

CONTENTS

PART B: HEALTH AND SAFETY HANDBOOK

1	Introduction	B-----	1
2	Health and safety policy statement	B-----	2
3	Health and safety responsibilities	B-----	3
4	Hazard and risk management procedure	B-----	5
5	Reporting of incidents and injuries	B-----	6
6	Emergency procedures	B-----	7
7	Bullying and harassment	B-----	9
8	Drugs and alcohol	B-----	11
9	General workplace procedures	B-----	13
10	Office safety	B-----	14
11	Motor vehicles	B-----	15
12	Working offsite	B-----	18
13	Hazardous manual handling – general principles	B-----	18
14	Selecting hearing protection.....	B-----	20
15	Sun safety	B-----	22
16	Hazardous chemicals	B-----	23

Health and Safety Handbook

PART B

1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of UlTRO Recruitment (**the Organisation**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**Health and Safety Handbook**) will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Organisation. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook;
- breach any other health and safety policy or procedure made known to you; or
- take any action that could threaten the health or safety of yourself, your colleagues or others.

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Organisation.

1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

2 HEALTH AND SAFETY POLICY STATEMENT

Ultron Recruitment and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace;
- providing and maintaining buildings, equipment and plant in safe working condition;
- supporting the ongoing training and assessment of workers;
- developing, implementing and monitoring safe work practices;
- continuously improving the standards of health and safety in the workplace;
- managing risks in the workplace; and
- providing information, instruction and supervision.

The focus of Ultron Recruitment's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.



Matt Lynch
Managing Director

on behalf of **Ultron Recruitment**

Date: 20/02/2018

Review date: 20/02/2019

3 HEALTH AND SAFETY RESPONSIBILITIES

3.1 INTRODUCTION

The Organisation is committed to ensuring the health, safety and welfare of its workers and any other people who may be affected by its operations.

In order to ensure that health and safety is successfully managed within the Organisation, the following general responsibilities have been allocated. These are to be read in conjunction with the remainder of this Health and Safety Handbook, which outlines further health and safety responsibilities, including responsibilities relating to specific risks and situations.

3.2 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so as far as reasonably practicable, the health, safety and welfare at work of all its workers while at work. In particular, it is responsible for:

- providing and maintaining its workplaces in a healthy and safe condition and providing safe systems of work;
- identifying, controlling and monitoring hazards in the workplace;
- ensuring the safe use, handling, storage and transport of plant, equipment and substances;
- providing and maintaining systems of work and a working environment that is healthy and safe;
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace;
- providing adequate facilities for the welfare of workers; and
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

3.3 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health;
- implementing safe systems of work by ensuring safe products and systems are used;
- maintaining the workplace, plant, machinery and substances;
- implementing information, training, instruction and supervision for workers;

- identifying and controlling hazards in the workplace;
- ensuring all relevant health and safety laws are complied with;
- using the resources provided for health and safety;
- ensuring workplace rules, procedures and systems are reviewed and maintained;
- promoting health and safety in the workplace; and maintaining consultative mechanisms.

3.4 WORKER RESPONSIBILITIES

As a worker, you are responsible for:

- ensuring you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the workplace policies;
- taking reasonable care for the health and safety of yourself and others who may be affected by your actions or omissions in the workplace;
- co-operating with management to ensure all health and safety obligations are complied with;
- ensuring all health and safety equipment is used correctly;
- using and maintaining the required Personal Protective Equipment (**PPE**);
- reporting any injuries sustained whilst working and seeking appropriate first aid;
- advising management, as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities;
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable;
- rectifying minor health and safety issues where authorised and safe to do so; co-operating with any health and safety initiative, inspection or investigation; and
- actively participating in any return to work program.

4 HAZARD AND RISK MANAGEMENT PROCEDURE

4.1 INTRODUCTION

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

4.2 ORGANISATION RESPONSIBILITIES

The Organisation will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records;
- assess each hazard in terms of its potential to do harm;
- identify and implement control measures to eliminate or reduce the risks; and
- monitor and review the effectiveness of the control measures.

Where necessary, the Organisation will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

4.3 WORKER RESPONSIBILITIES

As you go about your work, you may identify hazards that could present a health and safety risk to you, your colleagues and others. It is every workers responsibility to identify and report any such hazards to management.

Where you identify a hazard, if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk. If you cannot fix the problem, you are required to report it to management immediately and complete the **Hazard Report Form**.

In addition, where an inspection of the workplace is taking place, you should inform the person conducting the inspection of any ongoing health and safety concerns you have.

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

5 REPORTING OF INCIDENTS AND INJURIES

5.1 INTRODUCTION

Wherever possible, the Organisation aims to prevent any incident or injury from occurring in the workplace.

However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of a workers compensation claim. It will also assist the Organisation to identify and address any ongoing health and safety concerns or unsafe work practices.

5.2 ORGANISATION RESPONSIBILITIES

The Organisation will provide and maintain a workplace register of injuries. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of reoccurrence.

5.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete an **Incident Report Form**.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log/Register of Injuries Form**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.

6 EMERGENCY PROCEDURES

6.1 INTRODUCTION

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the organisation will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

6.2 PROCEDURES

i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire;
- activate any fire alarms and call '000'; and
- if safe, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens);
- leave the building via the closest designated exit; and proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and: do not run, crowd exits, or take your belongings with you; and

- do not return to the building until it is safe to do so.

iii) **Motor vehicle accidents**

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so;
- call the relevant emergency services (if necessary);
- seek first aid if you are injured or render assistance to any injured person if it is safe to do so;
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (if possible);
- record the registration details of the vehicles involved, as well as the name and licence details of the driver/s;
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property; and
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log/Register of Injuries Form** in accordance with the Reporting of Incidents and Injuries policy above

The employer must be informed of any and all incidents involving employer vehicles no matter how minor within 24 hours.

In addition in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours. **iv) First aid**

You are responsible for:

- knowing the identity of any first aid officers in the workplace and the location of the nearest first aid kit/s;
- seeking first aid where necessary, or complying with any management direction to seek first aid in respect of a work related injury/illness;
- informing management of any injury and recording any first aid treatment in the **First Aid Treatment Log/Register of Injuries**; and
- informing management if the first aid equipment is running low or has run out.

7 BULLYING AND HARASSMENT

7.1 INTRODUCTION

The Organisation is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

7.2 HARASSMENT

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

7.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

7.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential

helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

7.5 GENERAL NOTES

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

8 DRUGS AND ALCOHOL

8.1 ZERO TOLERANCE POLICY

The use of drugs or alcohol jeopardises a safe workplace. The Organisation has a zero-tolerance policy with regard to drugs and alcohol and the workplace. Workers are not permitted to work while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination. Non-compliance by other workers may also result in appropriate action up to and including termination of their engagement with the Organisation.

The Organisation recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

Workers and visitors must not be adversely affected by drugs or alcohol at work or while at work functions and must at all times be fit to perform their work safely.

Alcohol may be consumed at some Organisation events. Where this is the case, the Organisation encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

8.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

8.3 SCREENING

The Organisation may require screening for alcohol and drugs. For employees, this may include preemployment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Organisation reserves the right to carry out random testing across all levels of workers.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Organisation. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment;
- return a positive result following testing;
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples;
- refuse reasonable direction to undertake drug and alcohol screening; or
- are in possession of illegal drugs for supply or consumption in the workplace or the Organisation's vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Organisation.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

8.4 NO SMOKING POLICY

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

9 GENERAL WORKPLACE PROCEDURES

9.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout this Health and Safety Handbook, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

9.2 GENERAL

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority;
- all safety signs, policies and procedures are complied with in full;
- illegal drugs are not brought into, or used, in the workplace; and
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any personal protective equipment and clothing issued for your protection at all appropriate times.

9.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed;
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards;
- placing rubbish in the bins provided; and
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

9.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

9.5 FITNESS FOR WORK

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If any individual is concerned in any way about a perceived safety risk due to their own or any of their colleagues fitness for duty they have a responsibility to inform their manager.

If you arrive for work and, in the Organisation's opinion, you are not fit to work, the Organisation reserves the right to exercise its duty of care, particularly where the Organisation believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The organisation may remove you from the workplace for the remainder of the day with or without pay, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

10 OFFICE SAFETY

10.1 INTRODUCTION

The procedures below are to be followed to ensure the health and safety risks associated with working in an office are minimised.

10.2 WORKER RESPONSIBILITIES

Where working in an office, you are responsible for:

- maintaining your workstation in a manner that is consistent with ergonomic guidelines;
- ensuring and maintaining good office housekeeping, including:
 - keeping work surfaces clean and tidy; ○ maintaining clear access and passageways that are free of obstructions,
 - ensuring items and materials are stored appropriately in designated areas and not within a 1 metre vicinity of fire extinguishers, fire appliances, stairways, landings or electrical switchboards; ○ closing drawers and filing cabinets promptly after use and removing any protruding keys; ○ relocating trip hazards such as power cords, or securing these to the floor;
 - disposing of rubbish and waste in the provided waste facilities, and ensuring that these do not overflow; ○ cleaning up any spillages or breakages immediately; and
- notifying management of any hazards that cannot be immediately rectified.

11 MOTOR VEHICLES

11.1 INTRODUCTION

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Organisation recognises it has health and safety obligations in respect of this.

11.2 WORKER RESPONSIBILITIES

You are responsible for ensuring you comply with the Organisational policies and procedures relating to motor vehicles and their use. In particular you must:

- possess a current driving licence and management's authority to drive during the performance of your duties;

- produce your driving licence for scrutiny by management at any time as requested; and
- inform the Organisation immediately if you are disqualified from driving.

When operating a motor vehicle in the performance of your duties, you must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you must:

- adhere to the appropriate speed limit at all times;
- wear the restraints provided at all times when travelling in the motor vehicle
- ensure that you are not affected by alcohol and/or drugs at the time of driving;
- report any defects or issues with the with the motor vehicle to the Organisation as soon as reasonably practical;
- ensure that the motor vehicle is maintained in safe working order;
- ensure that only authorised passengers are transported and are kept safe while doing so; and ensure that authorised passengers use the restraints provided.

11.3 USE OF MOBILE PHONE WHILE OPERATING A MOTOR VEHICLE

You must operate motor vehicles in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hands free or cradle device;
- you limit your usage whilst using an approved device to short conversations only;
- you do not use SMS, video and/or email whilst driving; and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

11.4 REVERSING

At all times when reversing a truck, loaded van or any other vehicle where, due to load or conditions, clear line of sight from all internal and external rear view mirrors is impeded or obscured in any way, you must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

11.5 PROCEDURES

i) Vehicle breakdown procedure

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, you should:

- stop and park the motor vehicle in a safe place as far off the road as practical;
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow;
- use the motor vehicle's hazard lights to warn other road users;
- know who to call for assistance and have the contact details of your location, the fault/issue, and immediate actions you have taken.

You should not:

- attempt to repair the motor vehicle unless you are qualified and authorised to do so;
- stay in the motor vehicle, unless this is the safest option. Generally, it is safer for you (and your passengers) to keep well clear of the motor vehicle and wait for help to arrive;
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for you (and your passengers) to exit via the passenger side; and
- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety.

ii) Motor vehicle accident procedure

If you are involved in a motor vehicle accident, you are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, you should:

- exchange insurance details with involved parties;
- seek medical attention if required;
- notify the relevant emergency services as required; and
- advise the Organisation of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken.
- you must complete an Incident Report Form and forward it to your supervisor/manager as soon as practicable.

12 WORKING OFFSITE

12.1 INTRODUCTION

As part of your role, you may be required to work offsite in settings that are not under the control of the Organisation. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another organisation (for example, in public domains).

The procedures below are to be followed to ensure the health and safety risks associated with working offsite are minimised.

12.2 WORKER RESPONSIBILITIES

When working offsite, you are responsible for:

- ensuring you comply with any site specific health and safety instructions, policies and procedures;
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site visitors attendance log where required;
- carrying/wearing any visitor passes whilst on site as required;
- completing any site-specific health and safety induction as required;
- conducting any pre-use inspections and checks of plant and equipment as necessary;
- wearing any safety protection clothing (PPE) as required;
- using designated walkways or access paths, and obeying signage on the site;
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately;
- assessing the risks posed by any hazards and determining if it is safe to continue work; and
- following the site specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

13 HAZARDOUS MANUAL HANDLING – GENERAL PRINCIPLES

13.1 INTRODUCTION

The general principles below are to be followed in all work procedures to ensure the health and safety risks associated with manual handling are minimised.

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

13.2 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks;
- always assessing a load and the distance to be carried. Ask yourself... do I have to carry this load or can I use a mechanical aid such as a trolley?;
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward;
- whenever possible breakdown the load, use a mechanical aid or get assistance for a team lift;
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done;
- always checking your destination point and ensuring a clear path of travel;
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load;
- ensuring there are suitable grip points before lifting;
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles;
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action; and
- when putting down a load apply the same principles for lifting in reverse.

When performing any tasks that involves manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time;
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back;
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times;

- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or over use injury;
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods; and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

14 SELECTING HEARING PROTECTION

14.1 INTRODUCTION

One in six Australians suffer from hearing loss, by 2050 it is estimated this will be one in four people and this is about eight million people. Hearing loss is principally attributed to exposure to hazardous noise levels at work, music ear phones and traffic.

Noise at the workplace that exceeds the exposure standard (85 decibels) can lead to temporary or permanent hearing loss.

This hearing loss is a result of the hair cells in the inner ear being permanently damaged – and once they are destroyed, they never grow back.

Damage to hearing usually happens over a number of years and is known as noise induced hearing loss (NIHL). It is often a permanent condition that can have a negative impact on your life.

Some loud noises, such as explosive powered nail guns, firearms, stamping presses and forges, can damage your hearing instantly. This is known as acoustic trauma.

14.2 WHAT TYPE OF PROTECTOR?

Bigger Isn't Always Better. People often think that because ear-muffs are big, they provide the most protection. Hearing protectors are tested according to the guidelines in the Australian/New Zealand Standard, AS/NZS 1270: 2002. Once tested, hearing protectors are given a class rating from 1 to 5, where Class 5 currently offers the greatest level of noise reduction. Ear-muffs and earplugs are both available as Class 5 hearing protectors.

Ear muffs work by suppressing unwanted noise by completely covering the outer ear and are generally better for intermittent use.

Disposal ear plugs are compressed foam that once inserted in the ear expand to suppress unwanted noise.

Re-usable ear plugs are made from moulded silicon designed to be washed for re-use.

Filtered reusable ear plugs and custom made ear plugs are designed for both comfort, a secure fit and to reduce the occlusion effect ie, removing all sounds

14.3 NOISE SAFETY THRESHOLD

Any noise above 85 – 90 decibels can cause permanent hearing loss and so hearing protection must be worn. The only way to be absolutely sure about the noise level to have a competent person engaged to perform an exposure measurement. Manufacturers can also provide information about the noise output from plant and equipment. Remember that music and public address systems add to the noise load that is generated in operations.

14.4 DON'T OVER PROTECT YOUR EARS

Avoid hearing protection that cuts out too much noise. They can:

- reduce your ability to hear warning signals; and
- tempt you to remove the hearing protectors to hear what other people are saying to you.

Hearing protectors should be used the entire time you are exposed to noise as removing your earplugs for even a short time drastically reduces their effectiveness. For example, removing your hearing protector for just five minutes out of an eight hour day will reduce your hearing protection by 40%. Another way to consider this is that a hearing protector that gives a 30 decibel of noise reduction if worn continuously over an eight hour day is reduced to only approximately nine decibels of noise reduction if taken off for one hour whilst exposed to the hazardous noise.

14.5 COMMUNICATION BREAKDOWN

If you currently use foam earplugs consider that these reduce high frequency sound much more than the low to mid frequencies. The frequencies of speech occur in the mid to high frequencies. This is why it is often difficult to engage in conversations while you are wearing foam earplugs. Amongst your options are filtered earplugs (reusable and custom), which reduce the volume of the noise more evenly across all frequencies and provide better sound quality than foam earplugs. This means you can communicate with fellow workers, answer telephones and hear warning signals.

Avoid that “Closed In” Feeling. Traditional forms of hearing protection can cause you to feel “closed in” and isolated from your surroundings. The so called “occlusion effect” can make some people feel uncomfortable about wearing hearing protection as it feels like you’re talking inside your own head. By comparison, filtered earplugs (reusable and custom) along with the appropriate class protection ear muffs are designed to minimise the occlusion effect and make outside noise sound as natural as if you weren’t wearing hearing protection.

14.6 COMFORT

Don’t buy hearing protection that is uncomfortable to wear for long periods of time. If the job depends on wearing hearing protection all day, every day, you need to be sure it will be comfortable to wear for long

durations. Otherwise workers will be tempted not to wear anything, which may result in permanent hearing loss.

For example, for work in high temperature environments, you may consider using earplugs in preference to ear-muffs to minimise discomfort. Workers may also find their ear canals get sore from repeated use of single use foam hearing protectors. Custom made hearing protectors will fit the ear perfectly, making them comfortable to wear for long periods.

14.7 POINTS OF DIFFERENCE

The choice of hearing protection is governed by a number of factors including the level of the noise, comfort of the user and appropriateness of the type of protection for the environment in which it is used. When choosing a product you should ask the following questions:

- what material are the hearing protectors made from?;
- how long do the hearing protectors last for?;
- is there a choice in the level of attenuation (noise reduction) available?;
- what guarantees do the suppliers offer on the hearing protectors?; and
- what is the after-sales service if I find they don't fit properly?

15 SUN SAFETY

15.1 INTRODUCTION

Australia has one of the highest rates of skin cancer in the world. Despite being an almost entirely preventable disease at least two in every three Australians will develop skin cancer before they reach the age of 70. Of all new cancers diagnosed in Australia each year, 80 percent are skin cancers.

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is a known carcinogen.

All skin types can be damaged by exposure to solar UVR. Damage is permanent and irreversible and increases with each exposure.

As part of the risk management approach, the Organisation has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. Through adopting a hierarchy of controls and as far as reasonably practicable, the organisation will eliminate or minimise the risks from exposure to solar UVR for outdoor workers.

15.2 WORKERS RESPONSIBILITIES

Workers will:

- co-operate with measures introduced by management to minimise the risks associated with exposure to solar UVR;
- follow information, training and instructions about using sun protection control measures;
- participate in sun protection education programs;
- act as positive role models; and
- be responsible for their own sun protective practices at work.

16 HAZARDOUS CHEMICALS

16.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace.

This procedure will help to ensure that you are informed about hazardous chemicals and exposures to prevent disease and injury when using any hazardous chemical.

16.2 WORKER RESPONSIBILITIES

Where working with hazardous chemicals, you are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet;
- following any guidance or instruction you receive on how to perform work involving hazardous chemicals;
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemicals containers, returning chemicals to the appropriate storage, locking storage areas where possible, etc;
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers, incorrect storage etc;
- immediately reporting any incident involving hazardous chemicals to management; and
- ensuring you utilise any PPE that is provided to you.

17 PLANT AND EQUIPMENT

17.1 INTRODUCTION

The procedures below are to be followed to ensure the health and safety risks associated with plant and equipment are minimised.

17.2 WORKER RESPONSIBILITIES

Where working with plant and equipment you are responsible for ensuring that you:

- are competent, or suitably supervised during training;
- maintain a high risk work licence if required to work on plant where it is required;
- operate plant and machinery in a safe manner so that you do not put yourself or others at risk;
- operate plant and machinery in accordance with the manufacturers recommendations or procedures; and
- inspect all plant and equipment before use and notify the Organisation if any defects are detected.

17.3 ELECTRICAL SAFETY

Portable equipment is vulnerable to damage and may present an electrocution risk if not used safely. When using portable electrical equipment you must:

- visually inspect cords and leads and equipment for damage every day, if damaged advise management immediately, tag as out of service, and remove the equipment from site;
- keep all cords and leads out of water and away from walkways;
- ensure tools are electrically safe and display a current test tag;
- use power socket outlets that have built in safety switches or fixed outlets connected to safety switches and test daily by push button.

17.4 LOCKED OUT AND TAGGED PLANT

When working in the vicinity of any items of plant or equipment which are locked (out of service) or tagged to warn of a hazard, you must:

- not remove any lockout device or tag that was not put in place by you;
- only use approved lockout devices and tags;

- utilise one lock per person when more than one worker is working on a locked out item of plant;
- ensure that each locking device only has one key; and
- complete tags correctly and in full.

You must not lockout or tag an item of plant for inspection, repair, adjustment, maintenance or cleaning unless you are authorised by management to do so.

18 ASBESTOS

18.1 INTRODUCTION

The mineral asbestos was commonly added to building materials which are given the general term 'asbestos containing material' (ACM).

Exposure to asbestos fibres has been linked to asbestosis, mesothelioma and lung cancer. Each of these diseases can emerge from between 10 and 50 years following exposure and can be fatal.

The removal of asbestos presents as a significant risk to workers undertaking such work. As part of your role you may be required to work with asbestos hazards in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with asbestos hazards are minimised.

18.2 WORKER RESPONSIBILITIES

Where working with asbestos you are responsible for:

- ensuring you are familiar with the hazards associated with asbestos removal;
- ensuring that you have sufficient skills, knowledge and level of competency to undertake any proposed work associated with asbestos removal;
- following any guidance or instruction you receive on how to perform work involving asbestos removal;
- taking reasonable care to prevent asbestos exposure to other workers;
- notifying management of any risks associated with the removal of asbestos that you become aware of, for example suspected asbestos that may not have previously been identified on the removal control plan or where you identify a potential risk not previously identified;
- immediately reporting any incident related to asbestos removal to management;
- ensuring you use any and all PPE that is provided to you;

- ensuring you use all waste containment, decontamination and/or disposal facility or procedure in place during or subsequent to the removal process; and
- submitting to any commissioned and provided health monitoring associated with the removal of asbestos.

19 WORKING AT HEIGHTS

19.1 INTRODUCTION

The procedures below are to be followed to ensure the health and safety risks associated with working at heights are minimised.

19.2 WORKER RESPONSIBILITIES

Where working at heights you are responsible for:

- following any guidance or instruction you receive on how to safely perform your work at heights;
- utilising any fall prevention, fall arrest or other personal protective equipment that is provided to you;
- notifying management of any working at heights risk that you become aware of;
- immediately reporting any incident involving working at heights to management; and
- taking reasonable care to stop objects from falling, for example by erecting barricades and signage.

Where working below others working at heights, you are responsible for:

- complying with any signage or barricades in the work area;
- notifying management of any falling object risks that you become aware of;
- immediately reporting any incident involving falling objects to management; and
- utilising any personal protective equipment required (for example, a hard hat, hearing protection, safety glasses etc).

20 CHECKLIST FOR UNDERSTANDING HEALTH AND SAFETY HANDBOOK

For each statement below please circle whether it is true or false.

	True	False	Office use
Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace.	T	F	
Being affected by illegal drugs whilst at work or smoking in the yard may result in the termination of a worker's engagement.	T	F	
Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement.	T	F	
You must wear PPE including safety footwear and high visibility clothing when at work if directed by management.	T	F	
If you identify a hazard in your workplace, you don't have a responsibility to do anything.	T	F	
ALL accidents/incidents or near hits/misses must be reported to management.	T	F	
You don't have to follow workplace rules if you think they are unnecessary.	T	F	
Poor housekeeping (untidy workplace) does not have an impact on health and safety.	T	F	

21 ACKNOWLEDGEMENT FORM

Please complete this acknowledgement form, along with the above **Checklist for Understanding** and provide these two pages to the Organisation.

I _____ (please print name) acknowledge that I received a copy of this Ultro Recruitment Health and Safety Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within the Ultro Recruitment Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: