be self-employed, work for another company, have workers of their own or have business partners.

The company sometimes engages subcontractors to carry out work in their workplace and have a duty to protect the health and safety of these subcontractors. These are the same duties a person conducting a business or undertaking (PCBU) has to their own workers.

A subcontractor engaged by the company, has duties as workers under the WHS Act. While at work they must take reasonable care for their own health and safety and that of other people who may be affected by the way the work is done. They should cooperate with their employer by following instructions, procedures and work practices and attending training sessions if required. They must not intentionally or recklessly interfere with or misuse anything provided by the company which could adversely affect the health, safety or welfare of themselves or any other persons at the workplace.

In some cases contractor workplace relationships are complex, especially where there are several duty holders. Remember, provision of protective measures can sometimes depend on who has control of the work area and processes and must be agreed to before the subcontractor commences work.

The legislation sets out specific duties that PCBU's must comply with as part of their general duty to protect workers, which includes subcontractors.

### Primary duty of care

(1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:

- (a) workers engaged, or caused to be engaged by the person, and
- (b) workers whose activities in carrying out work are influenced or directed by the person,

while the workers are at work in the business or undertaking.

(2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

(3) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:

(a) the provision and maintenance of a work environment without risks to health and safety, and

(b) the provision and maintenance of safe plant and structures, and

(c) the provision and maintenance of safe systems of work, and

(d) the safe use, handling, and storage of plant, structures and substances, and

(e) the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and

(f) the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and

(g) that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

(4) If:

(a) a worker occupies accommodation that is owned by or under the management or control of the person conducting the business or undertaking, and

(b) the occupancy is necessary for the purposes of the worker's engagement because other accommodation is not reasonably available, the person conducting the business or undertaking must, so far as is reasonably practicable, maintain the premises so that the worker occupying the premises is not exposed to risks to health and safety.

(5) A self-employed person must ensure, so far as is reasonably practicable, his or her own health and safety while at work.

Note. A self-employed person is also a person conducting a business or undertaking for the purposes of this section.

## CONSULTATION

The company is required and committed to consulting with its workers, so far as is reasonably practicable, on issues that may directly affect their health and safety, especially when:

- identifying or assessing hazards or risks;
- making decisions about controlling the risks;
- deciding on the adequacy of facilities for workers;
- developing procedures to resolve WHS issues;
- developing procedures regarding worker consultation, the monitoring of the health of workers/ subcontractors and workplace conditions, and the provision of information and training to workers & subcontractors;
- determining the membership of health and safety committees; and
- proposing changes to how work is done or to the workplace, plant, substances or other things used at the workplace.

This consultation must involve sharing information with workers about their health, safety and welfare; giving workers a reasonable opportunity to express their views; and taking into account their views and contributions.

# SAFETY RULES

Whilst at work, all workers have a legal obligation to take care of the health and safety of themselves and any persons who may be affected by their acts or omissions.

All workers are required to comply with company safety regulations and all safe working procedures.

The following are general guidelines that must be followed on all occasions to ensure a safe working environment:

- Unclean sites can lead to dangerous sites, resulting in injuries and accidents. It is imperative that workers ensure their involvement in site cleanliness.
- All materials must be stacked to provide clear access to all work areas;
- All tools and equipment not being used must be safely stored;
- All rubbish and waste to be put in waste bins located on site, or taken away if no bin provided;
- Lunchrooms and toilet facilities must be kept clean and tidy.
- Workers must wear safety equipment, e.g. safety helmets, glasses, ear and eye protection, protective clothing, high visibility vests etc. in designated areas, on specific jobs, and when directed to do so by a supervisor for a specific purpose.
- Approved safety footwear must be worn in all work areas. Any persons found wearing unsafe footwear may be asked to leave the site.
- Workers must not operate any equipment unless it is their job to do so, and they have been instructed on the safe methods necessary to complete the task. Where qualifications are required to operate specific machinery e.g., forklift, a current certificate, license or permit must be held.
- Where machines are required to be fitted with guards, they must not be operated without the guards in place and functioning correctly. Operators must not disable or disconnect guards unless authorised by a supervisor to do so.
- Long hair which could be caught in moving machinery is potentially dangerous and must be either completely covered or confined to the head so it cannot be caught.
- Obey all danger signs and safety warnings. They are placed there to warn you and must not be removed unless authorised by a supervisor.
- The wearing of jewellery such as watches, rings, bracelets, earrings and necklaces will not be permitted in designated areas. The wearing of loose clothing is not permitted in any work area.
- Running is not permitted in any work area.
- All accidents and equipment damage must be reported immediately to your supervisor, WHS Representative or Manager
- Fire extinguishers must be kept clear for access at all times.
- All fire and emergency exits must be kept clear for emergency use at all times.

Any deliberate breaches of company safety policy or rules or regulations contained in this booklet may result in disciplinary action being taken against the workers involved. This action may result in immediate termination for serious offences or any other action, which the company considers appropriate.



# RISK ASSESSMENTS

Many dangerous situations can arise on the job. Loose ground, overhead wires, slippery or rough ground underfoot, projecting nails, moving vehicles and poor visibility are some examples. You must train yourself to recognise such conditions in order to avoid injury to yourself and fellow workers.

Before commencing tasks, all reasonable foreseeable hazards to health and safety must be identified.

Where a hazard is identified an assessment of risks associated with that hazard must be made. The risk assessment should be performed by the workers carrying out the task and reviewed by the supervisor.

Contact your supervisor for further details and forms relating to risk assessments, Safe Work Method Statements (SWMSs) and procedures.

# SAFE WORK METHOD STATEMENTS

(1) A person conducting a business or undertaking that includes the carrying out of high risk construction work must, before high risk construction work commences, ensure that a safe work method statement for the proposed work:

- (a) is prepared, or
- (b) has already been prepared by another person.

A safe work method statement must:

- (a) identify the work that is high risk construction work, and
- (b) specify hazards relating to the high risk construction work and risks to health and safety associated with those hazards, and
- (c) describe the measures to be implemented to control the risks, and
- (d) describe how the control measures are to be implemented, monitored and reviewed.

(3) A safe work method statement must: be prepared taking into account all relevant matters, including:

- (i) circumstances at the workplace that may affect the way in which the high risk construction work is carried out, and
  - (ii) if the high risk construction work is carried out in connection with a construction project—the WHS management plan that has been prepared for the workplace, and
- (b) be set out and expressed in a way that is readily accessible and understandable to persons who use it.

An effective Safe Work Method Statement is essential prior to undertaking tasks as it documents the hazards, risks and control measures in doing an activity and provides a written record of the process to be used. It is important to remember that the Safe Work Method Statement should be completed or relevant generic SWMS's referenced, read and completed by all workers involved in the activity, not just the supervisor.

Safe Work Method Statements are available from the office, and should be used for all tasks on building sites. The five steps to effective Safe Work Method Statement are:

## **Document the activity**

Assemble those involved in the activity and then, using the Safe Work Method Statement worksheet, write down in step by step form, the tasks that make up the activity.

## Identify the Hazards

Next to each task, identify what part of the task may cause injury to those engaged in the task or others in the vicinity.

## Rate the Risk

Rate the risk in accordance with the risk matrix to determine the level of risk that would apply.

## Document the Control Measures

For each identified hazard, assess the associated level of risk to those involved, and then list the control measures required to eliminate or minimise those risks.

## Monitor and Review

Make sure the activity is supervised to ensure the documented process is being followed. The documentation should be reviewed whenever a documented activity changes or when there is a change of personnel or after an appropriate length of time.

The SWMS provides a written record of the process to be used to proceed on a task. As it is a record that can be used in court, it should be signed off by the parties who have responsibility for the tasks. The company uses a WHS checklist in conjunction with SWMS's to ensure that risks have been identified and processes are in place to manage, eliminate and control those risks. These **must be read, amended or new ones completed prior** to any risk work being completed by staff.

# HUMAN RESOURCES

## Certificates of Competency and Licenses

A person must not do any high risk work as defined by the legislation unless the person holds a certificate of competency or recognised qualification in relation to work of that kind. Details of certificates of competency and licenses are listed below:

- Scaffolding
- Dogging
- Rigging
- Operation and use of cranes
- Operation and use of a boom-type elevating work platform with a boom 11 metres or more in length.
- Operation and use of hoists
- Operation and use of a materials platform hoist.
- Operation and use of a personnel and materials hoist.
- Operation and use of truck-mounted concrete-placing booms
- Operation and use of boilers
- Operation and use of steam turbines
- Operation and use of a fork-lift truck.
- Operation and use of an order-picking fork-lift truck.

## Licenses

- Building work
- Plumbing work
- Gas fitting work
- Electrical wiring work
- Installation or maintenance of certain refrigeration systems
- Air-conditioning work

- Asbestos
- Demolition

## Restricted Electrical Work

### Disconnection and Reconnection of Fixed Electrical Equipment

You will require this license if you work as a worker to perform the disconnection or reconnection of electrical equipment which is necessary to perform your primary job function. This license is not intended to allow people to contract the carrying out of disconnection/reconnection work as a principal activity.

The restricted electrical license enables workers whose job is primarily in another trade (e.g. mechanical, plumbing etc) where the work cannot be completed without the disconnection and reconnection of electrical wiring by a fully qualified electrician to carry out the task of disconnecting and reconnecting the electrical wiring at the equipment in order to carry out the non-electrical task.

The purpose of restricted electrical licensing is to provide a means of allowing appropriately trained and competent workers to undertake the straight forward disconnection/reconnection of electrical equipment where that electrical work is incidental to the person's principal function in the workplace.

## Office Safety

It is important to observe safety and housekeeping practices in offices.

- Keep walkways and passageways clear;
- Don't open more than one filing cabinet drawer at a time;
- Don't have power leads across access ways;
- Don't overload power-points;
- Use steps to reach high places, not a chair or stool;
- Watch for worn carpet or slippery surfaces especially on steps and under chairs;
- Think about how you are sitting and adjust your chair if necessary;
- If constantly using a computer, take short breaks from time to time to avoid eyestrain.

## Office Ergonomics

### Seating

Push your hips as far back as they can go in the chair. Adjust the seat height so your feet are flat on the floor and your knees equal to, or slightly lower than, your hips. Adjust the back of the chair to a 100°-110° reclined angle. Make sure your upper and lower back are supported. Use inflatable cushions or small pillows if necessary. If you have an active back mechanism on your chair, use it to make frequent position changes. Adjust the armrests (if fitted) so that your shoulders are relaxed. If your armrests are in the way, remove them.

### Keyboards and equipment

An articulating keyboard tray can provide optimal positioning of input devices. However, it should accommodate the mouse, enable leg clearance, and have an adjustable height and tilt mechanism. The tray should not push you too far away from other work materials, such as your telephone.

- Pull up close to your keyboard.
- Position the keyboard directly in front of your body.
- Determine what section of the keyboard you use most frequently, and readjust the keyboard so that section is centred with your body.
- Adjust the keyboard height so that your shoulders are relaxed, your elbows are in a slightly open position (100° to 110°), and your wrists and hands are straight.
- The tilt of your keyboard is dependent upon your sitting position. Use the keyboard tray mechanism, or keyboard feet, to adjust the tilt. If you sit in a forward or upright position, try tilting your keyboard away from you at a negative angle. If you are reclined, a slight positive tilt will help maintain a straight wrist position.
- Wrist-rests can help to maintain neutral postures and pad hard surfaces. However, the wrist-rest should only be used to rest the palms of the hands between keystrokes. Resting on the wrist-rest

while typing is not recommended. Avoid using excessively wide wrist-rests, or wrist-rests that are higher than the space bar of your keyboard.

- Place the pointer as close as possible to the keyboard. Placing it on a slightly inclined surface, or using it on a mouse-bridge placed over the 10-keypad, can help to bring it closer.
- If you do not have a fully adjustable keyboard tray, you may need to adjust your workstation height, the height of your chair, or use a seat cushion to get into a comfortable position. Remember to use a footrest if your feet dangle.

### **Screen, Document, and Telephone**

Incorrect positioning of the screen and source documents can result in awkward postures.

- Adjust the screen and source documents so that your neck is in a neutral, relaxed position.
- Centre the screen directly in front of you, above your keyboard.
- Position the top of the screen approximately 2-3" above seated eye level. (If you wear bifocals, lower the screen to a comfortable reading level.)
- Sit at least an arm's length away from the screen and then adjust the distance for your vision.
- Reduce glare by careful positioning of the screen.
- Place screen at right angles to windows Adjust curtains or blinds as needed Adjust the vertical screen angle and screen controls to minimize glare from overhead lights
- Other techniques to reduce glare include use of optical glass glare filters, light filters, or secondary task lights
- Position source documents directly in front of you, between the screen and the keyboard, using an in-line copy stand. If there is insufficient space, place source documents on a document holder positioned adjacent to the screen.
- Place your telephone within easy reach. Telephone stands or arms can help.
- Use headsets and speaker phone to eliminate cradling the handset.

### **Pauses and Breaks**

Once you have correctly set up your computer workstation use good work habits. No matter how perfect the environment, prolonged, static postures will inhibit blood circulation and take a toll on your body.

- Take short 1-2 minute stretch breaks every 20-30 minutes. After each hour of work, take a break or change tasks for at least 5-10 minutes. Always try to get away from your computer during lunch breaks.
- Avoid eye fatigue by resting and refocusing your eyes periodically. Look away from the monitor and focus on something in the distance.
- Rest your eyes by covering them with your palms for 10-15 seconds.
- Use correct posture when working. Keep moving as much as possible.

### **Cleanliness & Personal Hygiene**

Lunchrooms, change rooms, toilets etc. are provided for your convenience and comfort, and should be treated with respect. Place all food scraps and rubbish in the bins provided, and keep areas clean and tidy. Personal hygiene is important in helping to prevent work-related illness and spread of infection.

Prior to consuming food you should wash your hands to reduce the risk of disease or contact with a chemical substance through skin absorption and ingestion.

### **Working Alone**

Under the WHS Act, employers must consult with workers when identifying and assessing hazards or risks, and making decisions about risk control. Working alone can increase the likelihood of the hazard or risk. Working alone can also increase the severity of workplace injuries.

Because there are no hazards which are exclusive to working alone, the hazards and risks of the particular job need to be dealt with first. However, working alone does increase the risks of any given job.

What should you do? First assess the risks of the particular job. Next, you and your manager need to assess the risks of working alone. This may apply to any worker who spends working time isolated from direct contact with colleagues or other immediate support. A mentor system and communication methods are all important elements of working alone.

Some examples of communication or location systems are mobile or radio communications and global positioning systems (GPSs). The technology selected must always be supported by the infrastructure (e.g. not all rural areas have adequate coverage for all mobile phone technologies).

Movement records – knowing where workers are expected to be can assist in managing risks.  
Knowledge sharing – local, industry or client specific knowledge on where hazards and risks may arise assists with good WHS planning. Databases, briefings and log books can all help in making sure that knowledge is shared between employers and workers.

In most workplaces it is unlikely that one solution will be sufficient to deal with the risks of working alone. More than one solution will probably be required. **Ensure you talk to your manager regarding working alone and that you have told somebody where you are at all times.** If a worker moves between sites during the day it is his or hers responsibility to advise the relevant manager or coordinator.

## EMERGENCY PROCEDURES

What to do in the event of a serious accident/injury:

- Don't panic; keep calm so that you can help;
- Get help; contact 000 for an emergency, or First Aid Officer or Supervisor by whatever communication is available;
- Ensure the person is in no further danger, and make them as comfortable as possible; DO NOT move the injured person unless in danger of further injury;
- Try to stop any serious bleeding;
- If calling for help, give details of:
  1. Where the emergency is;
  2. What has happened;
  3. What is being done;
  4. Who is calling;
  5. Wait to be told what to do before hanging up.
- In case of electrical fire, it is imperative to release the person from the electrical contact as quickly as possible.
- Ensure you:
  1. Locate the source and turn it off;
  2. If this is not possible, do not touch the person, and try to remove them from the source of contact using non-conductive material, such as a timber stick or the use of rubber gloves.
  3. Treat as an emergency, and use cardiopulmonary resuscitation procedures if qualified to do so. Any attempt is better than none.

**IMPORTANT: DO NOT USE WATER OR FOAM ON ELECTRICAL FIRES.**

First Aid facilities will be provided on all the company sites.

### Serious Injury

- Do not panic. Try to think clearly. This will protect you and the person to be rescued.
- Send for first aid or activate alarm system where applicable;

- Do not move an injured person unless they are in a life threatening situation;
- Ensure the airway is clear, and if the person is not breathing, start mouth to mouth resuscitation immediately;
- Make the injured person comfortable and don't leave them alone. Reassure and comfort them until help arrives.

## **Fire**

- Rescue or warn people of danger;
- Sound alarm or advise supervisor;
- Call fire brigade;
- Try to contain fires with local fire fighting equipment, e.g., fire hoses and extinguishers.
- Note: No open fires are permitted on sites without permission; Burning off combustible materials is prohibited without the express permission of the project manager.

## **Reporting Injury or Illness**

In the case of injury or illness, report it to your supervisor or the client representative, no matter how slight. If absence is caused by the injury/illness, report or send a message to your Supervisor. Failure to report such injury/illness may affect your entitlements to any Workcover claim. Immediate first aid should be sought for all work injury or illness. Each work injury or illness must be recorded in the Register of Injuries form.

## **Notification of an Incident**

The company is responsible for advising Workcover of any notifiable incidents. Notification is required where an incident at a workplace or equipment site results in specified serious injury or death. That is, if an injured person requires:

- Medical treatment within 48 hours of being exposed to a substance;
- Immediate hospital treatment as an in-patient and/or
- immediate medical treatment for: Amputation;
- Serious head injury;
- Separation of skin from underlying tissue;
- Electric shock;
- Spinal injury;
- Loss of bodily function and/or
- Serious laceration.

Notification is also required of dangerous occurrences, which seriously endanger the lives or the health and safety of people in the immediate vicinity.

Such dangerous occurrences include:

- collapse, overturning, failure or malfunction of, or damage to certain items of plant;
- Collapse or failure of an excavation or the shoring support of an excavation;
- Collapse of part of a building or structure;
- Implosion, explosion or fire;
- Escape spillage or leakage of substances.

Any incident that occurs on site that injures, seriously endangers the lives or the health and safety of people in the immediate vicinity or involves prescribed equipment must be reported to the company site personnel immediately.

# CLOTHING AND PERSONAL PROTECTIVE EQUIPMENT

The company will provide you with the necessary personal protective equipment to ensure your safety. It is your obligation, under legislation to ensure you wear any personal protective equipment provided by your employer. Failure to do so may result in you being asked to leave the site.

## Safety Helmets

Safety helmets must be worn by all personnel at all times in all designated areas and where any person could be struck by any falling material or other object.

If the helmet has been used regularly it should be replaced after 3 years from the date of issue. The date of issue must be recorded. The date of issue is not necessarily the same as the date of manufacture

If a “sticky” monogram, or sticker is used rather than painted (embossed) logo placed on the helmet at the time of production by the manufacture, beware, as some of the glues used for the sticky label react with the helmet shell and the hardness of the hat may be compromised.

If a helmet has been stored in direct sunlight or sitting on a shelf exposed to heat (inside a locked car for example), the quality of the helmet will have deteriorated. There are instances of helmets shattering when used after being stored in direct sunlight for extended periods of time.

## Eye and Face Protection

Safety glasses or goggles must be worn for the following jobs:

- When working overhead – drilling or similar operation;
- Electric arc and gas welding;
- Oxy-acetylene cutting of steel and other materials;
- Using explosive powered tools;
- Striking of masonry nails by hand or power tools;
- Drilling, chipping or breaking of hard material such as brick or concrete;
- Working alongside others carrying out any of the above tasks.

Full-face shields must be worn in jobs involving high-speed abrasive cutting wheels and grinders.

## Hearing Protection

Ear muffs or ear plugs must be used in areas where there are loud or high frequency noise operations, generally where noise levels exceed the exposure standard of 85dB(A) or when performing a task with equipment that has high noise levels, such as explosive power tools. If you are concerned about your hearing, any sign of hearing loss or current hearing protection, contact the office so further assessment of this can be made and tests conducted.

## Respiratory Protection

Respiratory or dust masks are to be worn when carrying out tasks that create respirable dust or fumes, when handling certain chemicals or when working in dusty environments.

Disposable respirators are generally manufactured from paper based products and are intended for singular use only.

These respirators are considered as “P1” rated which are suitable for dusts associated with:

- Sawing
- Sanding

- Stripping
- Grinding, drilling and cutting of masonry products

Disposable and reusable (P2) respirators are generally manufactured from paper/ plastic based products fitted with a valve. These are suitable for dusts associated with:

- Coal
- Silica
- Lead
- Asbestos fibre
- Welding, soldering and zinc oxide fumes

### **Footwear**

Steel capped boots or equivalent must be worn at all times on site, except where the site foreman or safety supervisor has given approval to certain trades to use other footwear. All safety footwear must conform to Australian Standards.

### **Gloves**

Safety gloves of appropriate protective material are to be worn when handling sharp or hot materials, chemicals or dangerous liquids.

### **High Visibility Vests / Clothing**

High visibility Vests / clothing shall be worn where there is a risk of injury from not being visible to operators, other trades, the general public, vehicular traffic and the like. Specific vests / clothing shall be worn in accordance with the relevant legislation, codes of practice, client requirements and or the working environment.

### **Sun Protection in the Workplace**

Exposure to ultraviolet radiation (UVR) from the sun is the main cause of skin cancer in Australia. It is likely that risk of skin cancer increases with increasing amount of exposure to the sun. These are revised guidelines to ensure sun protection programs are put in place in the workplace to reduce both total and intermittent exposure to UVR.

As UVR exposure has been identified as a major hazard in the workplace, your employer is required to protect you from exposure by implementing control measures. Once an employer provides appropriate measures, the worker must cooperate. The sun protection strategy for your workplace includes the following:

- Providing shade for shelter from direct sunlight or relocating tasks to shaded areas where appropriate;
- Rescheduling working that requires exposure to direct sun to times less UV intensity (e.g. Before 10am and after 3pm) where appropriate;
- Using protective clothing and equipment (long sleeve protective shirts, trousers or long sleeved overalls, broad brimmed hats, sunglasses that comply with standard AS1067, broad spectrum sunscreen SPF 30+ sunscreen).

Please refer to the Work Health and Safety Manual in the office for more information regarding the Sun Protection Policy.

### **Working in Extreme Temperatures**

If staff work in hot conditions and a level of risk for a hazard has been established, then it is necessary to determine and implement an appropriate control or a combination of controls if no single measure is sufficient. Managers and Supervisors of the company will work with you to assist in managing the work and conditions.



This includes:

- Scheduling of heavy work and tasks for cooler times of day.
- Providing cool areas for rest and recovery.
- Reducing the physical demands of the work and allowing for the staff member to pace his/her work.
- Shortening the duration of each exposure (better to have more frequent short exposures than fewer long exposures).
- Allowing a period of adjustment to the heat before embarking on a full work schedule.
- Increasing water intake on the job to meet the total fluid replacement requirement during work.
- Providing a fresh water supply for drinking and external cooling.
- Where possible, working in the shade.
- Rotating staff and using relief workers or site assistance using company personnel.
- Apart from under trees, have cars/plant parked in the shade when not in use where possible.
- Encouraging the wearing of lightweight, loose fitting clothing.
- Wearing wide brimmed hats; brims/neck flaps for hard hats.
- Covering exposed parts of the body to reduce exposure.

When working in extremely hot conditions, you need to:

- Follow safe work practices to combat working in extreme temperatures.
- Support other staff who are suffering from the effects of exposure to hot conditions.
- Ensure that appropriate clothing is worn.
- If you are affected by the temperature extremes, you are to stop work and rest away from the heat that is affecting you.
- Communicate regularly with supervisors or managers.
- Comply with instructions given you to ensure compliance with this or other policies and directives.

## **CONSTRUCTION INDUSTRY GENERAL TRAINING (WHITE CARD)**

All workers performing construction work will require proof that they have completed a general WHS construction induction for the industry.

This card must be carried with you at all times during your work hours.

Evidence of training

An employer must accept any of the following things as evidence that the worker has done construction induction training:

- a construction induction card issued by Workcover following successful completion of induction training by an RTO
- a certificate or card which shows that the person completed the previous Construction Industry General Induction Course.
- a construction statement of attainment issued by an RTO, pending processing of a construction induction card, or
- recognised evidence of construction induction training (e.g. a statement or card issued under similar requirements in another Australian state or territory).

# SITE INDUCTION

Employers must ensure that anyone employed to do construction work is given WHS training about the particular workplace where the work will be done before they start work on the site.

The aim of site induction is to make sure that workers are familiar with the WHS rules and procedures of the site – for example, the emergency procedures, the arrangements for supervision of the work, first aid information, and any specific issues on the site. Your supervisor or manager will conduct a site induction prior to commencement on site and record the process on the site induction form.

## NOISE

As exposure to excessive levels of noise in the workplace can damage people's hearing resulting in permanent damage, steps must be taken in workplaces to ensure workers exposure to noise does not exceed the noise exposure standard.

The exposure standard is a level of 85dB (A) averaged over an 8-hour period and a peak level of 140 dB(C).

If there is a potential that you may be exposed to noise that exceeds the exposure standard, your employer will make an assessment which will determine the level of noise to which you are being exposed, the duration of the exposure, plant and other sources of noise at the workplace, systems of work at the workplace and other relevant factors. Your employer will implement control measures if the noise exceeds the exposure standard, and will, if practicable, eliminate or reduce the source of noise to which you are being exposed.

If control measures are implemented, you will receive information, instruction and training in relation to the health effects associated with exposure to noise, the use of the control measures, including the selection, use and fitting of hearing protection.

## HAZARDOUS SUBSTANCES AND MATERIALS

Please check your work procedures and Safe Work Method Statement when working with hazardous substances. Please ensure that standard work procedures that incorporate safe work practices for delivery, inspection/testing, unloading, unpacking, storage/stacking, security, preparation, use and for the safe disposal of all materials, waste and packaging are established and used by all workers.

You must also ensure that all materials handling equipment and methods used comply with WHS requirements. Procedures are to be planned and implemented to establish correct handling, storage, packaging and delivery of plant and materials, including hazardous substances and chemicals, in accordance with legislative requirements and manufacturer's guidelines.

Many of the substances that are used on construction sites have the potential to cause harm to persons if they are not handled correctly. No substance is to be brought onto site unless a relevant Safety Data Sheet "SDS" (Previously known as MSDS) accompanies it and the substance has been assessed for use.

All requirements set out on the SDS and other site specific precautions must be adhered to, to ensure safe use of the substance at all times. Personal hygiene must be maintained at all times while handling chemicals or fibre based products, therefore, you must ensure you thoroughly wash your face and hands after using any chemical substance.

Various types of wastes such as waste oil, spent refrigerant, waste chlorinated solvents, cooling tower chemical treatment solutions, acids, brines and basic cleaning solutions etc., may contain toxic components that require special handling, particular use of personal protective equipment and proper disposal at an EPA approved waste management facility.

### **Medium Density Fibre Board (MDF)**

When MDF is cut it releases toxic chemicals and wood dust, both of which may cause cancer and respiratory illness. A Safe Work Procedure which involves the wearing of an approved respirator should be developed for the cutting of MDF on site. This may also include the provision of a fully enclosed area.

### **Concrete Dust**

Silica dust, which is found in bricks, mortar and concrete, can cause irreparable damage to your lungs. This hazardous dust is created when concrete is cut, sawn or scabbled. Safe work method procedures should be developed and include:

- protecting the area by erecting barriers or paramesh;
- using protective eye wear and replaceable cartridge respirator to cover the nose and mouth;
- wetting down the area to be worked on;
- removing dust by using an approved industrial vacuum cleaner;
- After completion of work, collect the waste slurry.

### **Synthetic Mineral Fibres (SMF)**

SMF is used to describe fibres made from glassrock or other materials (Rockwool, fibreglass, ceramic fibre). It is used for insulation purposes and can be found in the forms of blankets, batts, ceiling tiles and loose wool.

SMF can cause dermatitis and irritation of the nose, eyes and throat, and may also cause respiratory illness and is possibly carcinogenic. When using SMF, safe work procedures and a risk assessment should be developed for the installation task.

The area should be cordoned off and a sign posted. Hand tools should be used in preference to power tools. For normal applications, respiratory protection should be worn, as well as appropriate protective clothing.

### **Asbestos**

Asbestos in buildings is usually found in one of three forms: Sprayed asbestos (limpet asbestos), AC sheeting, and Lagging.

The common types are white asbestos (chrysotile), brown asbestos (amosite) and blue asbestos (crocidolite). All forms of asbestos have been found to cause disease. It is the very fine microscopic fibres, which are respirable and can cause the following diseases: lung cancer, asbestosis and mesothelioma.

Any worker who may have been exposed to asbestos should have a medical examination followed up by a complete medical examination once a year. Contact the office for details. If you come across a sign displaying 'Danger – Asbestos, Authorized Personnel Only', no entry is allowed except for fully trained, equipped, authorized personnel.

Check heat guns, hair dyers and portable heaters used for drying operations or to apply shrink-wrap insulation. If found to contain asbestos, follow manufacturer's recommendations or replace with new equipment that does not contain asbestos.

**DO NOT continue working in a workplace where asbestos has been identified as being present until you contact your manager/supervisor for further information.**

## SAFETY DATA SHEETS

Safety Data Sheets, previously referred to as Material Safety Data Sheets (M.S.D.S's,) are required for any refrigerants or other hazardous substances you are using, storing, handling or carrying. These SDS's are an important reference for these substances and should be carried with you at all times.

The Safety Data Sheet for a hazardous substance must be in English and be legible and must contain—

- the product name of the substance; and
- the name, address and telephone number of—
  - (i) the manufacturer of the substance in Australia; or
  - (ii) the importing supplier in Australia of the substance;
- an Australian telephone number where information about the substance can be obtained in an emergency;
- the date of preparation or last review of the SDS;
- a statement that the substance is a hazardous substance;
- the hazard classification of the substance determined in accordance with the HSIS or the Approved Criteria for Classifying Hazardous Substances;
- the risk phrase and safety phrase for the substance;
- the chemical name for each Type I ingredient;
- first aid measures to be taken in the event of an incident or exposure involving the substance;
- emergency procedures to apply in the event of an incident or exposure involving the substance;
- precautions for the safe use of the substance including engineering controls and personal protective equipment;
- precautions for the safe storage and disposal of the substance.

A manufacturer or an importing supplier of a hazardous substance must ensure that the SDS for a substance is reviewed as often as is necessary (at least every 5 years) to ensure that the SDS contains current and accurate information.

## SAFE OPERATING PROCEDURES

### Lifting Gear, Cranes and Hoisting Equipment

Only authorised workers holding a current Certificate of Competence, License or Learner's Permit issued by the relevant state authority are permitted to operate the approved class of cranes, hoists, winches or other mechanical devices.

- All lifting tackle, cranes, hoists, winches, pulley blocks, chains, steel wire ropes, slings, and hooks etc., must be regularly checked and maintained in good working order;
- Never overload or misuse lifting tackle or equipment; never use damaged lifting tackle or improvised hooks etc.;

- Tag lines must be used to control suspended loads, and all persons must stand clear of suspended or swinging loads;
- Clear and standard signals (hand, audible, whistle or radio-communicated) to crane operators must be made by trained, competent and authorised persons only;

Mobile cranes must have load secured to crane and have tag lines attached to control load while travelling.

### **Scaffolds**

All scaffolds should be erected, altered or dismantled strictly in compliance with Australian Standards and manufacturer's or supplier's requirements.

- All persons erecting or altering scaffolding must have appropriate qualifications;
- Damaged components must not be used and must be removed from site;
- Mobile scaffolds must be erected according to manufacturers or suppliers specifications, and must be fitted with wheel locks which are to be in place whenever persons are working on them;
- Mobile scaffolds must not be moved with persons on it;
- Never climb up or down scaffolding; use the access provided;
- Never lean a ladder against, or affix a ladder externally to mobile scaffold towers;
- Ensure metal scaffolding is at least 4.6 metres from bare electrical wires.

### **Elevated Work Platforms**

An elevated work platform may be known as a boom-lift, scissor-lift or cherry picker. They may be self-propelled or truck mounted. All persons must be familiar with requirements for their work, and must comply with the following;

- Elevated work platforms must be operated by trained, competent persons, and in accordance with license requirements. Where the boom lift exceeds 11metres in length, specific licensing with Workcover is required.
- Boom-lift work platforms require the wearing of a safety harness, and to be secured by a lanyard to a fixed attachment inside the lift box;
- Elevated work platforms should not be operated in excessive windy conditions, or on soft or uneven ground surfaces;

If working in thoroughfares or places where there is pedestrian or vehicular traffic, barricades, witches hats, safety tape or para-webbing is required to prevent persons walking under the platform, and to prevent vehicles making contact with the machine.

### **Fork Lift Trucks**

Only authorised personnel holding a current certificate of Competence, License or Learner's Permit issued the relevant state or territory legislator are permitted to operate fork lift trucks.

- When conveying a load or travelling empty, fork lift trucks are to have the fork tines at a minimum safe distance above the floor or at ground level;
- Loaded fork lift trucks should travel on inclines with the load in front, and on the declines with the load following behind;
- Fork lifts with pallets must not be used as an elevated work platform, and passengers shall not ride on lift trucks.

### **Ladders**

Portable ladders and step ladders should comply with the appropriate Australian Standard and be used in accordance with the manufacturer's instructions.

- Ladders should have a load rating of at least 120kg be of correct size and length for the required work, and provided with anti-slip feet.

- Before using ladders, ensure they are not faulty or damaged in any way;
- Only one person should work from a ladder at any one time;
- Ladders must protrude at least 1 metre above the work platform or landing platform;
- The ladder must be set at the correct angle of 1 in 4 before climbing;
- Anti-fall protection devices must be used where there is a potential risk of injury;
- Metal or wire reinforced ladders must not be used for electrical work (only use timber or fibre-glass);
- Ladders should be held in place at the base, by a person or otherwise, prior to climbing the ladder;
- When ascending or descending a ladder, always keep two hands and one foot on the ladder;
- When working on a ladder, always keep two feet on the ladder and use your trunk resting on the steps for additional support;
- The user should not overreach, but instead should descend and relocate the ladder.
- A ladder should not be relocated while anyone is on the ladder.
- When using a ladder the user should never push or pull unless the ladder is properly secured.
- Work that may restrict the vision, such as welding, oxy cutting or drilling overhead from a ladder shall first be investigated using a SWMS (Safe Work Method Statement) and control measures put in place to prevent injury or a fall.
- Ladders shall not be used to support planks or as replacements for guys, braces, struts, beams or skids or for any other than intended use by the designer, such as a trestle ladder.
- Metal ladders and timber ladders with wire reinforcing shall not be used where a potential electrical hazard exists.
- Timber ladders should not be placed where they may be subject to prolonged exposure to high temperatures.
- All ladders should be periodically inspected and also inspected before use.
- Ladders should be maintained in a good condition. Fittings and rungs should be tight and securely attached.
- Pivoting and rotating components should be lightly oiled and all moving parts should operate freely without bending or play.
- Ropes showing signs of fraying or wear should be replaced.
- Ladders fitted with feet should not be used if feet are excessively worn.
- Timber ladders should be clean and free from splinters, loose rungs, and not be twisted or in decay and should not be painted so as to obscure compression failure, splits or other defects which may occur.
- under no circumstances should any temporary repairs be made to a ladder.
- The use of mobile phones whilst either ascending, descending or working on a ladder is strictly forbidden.
- Maintain three points of contact.

## **Power Tools**

- Keep work area clean.
- Don't use power tools in damp wet locations. Keep work area well lit. Don't expose power tools to rain. Don't use tool in presence of flammable liquids gasses.
- All visitors should be kept away from work area. Don't let visitors contact tool or extension cord.
- When not in use, tools should be stored in dry and high or locked-up place - out of reach of children.
- Don't force small tool or attachment to do the job of a heavy-duty tool. Don't use tool for purpose not intended.
- Don't wear loose clothing or jewelry. They can be caught in moving parts.
- Rubber gloves and non-skid footwear are recommended when working outdoors. Wear protective hair covering to contain long hair.
- Use safety goggles and dust mask if cutting operation is dusty.
- Never carry tool by cord or yank it to disconnect from receptacle. Keep cord away from heat, oil, and sharp edges.
- Use clamps or a vice to hold work. It's safer than using your hand and it frees both hands to operate tool.

- Keep proper footing and balance at all times.
- Keep tools sharp and clean for better and safer performance. Follow instructions for lubricating and changing accessories.
- Inspect tool cords periodically and if damaged, have repaired by authorized service facility.
- Inspect extension cords periodically and replace if damaged.
- Keep handles dry, clean, and free from oil grease.
- Keys and adjusting wrenches are to be removed from tool before turning it on.
- Don't carry plugged-in tool with finger on switch. Be sure switch is off when plugging in.
- When tool is used outdoors, use only extension cords intended for use outdoors and so marked.
- Watch what you are doing, use common sense. Don't operate tool when you are tired.
- Before further use of the tool, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function.
- Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other conditions that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service centre unless otherwise indicated elsewhere in this instruction manual.
- Have defective switches replaced by authorized service centre. Don't use tool if switch does not turn it on and off.

### **Extension Leads**

- Store leads and extension cords in a clean dry place; keep them loosely coiled;
- Extension leads should be kept clear of the floor or ground where practicable, and must be kept dry at all times;
- Extension leads should be connected to the nearest electrical power point;
- Leads should be supported at a height of about 2.4 metres to allow clear access of equipment beneath them, using insulated hooks or stands;
- Do not wrap extension leads around scaffolds or steel structures;
- Extension leads must not be over extended and are not to be over 32 metres for 10 AMP - 1.5mm heavy duty flex, or 40 metres for 20 AMP -4.00mm heavy duty flex;
- Three Pin Plugs and sockets on flexible extension cords and portable power tools must be either a non-rewirable (molded) or a transparent type;
- DO NOT use cables normally used for fixing wiring as extension cords;
- Core Balance Earth Leakage Protection Device (Known as a Residual Current Device) must be used to protect every single-phase final sub-circuit and final sub-circuits supplying power to hand held or portable power tools and equipment.

### **Machine Guarding**

- No item of plant or machinery should be operated unless guards are correctly in place, in good condition, secured and operating correctly;
- Authorised personnel should only remove guards after machinery has been stopped or locked out. Guards must be refitted before machinery is restarted;
- All employees and subcontractors must follow safe working procedures when operating plant and machinery.

### **Explosive Power Tools**

- Explosive power tools, also known as cartridge assisted tools, are used on building sites to make attachments to existing concrete or steel structures.
- These tools must only be used by authorised persons who have completed safety training, and who hold an appropriate license or authorization.
- Persons under 18 years of age are not permitted to use such tools;
- Standard procedures include barricades and danger signs to be placed at approaches to the work area;
- No tools shall be left in a loaded position;
- All explosive powered charges and Explosive Power Tools must be kept in an approved locked box and stored in a security controlled storage area.

## Manual Handling and Lifting

- Use mechanical equipment where necessary;
- Never attempt to lift anything beyond your capacity. Always test the object's weight before handling;
- Position yourself before lifting so you will not be off balance. Place feet firmly, close to the object and far enough away for stability;
- Grip the load firmly; Use gloves if necessary;
- Move your body close to the load; Do not lift at arms length; Use leg muscles, not back muscles;
- Bend your knees; keep your back as straight as possible;
- Lift primarily by straightening your legs and keeping your back straight. Do not twist or bend sideways; Turn by walking around;
- If lifting in pairs or as a team, lift to a pre-arranged plan;
- Ensure that access to the area is clear;
- Do not attempt to lift or move objects that are too heavy or which may be too awkward. Ask for assistance.
- Refer to your Safe Work Method Statement for more information.

## Compressed Air

- Before starting the compressor, be sure the compressor manual and all warning signs have been completely read.
- Pipes should be properly labeled that carry compressed air and the direction of air flow correctly labeled with an arrow. Shutoff valves should be properly labeled and identified so air can be shut off quickly in an emergency situation.
- Hoses, fittings, regulators, and valves should be inspected periodically for leaks, damage, and other defects.
- Goggles must be worn over safety glasses when cleaning with compressed air.
- Flexible air hoses should be kept as short as possible to minimize tripping hazards and to reduce whipping action in the event a hose would fail.
- High pressure jacketed lines should be anchored at several points to prevent them from whipping.
- Quick disconnect fittings should be installed on flexible air hoses in high fire hazard areas; the hoses can be disconnected quickly, preventing whipping actions that might not only cause injury and damage but also stoke a fire.
- Use a vacuum system rather than compressed air for cleaning whenever possible. Vacuuming stirs up less dust and other particles than an air compressor does.

**DO NOT** use compressed air to:

- Transfer flammable liquids.
- Static electricity build-up can discharge and ignite the liquid.
- Empty containers. The container could rupture due to excessive internal pressure.
- Clean clothes, hair, or skin.
- When using compressed air, direct air away from eyes and skin.
- To reduce noise exposure and prevent exhaust from the equipment or tool, direct the pressure relief valve away from work areas.

## Working At Heights

If there is a likelihood of a fall, action must be taken to stop a fall happening, or if that is not practicable, reduce the risk of a fall.

If eliminating the risk of a fall is not practicable, then a risk control measure has to be used that produces the lowest practicable risk of a fall. The regulations say what these risk control measures are and the order in which they must be considered.

When a license for working from heights is required (such as elevated work platforms), it is your responsibility to ensure it is current.



The risk control measures you have to use and the sequence of selecting them are:

**1. Try and eliminate the risk of a fall first** - see if you can avoid doing work at a height or if you can do the work on a solid structure where there is no risk of a fall.

**2. Use passive fall prevention devices** – if it's not practicable to eliminate the risk you have to look at using what the Regulations call "Passive fall prevention devices". Examples of these include: scaffolds, guard railing or perimeter screening; building maintenance equipment; temporary work platforms such as scissor lifts, cherry pickers, work boxes specifically designed to hold people and lifted by cranes, hoists and other types of lifting equipment, or roof safety mesh.

**3. Use work positioning systems** – If the 2 risk control measures above are not practicable, you have to look at using work positioning systems that include: industrial rope access systems, travel restraint systems or a drainer's hoist.

**4. Use fall injury prevention systems** – If the 3 risk control measures above are not practicable, you have to look at using a fall injury prevention system. These systems don't stop a fall, but aim to minimise the distance someone can fall and therefore reduce any subsequent injuries resulting from the fall. These include things like industrial safety nets, catch platforms, or a safety harness using fall arrest mechanisms.

**5. Use ladders or administrative systems** – If all of the 4 risk control measures above are not practicable then you can look at using a ladder or administrative system to control the risk of a fall. An administrative system includes things like arranging work procedures to either eliminate or reduce risk. An example would be a work procedure that directs workers not to approach a place where a fall is possible.

If using a ladder, it must be set up correctly and be appropriate for the type of work and the duration of the work.

If using an administrative control on its own, then it must be recorded along with a description of the work to which it relates.

All persons working at heights must be protected against falling. Where it is not practicable to provide scaffolding, guard rails or mechanical equipment due to the nature of the work, full safety harnesses and full arresters must be used.

No person may work at heights using a safety harness unless they have been properly instructed and trained in its use;

Ensure that when working at heights, you take only those tools that are necessary for the job, and ensure they are kept secured;

Warn anyone below when working overhead;

Do not expose any other person to the danger of being injured by falling objects.

The use of mobile phones whilst either ascending, descending or working on ladders or trestles is strictly forbidden.

## Fall Arrest Systems

The company must ensure that risks associated with falls from a height are controlled. One method is the use of physical restraints that are capable of arresting the fall of a person.

If a fall arrest device is provided for use by persons at work,

- all anchorage points for the device are inspected by a competent person before their first use and then on a regular basis so they are capable of supporting the design loads, and
- if the load-bearing capacity of an anchorage point is impaired, the anchorage is immediately made inoperable so as to prevent its use, and
- any harness, safety line or other component of the device that shows wear or weakness to the extent it may cause the device to fail is not used, and
- all persons using the device have received training in the selection, assembly and use of the system, and
- adequate provision is made for the rescue of a person whose fall is arrested by a fall arrest device.

## Falling objects

Any risks associated with falling objects are to be controlled by use of the following measures:

- provision of safe means of raising and lowering plant, materials and debris in the place of work,
- provision of a secure physical barrier to prevent objects falling freely from buildings or structures in or in the vicinity of the place of work,
- if it is not possible to provide a secure physical barrier, provision of measures to arrest the fall of objects,
- provision of appropriate personal protective equipment.

## Traffic Control (Private Roads and Car parks Only)

This procedure provides guidance on how to protect workers that may be exposed to the hazards of working in traffic on private property only. Works undertaken near or on public roads etc, are not permitted unless traffic management plans have been completed and permits sought from the relevant authorities.

These control measures are general and specific activities may require a safe work method statement to assess traffic control measures. Such factors as weather, specific location and traffic speed may require additional control measures such as directional arrow boards or use of road signs etc. Vehicles used during temporary traffic control measures must be outfitted with either a rotating strobe light, or high intensity flashing LED lights. The vehicles 4 way hazard lights are not adequate warning signals.

When working in parking areas, near the road, or doing such tasks such as working around mobile equipment E.W.P's etc, workers shall wear a high visibility vest or high visibility clothing.

If work will be at one location for less than one hour and in front of the vehicle or off the road:

- Vehicles shall have either a strobic light or high intensity flashing LED lights.
- Workers shall wear a high visibility vest or high visibility clothing.

If work will be in one location for more than one hour, but not more than a shift, OR if work must be performed behind the vehicle for any duration:

- Vehicles shall have either a strobic light or high intensity flashing LED lights.
- Traffic cones are placed in the road tapering back from 6 metres.
- Worker shall wear a high visibility vest or high visibility clothing.

If one lane of a two lane road needs to be temporarily closed the following options are available:

- If it is determined that traffic can be self-regulating, one lane can be closed and the site will be treated like a 4 way stop (one car goes from each way at a time).
- If it is determined that traffic will not be self-regulating, yield or stop signs may be placed to restrict one car at a time traffic flow.

When work in traffic is at night:

- Vehicles shall have either a strobe light or high intensity flashing LED lights
- Workers shall wear a high visibility vest or high visibility clothing.
- Traffic cones with reflective surface shall be set up 6 – 10 metres back.

## Working in Confined Spaces

A confined space can be defined as an enclosed or partially enclosed space that;

- a) Is not designed or intended primarily to be occupied by a person, and
- b) Is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space, and
- c) Is or is likely to be a risk to health and safety form:
  - I) An atmosphere that does not have a safe oxygen level, or
  - II) Contaminants, including airborne gases, vapors and dusts, that may cause injury from

- fire or explosion, or
- III) Harmful concentrations of an airborne contaminants, or
- IV) Engulfment

No person may enter a confined space on any company site without an entry permit that has been approved by the company site personnel.

Some of the hazards include oxygen deficiency, toxic gases, flammable gases, extreme temperatures, noise, wet surfaces, falling objects, explosion, and mechanical hazards. Before entry into a confined space, the atmosphere must be tested to ensure a safe atmosphere is present at all times.

Isolation is the term used when removing identified dangers and hazardous situations from confined spaces. Such methods include shutting off valves, capping pipes and turning off power supplies. A locking and tagging procedure is often used to ensure that isolation procedures are secure.

- Any worker who is required to enter a confined space as part of their work, will need to be formally trained in confined spaces and will require a safe work permit.

## PERMITS AND AUTHORISATIONS

The project manager / supervisor will identify the circumstances and areas where Permits to Work and Entry Permits are required. Confined Spaces Entry Permits, Confined Space Work Permits, Isolation, Lockout, Tag-out and Test Work Permits, Excavation Permits, Heavy Crane Lift Studies, Explosive Powered Tools Operations, Commissioning Permits, and where any other type of "Special Process" authorisations may be required, will also be identified and effectively managed.

### Electrical Circuits and Controls

- Do not attempt to check voltage supplies until you know the proper procedures and have the proper equipment;
- Be absolutely sure that capacitors have been properly discharged to ground before touching them;
- Ground all electrical equipment;
- Use a ground-fault current interrupter with power hand tools;
- Do not work on electrical components, including control panels, switches, starters or oil heaters until you are sure that ALL POWER IS OFF, and no residual voltage can leak from capacitors or solid-state components;
- DO NOT remove terminal box covers while machine or compressor is running;
- Do not tighten any connection on a terminal board until the main disconnect switch is in the OFF position and locked out;
- DO NOT attempt to stop a machine by opening an isolating knife switch. High intensity arcing can occur and cause serious injury;
- NEVER USE an ohmmeter in any energized circuit.

### Fire Systems Procedures

#### Air Pressure Testing Sprinkler Systems

- Notify all workers and client to avoid the area due to risks during air pressure testing.
- Cap all pipe and openings and all closed off valves.
- Use equipment with an electrical inspection tagged for the current period.
- Electrical cables to be kept off the floor to avoid tripping and leads coming in contact with water.

Requirements:

- All workers within test area shall be required to wear eye and hearing personal protective equipment (PPE).

- Check the condition of the Air Compressor, remove all damaged equipment from service and apply a 'danger - do not operate' tag.
- Ensure adequate ventilation for operation of diesel compressor.
- Worker to be competent in work activity.

#### Conducting the Pressure Test

- Identify the maximum test pressure to be used, as determined by Project Manager (Refer ITP).
- Identify the pipe to be tested.
- Determine the pressure rating for all connected fittings and devices to ensure they are rated for the maximum test pressure (Refer ITP).
- When working at heights. Ensure that safe operating procedures and work instructions for ladders and mobile elevated work platforms are obeyed.
- Examine all connections prior to the test to ensure proper tightness.
- Place caps on all openings, and all closed off valves.
- Plug all test, drain and vent ports that are not required for the test.
- If the section of the pipe being tested is isolated from other sections by in-line valves, ensure the portion not being tested is open to the atmosphere.
- Allow pressure to rise to the nominated kpa or a maximum of 250kpa.

Note: This pressure is to be held for a minimum of time as specified, or for a minimum time of 2 hours to allow for the location of major leaks.

- If leaks are detected during this step, or at any time during the test, relieve the pressure and consult the project manager for instruction.
- Never approach or attempt to repair or stop leaks. Always de-pressurise the test section before making repairs.
- Remove the pressure, with caution to avoid escaping air stream, debris and high decibel noise level.
- Complete the appropriate Pressure Test Check Sheet.

#### Drain Down Procedures

- Advise the client and authorities that the fire systems will be isolated
- Review sprinkler block plan to determine correct system control for the range that will be worked on.
- Locate the zone sprinkler isolation valve. NOTE: Where the block plan has the potential to be inaccurate due to previous systems alterations, isolate adjoining systems and advise the client.
- Isolate the Alarm Signalling Unit (ASU) and Emergency Warning and Intercommunications System (EWIS) where installed NOTE: A staff member must remain at the Fire Control Room Panel when these systems are isolated.
- Isolate the Fire Indicator Panel for the relevant sprinkler zone pressure and flow switch and isolate the sprinkler valve. NOTE Where the work is potentially supplied from 2 systems, isolate both.
- Determine if installation is activated by "Pressurised Manifold" or by individual "Pump Start" board.
- If sprinkler installation has pump start boards, the sprinkler pumps may need to be isolated for the duration of the works. Notify client and relevant personnel if this is the case.
- Shut main sprinkler isolation valve and jacking pump line.
- Shut external bell line & any pressure switch line located on the sprinkler installation.
- Inspect the drain pit for any chance of flooding before opening the waste and test valve.
- Open waste and test valve and monitor drain pit. Adjust flow from waste and test valve as required to ensure drain pit does not overflow.
- Once the selected sprinkler system has reached 0 kpa, de-isolate FIP external bell & fire trips.
- De-isolate EWIS & ASE
- Check remote test valve located in the range to determine if under pressure. If not available proceed to step 15
- Install drill test kit "Sure Tester" as per procedures to determine the presence of water under pressure. If detected abort head removal until depressurised.

- Position the wheelie bin beneath the sprinkler head to capture any excess water that could be present in the system.
- Slowly remove the sprinkler with the Otto bin and plastic tube below.
- Once the sprinkler has been removed, if residual water is more than 1 Otto bin, install a small diameter stop valve into the sprinkler pipe work or flexible dropper to control the water flow.
- Upon completion of the works, refit all sprinkler heads and ensure they are tight, check that any additional pipe work and flanges have been tightened before recharging the system.
- On completion of works carry out isolation steps 4 - 8.
- Reinstate water (using mains) to the sprinkler system and ensure system is set at the correct working pressure (Use Jacking pumps) Ensure no airlocks in system.
- Check and ensure that all valves are in the correct operating positions.
- De-isolate pumps
- Cross check against the panel for indications and alarms cleared.
- Monitor system and FIP to ensure there are no relevant alarms.
- De-isolate FIP external bell and fire trips.
- De-isolate EWIS & ASE
- Monitor system for alarms and ensure system is online and operational

## **Electrical Procedures**

### **No Live Work**

Electrical workers must be capable of maintaining a physical and mental ability at all times when in close proximity to, or when working on, electrical equipment. No electrical equipment should be assumed to be de-energised after isolation.

#### **ALWAYS TEST PRIOR TO TOUCHING.**

Persons required to work in association with electrical equipment must be appropriately trained and competent in test procedures and in the use of testing equipment.

### **Risk Assessment**

An assessment should be made so work is planned to minimise the risk of inadvertent contact with live electrical equipment. All factors, which reflect on safe working procedures, should be considered. e.g. proximity to live electrical equipment, prospective fault levels, site conditions, weather conditions, noise services in ceiling spaces, etc.

- Where possible, keep electrical leads off the ground;
- Do not hang leads from scaffolding;
- If leads are run through doorways ensure the lead is protected from the door closing;
- Use the shortest lead possible from the nearest sub board;
- The use of double adaptors and piggy back fittings is not permitted;
- Earth leakage protection must be provided and used;
- Any damaged leads, wiring, equipment or installation must be tagged and removed from service – report faults to your supervisor.
- Ensure all electrical equipment is in good condition and used correctly;
- Don't use electrical tools in explosive atmospheres, or in wet conditions unless covers are provided.

### **Electrical Isolations and Tagging**

Before you commence isolations:

- Ensure that all interested parties are informed of the isolation and that authorisation from the client has been received prior to commencement.
- Verify that the isolation will be performed on the correct circuit by way of proving de-energisation and testing
- Ensure that adequate tags, locks and other appropriate isolation equipment is available prior to commencement.
- Ensure that adequate lighting and supplementary power is available, if required, prior to isolations taking place.

- Ensure that appropriate test equipment is proven reliable and accurate to verify that the power source has been isolated.

### **Out of Service Tags:**

#### **Out of Service Tags. (Protects Equipment)**

- A yellow card with black text on which the words “Out of Service” are clearly printed.
- The purpose of the Out of Service Tag is to indicate that a piece of equipment or a system is out of service and cannot or should not be operated.
- The out of Service tag should have comments written on it that indicate the reason why the equipment is out of service.
- An out of service tag is left fixed to the device or system until the tag is cancelled indicating that the equipment is fully operational and can be put back into service.
- An out of service tag can be cancelled and removed by an worker or agent of the contractor conducting the repairs or work.

### **Personal Danger Tags:**

#### **Personal Danger Tags (Protects People)**

- A red and white card with black text on which the words “Personal Danger Tag Do Not Operate” are clearly printed.
- The purpose of the Personal Danger Tag is to indicate that a person or people are currently working on the system and that operation of the device or system will result in personal danger.
- A personal danger tag is fixed to the isolation points of the system prior to commencing work whilst ever there is any possibility of personal injury risk if the system is operated.
- A Personal Danger Tag must be signed by the person placing the tag.
- A Personal Danger Tag must be removed before leaving the site and a new Personal Danger Tag placed on the isolation points on return to the site prior to commencing work.
- A Personal Danger Tag must only be removed by the person who placed the tag.

### **Isolation Procedure**

- Whenever you could be endangered in your work by the presence or operation of machinery, flow of electricity, steam, gas, compressed air, liquids or any other form of energy, you are required to take preventative action.
- You must isolate the potential danger, prevent others from operating the source by locking out the isolator, tag the switch or isolating device and test to ensure it is safe for you to proceed.
- Isolations are to be undertaken by authorised personnel only
- Danger tags are to be securely attached to the isolator/control switch or device, so there is no risk of becoming dislodged. They must be clearly visible to ensure inadvertent restoration of power does not occur.
- A danger tag is to be affixed by each person working on the equipment.
- Each danger tag must bear the employer’s name and an workers printed name, as well as that worker’s signature date and contact phone number.
- Each person is responsible for placing their own danger tag prior to commencing work, and removal of their tag when completed, or at the end of the work period.
- If you are working there alone and the job is incomplete at the end of the work period, you should remove your danger tag and replace it with an “Out of Service “ tag.
- Danger tags must be in good condition before use.
- Whilst danger tags can only be removed by the person who signed and affixed the tag, exception circumstances may warrant removal by another person. Refer to below for details.
- Following isolation of all power sources, and the locking out of all isolations and tagging of each by all persons requiring to work on or near the electrical equipment, test to ensure it is safe to proceed before commencing work.
- You must conform to site-specific lockout policies and procedures for electrical works, which include:
  - o Where practicable, a padlock is to be used to lock out switches and /or circuit breakers

on electrical circuits or equipment to enable work to be carried out on or adjacent to such equipment.

- o Preferable a separate lock is to be attached for each person involved in the work, otherwise, the single lock key is to be held by a responsible manager or supervisor.
- o A danger tag is also to be affixed by each person working on or near to the electrical equipment.
- o Each danger tag must be of an approved type in new condition without erasures or alterations.
- o Each tag must be securely fixed to the handle, switch or button of the isolating device so that there is no risk of the tag being accidentally dislodged, or of an operator being able to energise the equipment without seeing the danger tag.
- o Each person is to be fully informed as to the extent of such isolation and must also advise of the specific areas or items of equipment that are NOT de-energised, if any.

NOTE: Instant dismissal may occur against any individual removing another person's Personal Danger Tag.

There may be situations where a tag has been left in place and has to be removed by a person other than the person who placed the tag, for instance, the tag has been left in place in error (Should have been removed at the completion of the work but was not)

Under these circumstances, the tag may be removed as follows:

- Contact the supervisor and advise of the situation.
- The supervisor is to advise site safety manager of the situation and intended actions.
- The supervisor must then make every effort to contact the person who has left the tag in place. Once contacted, that person must return to site and remove his /her tag.
- If that person cannot be contacted or it is not practical for that person to return to site, then the supervisor is to investigate the reason for system isolation and as per the comments on the out of service tag.
- The supervisor shall inspect the entire system to ensure that personnel are not engaged in any work on the device or system, and that the system is fully intact and safe to operate.
- The supervisor is to identify other personnel who may have worked on the system or device, or who may return to work on, or operate the system or device and advise them that the system is going to be de-isolated.
- A suitably qualified person or the supervisor is to conduct relevant safety checks, remove the tag and set the system or device into normal operation.
- On completion, the supervisor and if available the person who left his / her tag in place must jointly complete an incident report and submit it to the safety manager for review and appropriate action.

Prior to removal of the isolation and danger tags, inspect, check and test the work to ensure that it is safe to re-energise. Inform all personnel involved in the task and those that may be affected by the re-energisation, prior to activation.

## **ENVIRONMENTAL MANAGEMENT**

The company is committed to ensuring that we fulfill all the requirements of applicable Australian and International Standards. We believe that sound environmental performance contributes to our competitive strength and benefits our customers, our workers and the wider community.

The company will conduct its business activities in ways that minimise our adverse impact on the environment. Our goal is to not only to meet but exceed the requirements of all applicable laws, regulations and standards relating to environmental protection.

To achieve our environmental goals we are committed to the principle of continual improvement and prevention of pollution. We have developed a framework to ensure that our activities and services comply with all applicable environmental standards and contribute to the wellbeing of the companies and communities in which we operate.

Please work within our environmental policy in achieving our environmental objectives:

- The company will minimise the affects of its operation on our environment.
- The company will manage any waste products known to have a harmful effect on the environment in the most effective way possible.
- The company will operate in accordance with any Acts, Regulations, Laws or client-imposed conditions under which it carries out its operations in the most effective environmental manner possible and in accordance within any external policies of organisations of which we are a member.
- The company is committed to audit and improve the Environmental Policy of the Company as required within the framework of developing technological and broader environmental changes.
- The company will encourage a sense of environmental responsibility among all workers through training, education and communication.
- The company understands that it has an obligation of awareness to the environment and needs to demonstrate due diligence regarding all areas.

### **Wastage**

All workers are required to keep wastage to a minimum for cost effectiveness and environmental responsibility. To obtain maximum value from our sheet metals, copper tube, steel pipe, cable, fittings and refrigerants care must be taken to keep wastage to an absolute minimum. See your appropriate Supervisor for details on how to save on waste or to discuss any ideas you may have on waste minimization.

### **Hazardous Waste Management**

Many of the substances that are used on construction sites have the potential to cause harm to persons if they are not handled correctly. No substance is to be brought onto site unless it is accompanied by a relevant Safety Data Sheet (SDS) and the substance has been assessed for use. All requirements set out on the SDS and other site specific precautions must be adhered to ensure safe use of the substance at all times. Personal hygiene must be maintained at all times while handling chemicals or fibre based products, therefore, you must ensure you thoroughly wash your face and hands after using any chemical substance.

Various types of wastes such as waste oil, spent refrigerant, waste chlorinated solvents, cooling tower chemical treatment solutions, acids, brines and basic cleaning solutions, paints, thinners, waste water etc., may contain toxic components that require special handling, particular use of personal protective equipment and proper disposal at an EPA approved waste management facility.

### **Clean Work Environment**

All workers should also be observant in their daily tasks and clean up any dangerous items such as nails, screws, cut off copper tube in the Workshop/Factory areas particularly in the designated walkways where such items could result in a slipping/tripping accident. Rubbish is to be placed in the appropriate bins provided.

As part of the company commitment to environmental issue there is provision for paper/cardboard recycling, copper tube recycling, cable and scrap steel recycling, aluminum and glass recycling.

All workers are required to assist in ensuring all of the Workshop/Factory areas, office areas and other facilities are kept clean this includes the toilet and hand basin area, wash up area and Lunchroom. Each worker is responsible for the washing and storage of their own cup and other



items they may have used in the Lunchroom. The general upkeep of the Lunchroom is everybody's responsibility.

Work areas that are not clean may constitute an Work Health and Safety issue and as such should be reported to your Work Health and Safety Representative or Management as soon as practicable.

### **Identified Environmental Impacts**

- Electricity Consumption – The consumption of electricity is to be minimised as far as practicable by the incorporation of a building monitoring and management system and the processes of energy conservation e.g. turning off lights when not in use, setting air-conditioning controls and time clocks to minimise usage,
- Fuel Consumption – The consumption of fuel is to be reduced and minimised wherever possible. The selections of vehicles that suit the operational needs and minimise the consumption of fossil fuels are a priority for selection and use.
- Fuel Emissions – Strategic planning of work activities to minimise the use of vehicles. The emissions of carbon fuels shall be reduced wherever possible by the use of bio – fuels, minimisation of travelling and consumption of fuel, selection and use of motor vehicles whose impact on the environment is minimal.
- Noise - shall be minimised where possible by the use of appropriate power tools for a particular activity. These tools shall be in good working order so that excess noise is not created. Where possible, noise that must be generated by an activity shall take place in an area where the number of personnel have been minimised and that the area can be closed off from other areas eg. By closing doors/windows.
- Dust - shall be controlled where possible by performing dust-generating activities only where necessary. Where possible dust collection systems on power tools shall be utilised and if these are not available dust shall be collected and disposed of immediately after the activity generating the dust is completed. Disposal shall be in such a manner that the dust will not become airborne ie. covered waste receptacle/skip.
- General Waste Materials - shall be minimised as far as practicable by accurate initial measuring. Any waste materials such as plastic wrap, food scraps, styrene, conduit off cuts etc, are to be collected, placed in appropriate containers and disposed of properly. Recyclable materials are to be selected and sorted into material types and categories e.g. metals, plastics and disposed of accordingly. Weekly checks shall be maintained by the site management to ensure the build up of rubbish and materials is minimised and managed. Good housekeeping includes organised activities in the following areas: general cleaning
  - o walking/working surfaces
  - o storage
  - o work area
- Spoil - Minimise damage to plants and natural habitat. Use silt fences or other sediment control devices as appropriate to control run-off. Minimise excavation lengths and depths and run with other services where practicable. Excavation spoil shall be disposed of in accordance with local government requirements and where possible clean waste shall be used for reclaim and landfill.
- Packaging - endeavours to use recyclable packaging wherever possible. In particular pallets and crates that can be returned to the supplier and reused is our preferred delivery option.
- Paper and Cardboard- recycling of waste paper is company policy. Reusing the other side of printed-paper for notepaper is also encouraged.
- Scrap Metal – Scrap metal is to be minimised wherever possible by accurate measuring and purchasing only the products that are required. Should there be an amount of scrap metal generated through the application of services, this scrap is to be isolated from general waste and disposed of through a recycling centre or scrap metal merchant.

- Scrap Cable – Scrap cable is to be minimised wherever possible by accurate measuring and purchasing only the lengths that closest meet the requirements. Should there be an amount of scrap cable generated through the application of services, this scrap is to be isolated from general waste and disposed of through a recycling centre or scrap metal merchant.
- Ink and Toner Cartridges –Ink and toner cartridges are to be used sparingly and when printing for internal purposes, draft print mode is to be selected to minimise the usage.
- Protection of the Land - Use silt fences or other sediment control devices as appropriate to control run-off from areas of contaminated land and manage chemical storage. Minimise excavation lengths and depths and run with other services where practicable. Liquids to be properly contained.
- Heritage - Avoid physical damage, or alteration to building structure, fittings or contents. Provide appropriate protection from damage to heritage structures or features when risk assessment identifies issue. Confirm and agree with site personnel and management as to potential impacts of work to be undertaken.

Water Quality - Use silt fences or other sediment control devices, such as hay bales wrapped in geo textiles, where appropriate. Liquids to be properly contained.