



Work Health and Safety Manual 2018

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Overview

The Work Health and Safety (WHS) Management System is to apply to all sites and offices of Show Support Pty Ltd and any site under management by the company, along with any project involving its workers.

Failure to comply with the requirements of the WHS Management System will lead to disciplinary action.

The purpose of this system is to establish and maintain the effective management of the WHS. It is designed to provide compliance with all WHS legislative requirements and promote excellence in Work Health and Safety management through a process of continual improvement.

Show Support Pty Ltd has implemented a structured safety management system to achieve a consistently high standard of safety performance. In addition, it will serve to ensure Show Support Pty Ltd meets the obligations of its internal Work Health and Safety policy and relevant Work Health and Safety legislation.

Show Support Pty Ltd will review this system regularly in order to provide guidance for internal/external consultation, development and improvement processes. More frequent reviews will take place in response to organisational and legislative changes.

Show Support Pty Ltd recognises that the success of the system depends on commitment from all levels and functions, particularly the leadership of management. Show Support Pty Ltd has defined a WHS Policy and Objectives, and plans to implement, monitor and evaluate its procedures which give effect to the WHS policy and objectives; and achieve conformance with such planned procedures.

The policy and procedures are formally authorised and approved by the Managing Director by signing the document.

The WHS Management System will be released as a controlled document and the controlling authority shall be the Managing Director.

This will be managed under the quality control system currently maintained by Show Support Pty Ltd.

The Managing Director also has been assigned custody to ensure the procedure is maintained and updated.

1. WORK HEALTH AND SAFETY POLICY

Objective:

Show Support Pty Ltd is able to demonstrate an active, consultative commitment to all areas of health and safety management in the workplace.

1.1. Health and Safety Policy

Show Support Pty Ltd has developed and implemented a structured health and safety management system to meet its obligations and legislative requirements. This will also assist to achieve a consistently high standard of safety performance. Regular review of WHS at senior level reinforces its importance to Show Support Pty Ltd's commercial objectives and legal obligations.

1.2. Policy Authorised by Senior Management

The Managing Director will formally sign and date the current written policy and display it in the designated areas. The Managing Director will formally approve the policy and procedures.

The Managing Director reviews the documented Health and Safety Policy every year.

1.3. Policy Incorporates Management Commitment to Comply with Relevant Legislation

Show Support Pty Ltd's Health and Safety Policy will ensure compliance with legislative requirements and current industrial standards such as:

- The Statutory Health and Safety Acts.
- Various Codes of Practice.
- AS/NZS 4801 ~ Occupational Health and Safety Management Systems – General guidelines on principles, systems and supporting techniques.

1.4. Policy Includes Management Responsibilities

Show Support Pty Ltd has delegated general and specific health and safety responsibilities applicable to the various management levels of the organisation. The responsibilities are assigned to the levels of management as shown below and are based on the referenced legislative standards.

Further individual responsibilities are contained in particular procedures and position descriptions. Every level participates in the establishment and maintenance of the WHS controls as well as assisting in WHS planning.

Show Support Pty Ltd's WHS Policy is to inform workers and other interested parties that WHS is an integral part of its operations. All staff are actively involved in the review and continual improvement of WHS performance as this reinforces the company's objectives.

General Duties:

Managing Director

- Formally approve the Work Health and Safety Policy.
- Assign custody to ensure procedure is maintained and updated.
- Formally approve the Work Health and Safety Procedures.
- Review overall organisational health and safety performance.

- Participate where required in the resolution of safety issues.
- Review serious injuries/incidents and monitor corrective actions.
- Review health and safety performance of middle management.
- Ensure organisational compliance with health and safety legislation.

Supervisors will;

- Implement the WHS Policy, WHS Procedures and legislative requirements.
- Monitor health and safety performance within area of responsibility.
- Demonstrate commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections, etc.
- Participate, where required, in the resolution of safety issues.
- Investigate all injuries/incidents within area of responsibility.
- Ensure liaison with workers, particularly on any workplace changes which have a health and safety component.
- Initiate actions to improve health and safety within area of responsibility.
- Actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.
- Participate in consultation.
- Ensure all workers are inducted and receive regular training as required to perform jobs safely.
- Facilitate rehabilitation of injured workers.

Duty of Officers

If a person conducting a business or undertaking has a duty or obligation under the Act, an officer of the person conducting the business or undertaking must exercise due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.

Duties of Workers and other persons at the workplace:

Workers will:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Other Persons at the workplace will:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

1.5. Consultation with Worker Representative

Show Support Pty Ltd is committed to consultation and co-operation between management and workers, to any change or input to the health and safety policy that will affect the workplace.

1.6. Reporting and Recording of Workplace Incidents and Injuries

Show Support Pty Ltd has a strict procedure for internal and external reporting and recording of work-related incident, injury, or illness.

1.7. Continuous Improvement in Health and Safety

Show Support Pty Ltd WHS process is subject to regular reviews when factors likely to affect the degree of risks from hazards or the context such as changes in the organisation, materials, work procedures, work location, processes or methods occur. There are legislative requirements related to the type or frequency of monitoring and review activities such as safety inspections and audits.

As time proceeds new information comes to light in terms of risk and therefore the WHS assessment needs to be repeated regularly. Repeating the assessment process with rigorous acceptability criteria also promotes continual improvement in managing WHS.

1.8. Manager's Understand Health and Safety Management

Show Support Pty Ltd management team, are responsible for the development, promotion and implementation of WHS policies and procedures and therefore have a thorough understanding of the scope and structure of health and safety management. They are also responsible for communicating and training workers in all aspects of WHS management.

Various seminars, briefings, conferences and training sessions are attended as and when are necessary and available.

1.9. Management Support Early RTW of Injured Worker

Show Support Pty Ltd supports the early return to work (RTW) of injured workers provided this has been endorsed by a medical physician that the injured worker is capable of RTW. A RTW plan will be developed including suitable alternative duties, which will be identified after consultation with relevant parties and will be in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.

Work Health & Safety Policy

Commitment:

Show Support Pty Ltd is committed to providing a safe and healthy workplace for all of our workers. Show Support Pty Ltd further recognises its responsibilities to provide a safe and healthy work environment for contractors, clients, visitors and the public.

Scope:

This policy covers all activities and persons working within any premises of Show Support Pty Ltd.

Objective:

The objective of this policy is to ensure all workers are able to work in an environment which doesn't cause harm to them and where they contribute to continuously improving work health and safety within the Show Support Pty Ltd business.

Policy:

Show Support Pty Ltd provides, maintains and promotes a safe work environment and safety management system that is characterised by:

- a systematic approach to identifying, assessing and controlling health and safety hazards and risks through the development and implementation of suitable procedures;
- ensuring as far as practicable all operations conducted by workers are in accordance with relevant legislation and regulatory requirements and relevant industry standards;
- effective management demonstrated by commitment and direct involvement at all levels of the company;
- effective two-way communication as an integral part of every job;
- the provision of appropriate facilities, equipment, education, training and supervision for workers to ensure healthy and safe working conditions and methods.

Responsibilities:

Creating a safe work environment and care for the environment is the responsibility of all Show Support Pty Ltd workers.

To achieve the stated policy objective, the commitment and contribution of each and every worker is required through:

- taking responsibility for the health and safety of themselves and their fellow workmates;
- not compromising personal health and safety in the mistaken belief that other requirements are more important;
- considering health and safety as an integral part of their work.

Show Support Pty Ltd Management are required to:

- facilitate continuous improvement through periodic review of objectives and performance measures, systems, practices and procedures to ensure their continued effectiveness and relevance.



01/01/2018

Signed by Director

Dated

2. PLANNING, REVIEW AND EVALUATION

Objective:

Show Support Pty Ltd is able to demonstrate a focus on continuous improvement through a systematic approach to Work Health and Safety that includes setting specific objectives, establishing support systems or programmes to achieve objectives, regular review of progress and evaluation of outcomes.

2.1. Review of Health and Safety Management

Show Support Pty Ltd reviews its health and safety system annually to gather material to help develop an improvement plan. This includes:

- Identifying the effectiveness of systems and practices currently in place.
- Establishing baselines against which future progress can be measured.
- Quantifying costs related to workplace illness and injury.
- Identifying hazards and injury factors.

More frequent reviews will take place in response to organisational and legislative changes. Management will undertake the reviews in consultation with staff.

The WHS Management system is reviewed following:

- Critical event (Notifiable Incident).
- Change in work procedures.
- Change in policy including any applicable legislation changes.

The review can occur whenever the above is recognised by either management or worker.

Refer to Appendix Procedure 1 – Health and Safety Plan.

2.2. Health and Safety Objectives

Show Support Pty Ltd has documented their health and safety objectives. An Objectives and Targets Procedure has been implemented.

Objectives

Show Support Pty Ltd will:

- provide safe plant and systems of work;
- provide written procedures and instructions to ensure safe systems of work;
- ensure compliance with legislative requirements and current industry standards;
- provide information, instruction, training and supervision to workers and customers to ensure their safety;
- provide support and assistance to workers.

2.3. Consultative Process to Review and Evaluate Hazard Management

Show Support Pty Ltd is committed to consultation and co-operation between management and workers. The organisation will consult with workers by direct consultation and regular communication meetings and on any workplace change that will affect the health and safety of any workers.

The Hazard Management Review is a consultative process with workers as demonstrated in the minutes of worker meetings. The WHS Safety Plan also indicates when the Hazard Management Review took place.

2.4. Knowledge of Current Health and Safety Information

Show Support Pty Ltd is committed to building a strong foundation for health and safety. To ensure that management and workers have a greater understanding of health and safety policies and procedures they have access to current health and safety information and legislation, as well as Show Support Pty Ltd maintaining a list of current health and safety documents and resource information.

All WHS information is available through;

- Legislation;
- Relevant Statutory Work Health and Safety Acts;
- Regulations associated with above;
- Codes of Practice;
- AS/NZ Standards.

If not available in hard copy they are available through the Statutory Websites.

To demonstrate conformance the following occurs;

- Regular audits;
- Action on audit recommendations;
- Minutes of both management meetings and worker meetings where WHS was discussed ;
- Record of incident investigations.

2.5. Self-Assessment Procedure

Show Support Pty Ltd has an internal audit system to determine whether the system has been properly implemented and maintained and whether the organisation has met the performance objectives set within its WHS Policy.

The internal audit system uses AS4804 to ensure consistency of the audit process and its outcome. The audit frequency is annual, and will be performed by a member of the management team in conjunction with a workplace representative.

3. HAZARD IDENTIFICATION, ASSESSMENT AND MANAGEMENT

Objective:

Show Support Pty Ltd has an active method that systematically identifies, assesses and manages the actual and potential hazards in the workplace, over which Show Support Pty Ltd has authority or influence.

3.1. Procedure to Identify and Record Hazards in the Workplace

Show Support Pty Ltd has a procedure, by which all hazards will be identified, including all situations or events that could give rise to potential injury, illness or damage to plant or property.

Refer to Appendix Procedure 2 – Risk Management

- 1 Potential hazards, which have been identified, should be notified to the immediate supervisor.
- 2 Hazard identification and risk assessment must accompany any proposal for the introduction of new equipment or processes or the modification of equipment or processes.
- 3 Once a potential hazard has been reported or changes proposed, it shall be brought to the attention of the management team and the workers through the consultative process.
- 4 The appropriate Manager will implement control measures where appropriate, based on the hierarchy of control (see below).
- 5 Hazard Controls will be developed and implemented as part of the risk control mechanism.
- 6 The full assessment report will be tabled in a Communication Meeting within 1 week. The workers may recommend additional action.
- 7 The management and workers should review the controls within 1 week of their introduction to ensure that they are appropriate and that additional hazards have not been introduced. The assessment team may recommend changes to controls where appropriate.
- 8 The Manager implements any modifications to the controls.
- 9 A full Hazard Control Report is tabled at the Communication Meeting.
- 10 Review of controls is included in the regular hazard inspections of the area.

3.2. Process to Assess and Identify Significant Hazards

Hazard identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property.

3.3. Appropriate Control for Significant Hazards

Hazard control is the process of implementing measures to reduce the risk associated with a hazard. Significant hazard control is the process of implementing measures to reduce the risk associated with significant hazard. The control process must follow the control hierarchy, in order, as prescribed in health and safety legislation. It is always important that any control measures do not introduce new hazards, and that ongoing effectiveness of the control is monitored.

The Hierarchy of Control is:

- 1 ELIMINATION: Remove the hazard completely.
- 2 ISOLATION: Separate people from the hazard (guards, barriers, enclosure etc).
- 3 ENGINEERING: Engineering controls (earth leakage device, mechanical lifters etc).
- 4 ADMINISTRATION: Change of work practices (training, SWMS, procedures etc).
- 5 PPE: Personal protective equipment (hearing protection, eye protection, gloves etc).

Note: Provision of protective equipment should always be the **last** control option considered. A combination of controls may be appropriate however the combination must be based on the control hierarchy (i.e. must consider using category 1 before relying on 5).

3.4. Trained and Experience People to Identify and Manage Hazards

Show Support Pty Ltd has appointed trained and competent staff and they will receive ongoing training in hazard identification and management, risk assessment and control techniques.

3.5. Hazard Identification of New or Modified Equipment, Material, Process or Services

Show Support Pty Ltd will identify hazards and assess risks for any new or modified equipment, material, process or services. The assessment will be conducted in consultation with relevant workers and reported to the Managing Director for further discussion or implementation.

3.6. Active Involvement of Worker Representative in Hazard Management

Show Support Pty Ltd has a consultation mechanism where workers are involved in decisions affecting WHS. All workers are encouraged to participate in discussions, development, and the implementation of WHS issues.

All workers are encouraged to raise WHS issues with their Manager. Show Support Pty Ltd has an "open door" communication policy to encourage workers to discuss any concerns on WHS issues and to offer suggestions to their Manager/Supervisor.

3.7. Clear Marking of Designated Areas to Minimise Hazards

Other work areas where workers, visitors or the public at large are exposed to some risks or hazards are identified with proper markings. Show Support Pty Ltd ensures that visitors and workers to our sites are informed of the risks involved and ways to avoid those risks.

3.8. Safe Work Method Statements (SWMS)

Safe Work Method Statements (SWMS) can be used to identify the hazards associated with each step of a particular task and to specify the measures for controlling the risks associated with the hazards.

The **Safe Work Method Statement (SWMS) form** can be used to list the safety and administrative requirements of a task including: permits required, working environment and associated hazards, PPE, tools and equipment and emergency requirements. It is also used to breakdown a particular task into basic steps, identify the potential hazards associated with those steps and to select, list and apply appropriate hierarchical control methods to control the identified hazards.

4. LEGAL AND OTHER REQUIREMENTS PROCEDURE

Objective:

To ensure Show Support Pty Ltd's work is completed in line with legislative requirements at all times.

Procedure

A Legal Register (***Legal Register***) has been developed detailing information pertaining to Relevant State Legislation.

The Legal Register will be consulted prior to completion of a project management plan, work procedures, Job Safety; these will form the corner stone in adhering to legal and other requirements.

Show Support Pty Ltd receives regular updates via the WorkSafe, Environmental Protection Agency and Safety Institute of Australia websites and communicates changes as appropriate. All such changes are entered into the legal register and updated into the WHS Manual.

All Managers are responsible for checking the validity of standards or regulations pertinent to their area of expertise and updating relevant personnel.

Compliance with relevant legislation is evaluated as part of the compliance review program outlined in this Manual.

5. TRAINING AND SUPERVISION

Objective:

Show Support Pty Ltd will ensure that all workers are informed of their own responsibilities for health and safety in the workplace. Show Support Pty Ltd will ensure that workers have specific knowledge concerning the management of hazards to which they are exposed. This will be achieved through training in workplace procedures, environment, equipment and materials.

5.1. Health and Safety Induction Programme for New Workers

“First Day Induction” for new or transferred workers is to be provided by the Manager or Supervisor. The Induction is a verbal explanation, observation of the task in a safe working environment with supervision.

All items on the *First Day Induction Checklist Form* are to be explained to the worker and this includes: -

- hazards associated with the job and appropriate controls;
- safe way to do the job;
- emergency procedures and equipment, facilities such as toilets, meal rooms and first aid kit; copy of health and safety policies and procedures;
- explain safety signs, symbols and safety controls;
- safety equipment and how to use them;
- procedures and forms for reporting injury and near miss; etc.

The induction form is to be signed by both the new worker and the person providing the training (i.e. Manager or Supervisor) and held in the personnel file.

5.2. Identification of Health and Safety Training Needs

Show Support Pty Ltd will undertake on-going assessment and record required training in the Training Register to ensure that every worker is provided with the appropriate training. Procedures are in place to ensure that workers have appropriate competencies and these are kept up-to-date in tasks where hazards and risks have been identified. Training programmes are developed after completing an assessment of current capability against the required competency profile.

Show Support Pty Ltd documents and records training provided to establish and evaluate its effectiveness. The WHS competency standards include:

- using industrial competency standards,
- examining job descriptions, analysing work tasks,
- analysing results of inspection and audits and review of incident reports.

5.3. Health and Safety Information and Training are Clearly Understood

All workers who are required to complete some form of recurring training, certification or assignment of responsibilities must be reminded through the training record database. All in-house and external training is recorded and signed by workers who participated. The worker must demonstrate competency in the area of training. Qualified, experienced, and competent professionals must carry out all training.

The Manager maintains a reminder for recurring training and competencies are demonstrated by;

- post training questionnaire,
- practical demonstration,
- verbal confirmation,

5.4. Access to Staff with Skills, Experience and Qualification for Training

Show Support Pty Ltd ensures that its managers and workers are adequately trained, experienced and qualified with the relevant skills to undertake in-house training. Trainers are documented on the *Training Attendance Register Form* with their qualification, relevant skills, and experience.

5.5. Process to Determine External Trainers

External trainers are selected by demonstration of;

- qualifications,
- experience,
- recommendation,
- their competency to complete the training at the required standard.

Selection Criteria:

1. Knowledge and understanding of our business.
2. Provision of services that meet our training requirements.
3. Understanding of our culture and meeting the special demands that this places on providers.
4. Cost effective solutions that can be customised if necessary to our specific requirements.
5. Meet legal requirements of contract obligations e.g. St John First Aid

5.6. Health and Safety Documented Control System

Documentation of operation processes and procedures are defined and appropriately documented and updated as necessary. Show Support Pty Ltd has clearly defined the various types of documents, which establish and specify effective operation procedure and control.

Workers are trained as to why and when these procedures are required and to be competent in their use. Procedures are reviewed regularly as well as when changes to equipment, processes or material have occurred.

WHS documentation supports worker awareness of what is required to achieve the WHS objectives and enables the evaluation of the system and performance. The documentation, also known as the WHS manual, are current, comprehensive, and dated, to ensure it is the current version.

Access to the documentation is available to all workers. The document contains the name of the contact person with specific responsibilities to WHS issues.

5.7. Access to Health and Safety Information

WHS Manuals are available where Show Support Pty Ltd operations are performed and are easily accessed by all workers. Other safety information such as current WHS Legislation, Internet, and other WHS information are available to all personnel.

6. INCIDENT REPORTING, RECORDING AND INVESTIGATION

Objective:

Show Support Pty Ltd has an active reporting, recording, investigation and corrective action process. The terms of incidents and injuries in this context includes all “near miss” or “near hit” events, work-related illnesses and injury, events that harmed or might have harmed, any worker during the course of their work.

6.1. System for Reporting, Recording and Analysing Incidents, Injuries and Work-related Illness

Show Support Pty Ltd has a documented procedure for reporting, recording and analysing incidents, injuries and work-related illnesses.

- The *Incident Report Form* is to be completed by the worker or the immediate supervisor within 24 hours of the injury or incident.
- All injuries are to be reported.
- Incidents where a person could have been injured or equipment damaged must be reported.
- It is the responsibility of the each supervisor to ensure the completed Incident Report is sent to the location indicated on the form within 24 hours of the time of the injury or incident.
- On receipt of an Incident Report, the Manager shall immediately arrange for an investigation to be commenced.
- For all injuries and incidents, an *Incident Investigation Form* is to be completed by the Manager (or person designated by the Manager) in conjunction with the worker involved.
- Training in the incident investigation process is provided to all workers.
- The report is to be completed within 24 hours of the incident and forwarded to the Manager.
- Each investigation should have attached to it a copy of the Incident Report. All Workcover or Workers compensation agent/insurer claims must have an incident investigation report completed.

6.2. Worker Specific Responsibilities to Report Incidents, Injuries and Work-related Illness

Workers are responsible for reporting of all work-related injuries, illnesses, incidents where a person could have been injured, and equipment damage. The worker or immediate supervisor must complete Incident/injury Report within 2 hours of the injury or incident. It is the responsibility of the supervisor to ensure that the report is sent to the location indicated on the form within 24 hours of the time of the injury/incident.

6.3. Legislative Notification when a Notifiable Incident Occurs

Show Support Pty Ltd has a procedure to record in a register all injuries/incidents in the workplace. If the incident is a notifiable incident (see below), then Show Support Pty Ltd has a procedure to notify the Statutory Authority in accordance with their reporting requirements.

A written notice in the required form is to be provided to the Statutory Authority within the specified time frame, or as soon as possible after Show Support Pty Ltd is aware of the injury/incident.

Notifiable incidents:

There are three types of notifiable incidents, relating to:

1. the death of a person
2. a serious injury or illness of a person
3. a dangerous incident.

Serious injury or illness:

It means an injury or illness requiring the person to have:

- a) immediate treatment as an in-patient in a hospital; or
- b) immediate treatment for:
 - the amputation of any part of their body
 - a serious head injury
 - a serious eye injury
 - a serious burn
 - the separation of their skin from underlying tissue (such as degloving or scalping)
 - a spinal injury
 - the loss of a bodily function
 - serious lacerations; or
- c) medical treatment within 48 hours of exposure to a substance.

It is important to note that the treatment under (b) and (c) does not have to be as an in-patient in a hospital.

Dangerous incident:

The Work Health and Safety Act 2011 defines a 'dangerous incident' as a workplace incident that exposes a worker (or any other person) to a serious risk to their health or safety, emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance, or
- an uncontrolled implosion, explosion or fire, or
- an uncontrolled escape of gas or steam, or
- an uncontrolled escape of a pressurised substance, or
- electric shock, or
- the fall or release from a height of any plant, substance or thing; or

- the collapse, overturning, failure or malfunction of or damage to any plant that must be authorised for use, or
- the collapse/partial collapse of a structure, or
- the collapse or failure of an excavation or of any shoring supporting an excavation; or
- the inrush of water, mud or gas in workings, an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

6.4. Workplace Rehabilitation Process

Workers are responsible for obtaining appropriate medical treatment for an injury. For work-related injuries, workers must get a Medical Certificate from their Treating Medical Practitioner. Staff must immediately report all injuries to the Supervisor. For work-related injuries, workers must complete an *Incident Report Form*. Workers must actively participate in Workplace Rehabilitation plans and return to work duties.

Depending on the work-related injury, compensatory benefits payable by WorkCover or the Workers compensation agent/insurer may include weekly compensation payments, medical, hospital and rehabilitation costs, reasonable travel expenses and lump sum payment for permanent impairment. Compensation is not payable for damage to clothing, jewellery or vehicles.

All WorkCover or Workers compensation agent/insurer forms are available from HR or directly from WorkCover or Workers compensation agent/insurer.

6.5. Procedure to Investigate Injuries, Incidents that Harmed or might Harm Workers

The investigation of injuries/incidents provides an opportunity to examine many aspects of our operations. The key of the investigation is to identify control measures that will prevent a recurrence of the same incident/injury. The focus is to identify the deficiencies in the system and to make changes if necessary to prevent a recurrence.

The procedure starts with an investigating team nominated to conduct the investigation. Depending on the seriousness or the complexity of the incident, a senior member of management, and a person with technical knowledge of the work and a WHS professional will be included in the team.

The main stages of the investigation are: -

- Gather objective information and establish facts;
- Collect data that relates to environment and the human factors;
- Isolate the contributing factors;
- Determine corrective and preventative actions;
- Prepare a report (contain a proposed action plan for management consideration and implementation).

6.6. Procedure for Corrective Action to any Deficiencies Identified during an Investigation

Show Support Pty Ltd management will evaluate the action plan proposed by the investigating team before taking preventative and corrective action. Show Support Pty Ltd then either implements the corrective action provided by the investigating team, or develops a system that will address the deficiency with the current system and prevents any future recurrence.

The new system will comply with the designated standards and WHS legislative requirements, and after implementation, will have an evaluation procedure to ensure its effectiveness.

On completion of the investigation, senior management will be provided with a copy of the report to ensure that any recommendation has been actioned.

6.7. Review Injury and Incident Data to Identify Trends and Provide Injury Prevention Initiative

Show Support Pty Ltd regularly utilises the data from the *incident register* to identify injury/incident gaps, trends and areas of opportunity for improvement. This will include developing corrective strategies, verifying the effectiveness of preventative or corrective actions and the development of objectives and targets for further improvements.

7. CONSULTATION AND PARTICIPATION

Objective:

Show Support Pty Ltd will ensure that all workers have ongoing opportunities to be involved and to have their interests represented in the development, implementation and evaluation of safe workplace practices.

7.1. Forum for Communication between Employer & Worker Representatives

Show Support Pty Ltd encourages workers to participate in discussions regarding safe work practices and WHS issues. A monthly communication meeting occurs where workers are encouraged to attend and discuss any incidents/injuries and hazard alerts. Show Support Pty Ltd has an open door communication arrangement and encourages workers to discuss any concerns, WHS issues and offer any suggestions on WHS, work safe practices and injury management.

7.2. Worker Representative to be involved in WHS Development, Monitoring and Review

Show Support Pty Ltd has recognised the importance of worker involvement in the process and consults with workers concerning the development, assessment of risks, identification of hazards, monitoring of performance and reviewing of objective targets against performance.

7.3. WHS training for Workers actively involved in WHS Management

Show Support Pty Ltd has a procedure for identifying competencies, licences and training needs of all workers. Any workers, who are actively involved with WHS management but require further training, are entered into the Training Register. This information is used as a method of targeting future training requirements and maintaining legislative compliance.

8. STRUCTURE AND RESPONSIBILITIES PROCEDURE

Objective:

Show Support Pty Ltd has delegated responsibilities within the organisation.

Procedure:

Responsibility and authority for management system roles is summarised below. Responsibility and authority for the day to day running of Show Support Pty Ltd are summarised on the Position Summaries with further details provided in the various Handbooks and Work Procedures as relevant.

Apart from specific responsibilities, all staff members are required to:

- Maintain a current knowledge of all management system matters relevant to their position and undertake any further training as identified by the relevant Manager.
- Carry out daily tasks according to management system documents.
- Complete and file records as specified by management system documents.
- Ensure that any documents used are the current version.
- Identify problems or potential problems and take appropriate corrective or preventive action.
- Contribute to the continual review and improvement of the management system.

Senior Management

- Senior Management will liaise closely with Project Managers / Supervisors, WHS Managers and Client Representatives to ensure all WHS matters / activities are being adhered to.
- Senior Management has direct input at the WHS Management meetings which address all WHS topics.

Managers

Responsibility for the administration of the WHS system is part of this role. Responsibilities include:

- Ensure all staff members are adequately trained and aware of their responsibilities under the WHS system.
- Maintain and distribute WHS system documents.
- Co-ordinate the continual review of the WHS system.
- Report on the performance of the WHS system and recommend improvement.
- Plan and co-ordinate training.
- Schedule and appoint auditors to conduct internal audits.
- Hazard management practices.
- Environmental control practices and action plans.
- Maintain injury / incident register and statistics.

- Conduct formal injury / incident investigations.
- Chair WHS meetings
- Co-ordinate workers compensation claims and rehabilitation programs in conjunction with external experts.

Project Managers / Supervisors

Project Managers / Supervisors have a key role in day to day compliance with the WHS system (which includes, but is not limited to, site specific requirements, JSAs, SWMSs, Safe Work Procedures, Injury / Incident reporting, Personnel Protective Equipment, staff / subcontractors / service providers competencies / certification, Prestart and Toolbox meetings, Site Inspections and Site Management Plans).

Workers and Service Providers

Workers and Services Providers are required to:

- Follow safety and health instructions.
- Ensure their own safety and health at work
- Avoid adversely affecting the health or safety of any other persons through any act or omission at work
- Use and look after personal protective clothing and equipment.
- Report to the employer any hazards or situations, which might present a hazard.
- Report to the employer work related injuries, harm to health or the environment.
- Co-operate with employers on safety and health matters.

Workers' responsibilities for safety and health cover any issue over which they have control.

The basic principle is that you must take responsible care for your own safety and for the safety of others. You must not wilfully put at risk the safety and health of others.

9. DOCUMENTATION AND RECORDS PROCEDURE

Objective:

To ensure the latest version of all key documents are available to all relevant staff, and to ensure records are filled out and filed (electronically or hard copy as appropriate) in an effective and timely manner.

Procedure:

Any printed copy of documents within the WHS Management System is an uncontrolled copy. To ensure that you are using the latest version of any documents, please refer to electronic copies held.

The WHS Manager is responsible for:

- Ensuring that any new documents required for the WHS Management System are developed and that the WHS Manual, and Policies and Procedures are approved at Management Meetings or other documents approved by the WHS Manager prior to inclusion in the manual.
- Ensuring the file name, which includes the latest review date are recorded in each document.
- Transferring the old version to the superseded folder where appropriate.
- Notifying all affected staff of the changes made, via change announcements.
- Responsible for ensuring a review of current documents is undertaken and the date of the file name be amended accordingly.

Show Support Pty Ltd shall retain hardcopy and / or electronic records in relation to system procedures, job safety analysis, incidents / injuries, training records, corrective action and other documentation stated in this Manual.

Minimum retention times are:

- 7 years for project related records;
- 6 years for accounting related records;
- 3 years for administration records.

Or the length of the warranty period if it is to exceed the above.

All staff members are responsible for:

- Completing and filing records as outlined in the WHS Manual.
- Disposing of records that are not confidential in the appropriate bin.
- Shredding all confidential records prior to disposal.

Management is responsible for:

- Ensuring records are retained in a systematic manner that ensures information is readily accessible when required.
- Ensuring job specific records are filed in a systematic manner and at the conclusion of each job, all records are archived.

- Ensuring all records are archived and retained for a suitable time being at least the minimum retention times as shown above or as required by law. Confidential records are to be destroyed using a shredder.

10. MONITORING AND MEASUREMENT

Objective:

The objective of this procedure is to ensure system objectives are set and progress against these objectives is regularly reviewed. This includes ensuring corrective and preventive action taken results in an overall improvement to the management system. It is also to ensure that internal audits are carried out in a timely manner. Audits are carried out by trained and competent auditors on a regular basis. Results of audits are reviewed at the following WHS meeting.

Procedure:

Senior Managers is responsible for:

- Appointing competent and trained auditors to conduct regular compliance reviews. As a minimum this will involve a 12 monthly review of the WHS System by the WHS Manager or qualified auditor, and regular reviews of randomly selected site/s for each division depending on the scope of work in progress in line with the WHS Plan/s. Show Support Pty Ltd also invites client audits.
- Reviewing and minuting compliance review results and significant issues at the following WHS meeting to determine whether the WHS Management system should be changed and / or whether further corrective / preventive actions and / or extra audits are required, following input from all other Managers.
- Ensuring the required follow up (e.g. training, document upgrade, and change of practice) and circulation of results to the relevant staff is carried out in a timely manner.
- Verifying that corrective and preventative actions have eliminated the non-conformance and minimised the chance of recurrence.

The appointed auditor is responsible for:

- Carrying out reviews by comparing practice against the requirements of the relevant document / s and recording results of the review.
- Addressing any issues that can be immediately resolved.
- Forwarding results to the WHS Manager and discussing corrective and preventive actions required and the need for any follow up.

All Managers are responsible for:

- Identifying and documenting suitable corrective and preventative actions allocating responsibilities and timescales following compliance reviews.
- Ensuring all actions have been closed out in line with agreed timescales.
- Regular spot-checking of compliance with documented systems.
- Providing training and support to all staff to ensure compliance.

Regular meetings are also to be held as part of the Monitoring and Measurement process.

Managers are responsible for:

- Chairing regular Management WHS meetings, nominally monthly, to discuss all issues relevant to their area and to review the overall performance of the WHS Management system. Inputs to the meeting include the previous meeting minutes, injury / incident reports, audit results, training requirements, supplier & contractor performance, KPIs, communication, environmental issues, customer feedback, non-conformances and any other issues which may improve the overall WHS system.
- Recording and circulating an action set of minutes for each meeting detailing the status and responsibility for the agreed action/s. Regular communication to ensure that issues arising from these meetings are addressed nationally.
- The establishment of other teams to work on relevant company and system issues where applicable.
- Chairing regular WHS meetings, to discuss all issues relevant to their area using the same inputs as listed above.
- Recording and circulating an action set of minutes for each meeting detailing the status and responsibility for the agreed action/s.

11. NON CONFORMANCE

Objective:

The objective of this procedure is to ensure problems, potential problems and opportunities for improvement are documented, analysed, resolved and submitted to the Manager for closing out and verification.

Procedure:

All workers are responsible for:

- Identifying potential problems before they arise (e.g. using JSAs, SWMS etc.), and taking appropriate preventative action or communicating the issue to their supervisor / manager.
- Providing feedback to their manager of any issue or situation they believe should be reviewed.

Managers / Supervisors are responsible for:

- Anticipating potential problems before they arise (e.g. using Job Safety Analysis (JSAs, SWMS etc.) and taking appropriate preventative action.
- Ensuring all incidents / injuries are reported in line with the procedure.
- Ensuring any problems encountered on site are recorded and the root cause analysed, noting down agreed corrective and preventative action. By utilising the site diary, Prestart / toolbox / WHS meeting minutes, and emails.
- Generating a Non-Conformance Report (utilise the *Hazard Report Form*) and forwarding it to the WHS Manager immediately as detailed below:-
 1. In the case of quality-related non-conformance that cannot be resolved onsite.
 2. Where a non-conformance has been identified by a client / external audit.
 3. Where a non-conformance report has been generated following a compliance review.
- Taking appropriate action to identify the root cause and implement control measures to prevent future occurrence.

The Manager is responsible for:

- Ensuring the agreed corrective and preventative action is incorporated and verified through the internal audit process.
- Capturing all non-conformances raised through compliance reviews, incident injury reports, and non-conformance reports for submission and final resolution at the WHS meeting.
- Monitoring issues arising from toolbox meeting minutes, safety and environmental observations, and emails that cannot be resolved onsite.
- Verifying that corrective and preventative actions have eliminated the non-conformance and minimised the chance of recurrence within the required timescales.

12. EMERGENCY PLANNING AND READINESS

Objective:

Show Support Pty Ltd has an effective general emergency plan to manage emergencies likely to occur within any part of the operations and to comply with the legislative requirements.

12.1. Emergency Procedures are implemented and Communicated to Workers

All new worker have to go through an induction program on their first day and this includes advising them of the emergency procedures that they have to sign at the end of the induction. However, emergency information is displayed around the sites which will include an emergency diagram showing exit points, fire extinguishers, hose reels and muster points.

12.2. Designated Wardens Trained for each Work Area to take Control in an Emergency

Show Support Pty Ltd has appointed trained emergency control personnel to take control of emergency procedures in time of an emergency.

12.3. Annual Testing of Emergency Procedures.

Emergency evacuations and tests of procedures are conducted annually and emergency equipment provided for emergency procedures are checked monthly as part of the monthly workplace inspection.

12.4. Consultative Review of Emergency Response Procedures after Practice Drills and Actual Emergency Event

- All risks will be continually monitored in order to minimise the potential of an emergency;
- The safety of personnel is foremost;
- Emergency plans will be formulated and reviewed in consultation with personnel, emergency service specialists and in line with statutory requirements;
- Plans should be simple but effective;
- Emergency control personnel will be trained in their appointed duties;
- All personnel will be regularly trained in appropriate response procedures;
- Minutes of worker involvement are available.

13. DRUGS AND ALCOHOL

Objective:

To ensure Show Support Pty Ltd meets its legal responsibility in regards to providing a safe and healthy work environment for workers and visitors.

To ensure that any worker who is found to be under the influence of drugs or alcohol is dealt with in a supportive, fair and constructive manner.

13.1. Responsibilities

Managers and Supervisors

- Implement the requirements of the Show Support Pty Ltd Drug and Alcohol Policy.
- Implement and communicate procedures for identifying workers who are found to be under the influence of drugs or alcohol whilst at work.
- Make available external resources to assist workers who are found to require help.

Workers

- Workers have a duty of care to ensure their own safety and health at work and to avoid adversely affecting the safety and health of any other person. Workers are therefore required to:
 1. Notify their supervisor of any concerns regarding their ability to perform their work safely as a result of being under the influence of drugs or alcohol or the adverse effects of any prescription medication they may be taking.
 2. Ensure that they do not operate any machinery if under the influence of drugs, alcohol or prescription medication which may affect their ability to do so safely.
- The sale or supply of any prescription drugs in the workplace by a worker may result in termination of employment.
- The sale, supply or possession of illegal drugs in the workplace by a worker may result in termination of employment.
- The unauthorised sale, supply or possession of alcohol in the workplace by a worker may result in termination of employment.

14. SMOKING IN THE WORKPLACE

Objective:

To establish and maintain a system that promotes a safe work practice for all Show Support Pty Ltd workers and visitors to ensure they are not exposed to the health risks associated with smoking in the workplace or on Show Support Pty Ltd premises.

The objective of this Show Support Pty Ltd Smoke Free Workplace Policy is to limit worker and visitor exposure to environmental tobacco smoke and associated risks.

14.1. Responsibilities

Managers and Supervisors

- Demonstrate their commitment to Show Support Pty Ltd Smoke Free Workplace Policy and supporting procedures.
- Manage worker and visitor compliance of Show Support Pty Ltd Smoke Free Workplace Policy and relevant legislation.

Workers

- Participate in the implementation of the Show Support Pty Ltd Smoke Free Workplace Policy.
- Comply with the instructions of Show Support Pty Ltd Smoke Free Policy and procedures.

14.2. Legislative Requirements

Smoking is prohibited in all areas of Show Support Pty Ltd premises with the exception of the designated outdoor smoking area which must not be within four (4) metres of any entrance to the premises.

14.3. Smoke Free Policy

The Smoke Free Workplace Policy should in the first instance demonstrate Show Support Pty Ltd's commitment to the health and wellbeing of workers and visitors.

14.4. Education and Support

Show Support Pty Ltd is committed to providing support and arranging education for those workers trying to quit smoking.

14.5. Electronic Cigarettes

Show Support Pty Ltd regards electronic cigarettes as they do other smoking products, and as such this policy applies to electronic cigarettes.

Note: Electronic cigarettes containing liquid nicotine are illegal in Queensland, and should be safely disposed of at a community pharmacy or a local public health unit.

15. SUN SAFETY

Objective:

To establish and maintain a system that promotes a safe work practice for all Show Support Pty Ltd workers and visitors to ensure when outdoors in the sun there is a system to control the risk of UV (Ultraviolet) radiation exposure from sunlight and the development of skin cancer.

15.1. Responsibilities

Managers and Supervisors

- Ensure hazard identification and risk assessments are carried out where workers are required to work outdoors in the sun.
- Determine and implement effective sun protection procedures including the provision and training in the use of Personal Protective Equipment.
- Arrange education and training for Show Support Pty Ltd workers at risk of sun exposure about the dangers of UV Radiation and how to identify the early signs of skin cancer.

Workers

- Comply with all Show Support Pty Ltd procedures and instructions regarding sun safety.
- Ensure the use of personal protection equipment when working outdoors in the sun.
- Ensure they do not put themselves or others at risk.
- Advise Management if replacement of protection measures is required or additional protection measures are needed.

15.2. Risk Factors

A safe system of work should be set up which will include a risk assessment of workers' sun exposure, identification of tasks that may place workers at risk, and sun protection measures for controlling the degree of exposure. The degree of risk is largely dependent on the duration and extent of exposure.

Some of the risks associated with over exposure to the sun are:

- Sunburn - this is a type of radiation burn.
- Eye damage – over exposure to UV can damage to the eyes lens or cornea.
- Premature ageing of the skin will result from over exposure.
- Sun spots - dry or rough spots on the skin. Like premature ageing, these are indicators of excessive exposure to UV. These can develop into cancers.
- Skin cancers

15.3. Control Measures

The most effective way of reducing the risk of UV exposure is to use a combination of control measures. The following is an example of the hierarchy of controls that could be implemented, in the order of effectiveness:

1. Work Organisation

Where possible:

- Minimise the amount of outdoor work.
- Move jobs undercover.
- Scheduling outdoor work to minimise UVR exposure during the peak periods of UV i.e. 10.00 - 3.00pm (EST). For example, scheduling outdoor tasks in the early mornings or late in the day.
- Alternate outdoor and indoor work to minimise overexposure.

2. Using Shade

Where the job or work times cannot be changed, workers will be encouraged to make maximum use of shade. The following options will be considered.

- Use of natural or existing shade from buildings, trees and other structures at the worksite.
- Use of portable canopies or erected shade structures made from fabrics such as canvas, awning, umbrella fabric or shade cloth. Shade cloth should provide at least 94% protection from UV rays.
- Have lunch or any breaks in shady spots; and
- Replace lost fluids by keeping up your liquid intake.

3. Personal Protective Clothing (PPE)

- Wear light, loose coloured clothing made of natural fibres which will provide proper ventilation, reflect heat and allows sweat to evaporate; Shirts will have long or three-quarter length sleeves and a collar and be made from a close weave, breathable fabric. Clothing that offers excellent protection with an ultraviolet protection factor (UPF) rating of 40, 45, 50 or 50+ (as classified by AS/NZS 4399) is recommended. Choose clothing with UPF50+ for best protection.
- Loose fitting long trousers offer the best protection. If shorts are to be worn they should be to the knee.
- Broad Brimmed hats. If hard hats are to be worn, then brim attachments with neck flaps are to be attached. Hats or brim attachments are required to have a broad brim, measuring no less than 8cm in width.
- Hats should be comfortable and be made of a close weave material. Hats that have gauze or mesh sections are not suitable as UV rays will penetrate.
- Use maximum protection sun screen to areas which cannot be protected with clothing;
- Eye protection is to be worn where necessary; Sunglasses must comply with AS/NZS1067 and screen out at least 99% of ultra violet light. If safety glasses are

required then sunglasses need to comply with AS/NZS 1337 and AS/NZS 1338. Sunglasses should be glare resistant, light weight, comfortable and fit closely to the face. Wraparound sunglasses offer the best protection. Clip ons are available for persons with prescription glasses.

4. Sunscreen

- A broad spectrum, water-resistant sunscreen with an SPF 30+ is recommended for workers who are required to work outdoors.
- Sunscreen will be placed in areas accessible for all workers and stored in a cool place out of the sun.
- As sunscreen does not offer 100% protection it is to be used in conjunction with additional protective measures such as clothing, hats and sunglasses.
- Sunscreen should be applied generously to all areas of exposed skin at least 20 minutes before going outside. Sunscreen should be reapplied every two hours as it easily wipes, sweats or washes off.

16. MANUAL HANDLING

Objective:

To protect the health and safety of Show Support Pty Ltd workers from manual handling type injuries.

16.1. Responsibilities

Managers and Supervisors

- Ensure that all manual handling activities, which are likely to be a risk to health and safety, are identified, assessed, controlled and evaluated.
- Ensure that the required manual handling induction and training is provided, documented and recorded.

Workers

- Follow Show Support Pty Ltd's Safe Working Procedures for performing manual handling tasks.
- Report incidents associated with manual handling in the workplace.

16.2. Risk Identification

The following activities may assist in identifying manual handling tasks within Show Support Pty Ltd, which may lead to injury:

- Use past incident forms and hazard forms to see if any of them were the result of manual handling tasks.
- Consult with workers to see where they think the main manual handling problem areas are.
- Use checklists to identify those tasks and conditions which may increase the risk of a manual handling injury.

16.3. Risk Assessment

When those manual handling tasks which are likely to cause risks to health and safety are identified, they then need to be assessed to determine the risk factors.

Factors which may increase the risk or severity of a manual handling injury include:

- Forceful Exertions;
- Working Postures;
- Repetition and Duration;
- Vibration;
- Work Area Design;
- Hand Tool Use;
- Nature of Loads;

- Load Handling;
- Individual Factors;

16.4. Risk Control

When selecting controls to reduce the risk of manual handling injury, consideration should always be given to eliminating or engineering out the risk (refer to Appendix Procedure 2 - Risk Management).

Where it is not practicable to eliminate the risk, the following general procedures should apply:

- always plan a manual lift prior to attempting the lift;
- stagger your stance;
- ensure that the route taken is clear of obstacles or obstructions;
- check that the load is not too heavy to lift or carry alone. If the load is too heavy, get assistance either from a fellow worker or use a mechanical lifting device;
- if carrying a load with a fellow worker, always keep in step;
- when carrying a load with a fellow worker, always ensure that you tell each other of any action you are about to perform, such as, lowering or adjusting the load;
- keep a firm grip on the load;
- lower the load using your body weight by putting the weight of the load on your legs and bending your knees;
- never carry a load that blocks your vision, as you may trip or run into another object; and
- maintain the natural curve of the spine, keeping your back straight throughout the lift.

17. TRAFFIC CONTROL

Objective:

To protect the health and safety of Show Support Pty Ltd Workers from hazards arising from the operation of motor vehicles.

17.1. Responsibilities

Managers & Supervisors

- Implement traffic control procedures relevant to pedestrians and vehicles on the applicable premises.
- Communicate the requirements of these procedures to workers.
- Ensure that relevant traffic warning signs are installed in and around the workplace if applicable.
- Ensure appropriate PPE is provided.
- Monitor the effectiveness of these procedures and take corrective action where required.
- Monitor compliance.

Workers

- Comply with traffic controls outlined in the procedures to protect the safety of themselves and others in and around the workplace.
- Wear appropriate PPE when moving around the workplace where required.
- Report incidents associated with traffic in the workplace.

17.2. Pedestrian Safety

Appropriate controls must be implemented to ensure the safety of all pedestrians in and around the workplace.

This traffic control policy has been developed to ensure the health and safety of all people whilst on applicable premises.

18. DEFINITIONS

Audit

A systematic examination against defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively to achieve the organisation's policy and objectives.

Confined Space

An enclosed or partially enclosed space that is at atmospheric pressure during occupancy and

- Is not intended or designed primarily as a place of work, and
- May have restricted means for entry and exit, and
- May have atmospheric contaminants or an unsafe oxygen level, and
- May cause engulfment due to (e.g. collapse, fumes, immersion, fire)

Fatigue

The temporary inability, decrease in ability, or strong disinclination to respond to a situation because of previous over-activity, either mental, emotional or physical.

Hazard

A source or situations with potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these.

Hazard Assessment

The overall process of determining whether a hazard is significant.

Hazard Identification

The process of recognising that a hazard exists and defining its characteristics.

Health Surveillance

Monitoring of individuals for the purpose of identifying changes in health status that may be due to occupational exposure to a hazard.

Incident

Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

Notifiable Incident

The Work Health and Safety Act 2011, defines a notifiable incident as:

- The death of a person; or
- A serious injury or illness of a person; or
- A dangerous incident

Officer

An officer is a person who makes decisions, or participates in making decisions, that affect the whole or a substantial part of a business or undertaking or has the capacity to significantly affect the financial standing of the business or undertaking.

If a person is responsible only for implementing those decisions, they are not considered an officer.

Partners of a partnership are not officers but are PCBUs.

An officer of a PCBU must exercise due diligence to ensure that the PCBU complies with their duties under the WHS legislation.

You are considered to be an officer if you are - an officer within the meaning of section 9 of the Commonwealth Corporations Act 2001, an officer of the Crown or an officer of a public authority.

PCBU (Person Conducting Business or Undertaking)

Throughout this manual the term PCBU is used.

For **QLD, NSW, ACT, NT, TAS** and **SA**, the Work Health and Safety Act 2011 (QLD, NSW, ACT and NT) and the Work Health & Safety Act 2012 (SA & TAS) defines PCBU (Person Conducting a Business or Undertaking) as –

(1) For this Act, a person conducts a business or undertaking—

(a) whether the person conducts the business or undertaking alone or with others; and

(b) whether or not the business or undertaking is conducted for profit or gain.

(2) A business or undertaking conducted by a person includes a business or undertaking conducted by a partnership or an unincorporated association.

(3) If a business or undertaking is conducted by a partnership (other than an incorporated partnership), a reference in this Act to a person conducting the business or undertaking is to be read as a reference to each partner in the partnership.

(4) A person does not conduct a business or undertaking to the extent that the person is engaged solely as a worker in, or as an officer of, that business or undertaking.

(5) An elected member of a local government does not in that capacity conduct a business or undertaking.

(6) A regulation may specify the circumstances in which a person may be taken not to be a person who conducts a business or undertaking for the purposes of this Act or any provision of this Act.

(7) A volunteer association does not conduct a business or undertaking for the purposes of this Act.

(8) In this section, volunteer association means a group of volunteers working together for 1 or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association.

For **VIC**, replace the word “PCBU (Person Conducting a Business or Undertaking)” with the word “Employer”. The Occupational Health & Safety Act 2004 defines Employer as - “Employer” means a person who employs one or more other persons under contracts of employment or contract of training.

For **WA**, replace the word “PCBU (Person Conducting a Business or Undertaking)” with the word “Employer”. The Occupational Safety & Health Act 1984 defines Employer as – “Employer” means a person that employs an employee under a contract of employment and in relation to an apprentice, a person who employs the apprentice under a training contract registered under the Vocational Education and Training Act 1996 part 7 Division 2.

Risk Assessment

The overall process of estimating the magnitude of risk and deciding what actions will be taken.

Safety

A state in which the risk of harm (to persons) or damage, is limited to an acceptable level.

Stress

The awareness of not being able to cope with the demands of one’s environment, when this realisation is of concern to the person, in that both are associated with negative emotional response.

Work Health and Safety Coordinator

The Work Health and Safety Coordinator is the person in the company that has been assigned the task of managing the WHSMS.

Work Health and Safety Management System (WHSMS)

That part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the WHS policy, and so managing the WHS risks associated with the business of the organisation.

Work Health and Safety Objectives

An overall WHS goal in terms of WHS performance, arising from the Work Health and Safety policy that an organisation sets itself to achieve, and which are quantified where practicable.

Work Health and Safety Performance

The measurable results of the WHSMS, related to the organisation's control of health and safety risks, based on its WHS policy, objectives and targets. Performance measurement includes measurement of WHS management activities and results.

Work Health and Safety Policy

A statement by the organisation of its commitment, intentions and principles in relation to its overall Work Health and Safety performance which provides a framework for action and for the setting of its Work Health and Safety objectives and targets.

Work Health and Safety Representative

The Work Health and Safety Representative is elected to represent workers in a 'work group' on health and safety matters. The work groups are established first through consultation and agreement between the business or employer (or other PCBU) and the relevant workers, then nominees are called and an election is held.

Work Health and Safety Risk

The chance of an adverse health and safety outcome occurring. It is measured in terms of consequences and likelihood.

Work Health and Safety Target

A detailed performance requirement quantified where practicable and pertaining to the organisation, that arises from the health and safety objectives and that needs to be met in order to achieve those objectives.

Worker

Throughout this manual the term Worker is used.

For **QLD, NSW, ACT, NT, TAS** and **SA**, the Work Health and Safety Act 2011 (QLD, NSW, ACT and NT) and the Work Health & Safety Act 2012 (SA & TAS) defines Worker as – "Worker" 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; or
- (i) a person of a prescribed class.

For this Act, a police officer is—

- (a) a worker; and
- (b) at work throughout the time when the officer is on duty or lawfully performing the functions of a police officer, but not otherwise.

The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.

You can also be a PCBU and a worker if you carry out work for another PCBU.

For **VIC**, replace the word "Worker" with the word "Employee". The Occupational Health & Safety Act 2004 defines Employee as - "Employee" means a person employed under a contract of employment or contract of training.

For **WA**, replace the word "Worker" with the word "Employee". The Occupational Safety & Health Act 1984 defines Employee as – "Employee" means a person by whom work is done under a contract of employment or an apprentice.

APPENDIX:

Procedures

1. Health and Safety Plan

Purpose

To identify the objectives, actions and responsibility of the Work Health and Safety program.

Procedure

1. Show Support Pty Ltd will ensure the WHS program is reviewed on an annual basis.
2. The health and safety checklist is to be completed by the WHS Representative/WHC Coordinator in consultation with relevant workers.
3. Using the checklist the plan is then completed in conjunction with the Managing Director.
4. The health and safety plan is to be communicated to all workers.

Audit Records

Health and Safety Review Checklist - Form 1.1
Health and Safety Plan - Form 1.2

Form 1.2 Health and Safety Plan

OBJECTIVE	ACTION	RESPONSIBILITY	DATE COMMENCE	DATE COMPLETE	REVIEW DATE	ACTION COMPLETE
Adopt and review the WHSMS, Health & Safety Policy and associated Manual	Review policy, date, and sign. Display policy	Managing Director				
Provide Safe Plant & Equipment	Ensure that Plant and Equipment is maintained and serviced	Managing Director				
Encourage consultation with Workers on health and safety matters	To discuss safety issues with Workers	Managing Director				
Consider hazards in the workplace and implement controls where required	Conduct a yearly workplace inspection to identify hazards	Managing Director				
Ensure Workers are properly trained and records kept	Ensure Workers are trained and qualified	Managing Director				
Record and Investigate incidences	Complete incident report form and investigation form	Workers				

2. Risk Management

Objective:

To have a system that systematically identifies, assesses and manages the actual and potential hazards in the workplace over which the employer has authority or influence.

Methods to Identify Hazards

Managing hazards involves:

- A. Identifying hazards
- B. Assessing and prioritising hazards
- C. Developing and implementing actions to control them.

A. Identifying Hazards

Hazards can be created by:

- Culture – the importance placed by all personnel by working in a safe manner
- Work organisation – such as workload
- People management – training, information, supervision
- Equipment – hand tools, lifting heavy objects
- Environment – energy sources, temperature

A variety of methods are used to identify hazards including:

- Injury analysis
- Task and process analysis
- Regular hazard audits and physical inspections
- Equipment checks
- Maintenance checks

To ensure all possible hazards are identified the following techniques are adopted:

i. Physical

Identified by type and may include:

- Chemical;
- Noise;
- Radiation (including the effects of the sun);
- Electrical;
- Lighting;
- Vibration;
- Temperature;
- Biological;
- Environmental;
- Ergonomic;
- Tools/equipment;
- Machinery;
- Potential hazard from neighbouring properties.

ii. Area

- Establish a plan of activities on the site;
- Divide into areas;
- List activities in each area;
- Identify hazards from each activity.

iii. Work Analysis

- Identify hazards of the work processes involved;
- Identify all tasks carried out;
- Establish steps or stages required to carry out tasks;
- Establish a flow chart that details each step of the work activity;
- Identify hazards in each step or stage;
- Consult;
- Staff;
- Records of incident;
- Reports;
- Summarise the information collected.

B. Assessing and Prioritising Hazards

i. Assessing

Using one or all of the above techniques establish a hazard list using the *Risk Assessment Form*.

ii. Prioritising

Having listed the hazard they are listed in order of priority. To establish the priority a risk assessment is completed using the Risk Assessment Matrix

The purpose of risk assessment is to:

- Consider the chance of harm actually occurring and the possible consequences.
- Enable preventative measures to be planned, introduced and monitored to make sure the risks are adequately controlled.
- Ensure the legal requirements are complied with in respect of identifying and controlling significant hazards.

To be effective, risk assessment must:

- Be sufficient to guide the judgement on measures to take to comply with legal obligations.
- Cover all risks to the health and safety of people who may be affected in the workplace.
- Be regularly reviewed to ensure any changes to risks are recorded and managed.

For each hazard a decision as to whether injury or illness could result, if so, then implement the control hierarchy of eliminate, isolate or minimise.

The following steps are taken:

- Select the area or task to be assessed.
- Identify the hazards.
- Identify whether any injury, illness, or damage could result.
- Conduct risk assessment.
- List most serious first.
- Implement control plan.

C. Developing and Implementing Controls

Having identified the hazard, steps must be taken to manage it following the control hierarchy of:

Elimination

- Replacement with a less hazardous material/item.
- Safe design.
- Policies and procedures.

Isolation

- Prevent contact.

Engineering

- Design and install equipment to counteract the hazard / use barrier to shield the hazard.

Administrative & Personal Protection Equipment

- Provide protective clothing and equipment.
- Train use of protective clothing.
- Monitor use.
- Monitor workers health.

For each identified hazard the controls are listed on the *Risk Assessment Form*.

The list of identified hazards, hazard report form, risk assessments and SWP/SWMS's (if required) forms the hazard register.

Where necessary and appropriate specialist advice is obtained for hazardous substances, i.e.

- Safety Data Sheets.
- State based Government Safety Authority i.e. WHS Qld, Workcover, Worksafe.
- Consulting Occupational Hygienists.

The identified hazards are reviewed:

- Annually.
- After a critical event.

The frequency depends on whether the hazard identified is significant or the injury trends indicate action should be taken.

Audit Records

Risk Register Form 2.1

Risk Assessment Form 2.2

Hazard Report Form 3.1

SWP Form 2.4

SWMS's Form 2.3

Form 2.2 Risk Assessment Form

Worksite:					
Assessment No:		Assessment Date: / /		Review Date: / /	
<i>What is being assessed? Describe the item, task, process, work arrangement:</i>					

Step 1 - Form a team of assessors. Decide who else should be consulted.					
Assessor(s):					
Others consulted: (eg elected health and safety representative, other personnel exposed to risks)					
Step 2 - Identify the hazards associated with the thing or situation being assessed					
Hazards: Potential to cause harm to people, property or the environment. Tick the applicable hazards					
General Work Environment		Health and Security		Plant and equipment	
Restricted access or egress	<input type="checkbox"/>	Food	<input type="checkbox"/>	Vehicles	<input type="checkbox"/>
Confined spaces	<input type="checkbox"/>	Poisoning or contamination	<input type="checkbox"/>	Mobile and fixed plant	<input type="checkbox"/>
Air-conditioning (thermal comfort)	<input type="checkbox"/>	Intoxication	<input type="checkbox"/>	Powered equipment	<input type="checkbox"/>
Air quality	<input type="checkbox"/>	Dehydration	<input type="checkbox"/>	Non-powered equipment	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	Violence	<input type="checkbox"/>	Elevated Work Platforms	<input type="checkbox"/>
Noise (discomfort)	<input type="checkbox"/>	Working alone or in isolation	<input type="checkbox"/>	Pressure vessel	<input type="checkbox"/>
Outdoors (sun exposure)	<input type="checkbox"/>	Working in remote areas	<input type="checkbox"/>	Laser (Class 2 or above)	<input type="checkbox"/>
Uneven walking surfaces	<input type="checkbox"/>	Bites / Stings	<input type="checkbox"/>	Traffic control	<input type="checkbox"/>
Working at height	<input type="checkbox"/>			Electrical	<input type="checkbox"/>
Crowds/Public	<input type="checkbox"/>	Chemical		Vibration	<input type="checkbox"/>
		Hazardous chemicals	<input type="checkbox"/>	Moving parts	<input type="checkbox"/>
Ergonomic/manual handling		Explosives	<input type="checkbox"/>	Acoustic / Noise	<input type="checkbox"/>
Workstation set up	<input type="checkbox"/>	Engineered nanomaterials	<input type="checkbox"/>		
Poor posture	<input type="checkbox"/>	Gas cylinders	<input type="checkbox"/>	Temperature / Weather effects	
Lifting / Carrying	<input type="checkbox"/>			Heat	<input type="checkbox"/>
Pushing / Pulling	<input type="checkbox"/>	Radiation		Cold	<input type="checkbox"/>
Reaching/overstretching	<input type="checkbox"/>	Ionising radiation	<input type="checkbox"/>	Rain / Flood	<input type="checkbox"/>
Repetitive movement	<input type="checkbox"/>	Ultraviolet (UV) radiation	<input type="checkbox"/>	Wind	<input type="checkbox"/>
Bending	<input type="checkbox"/>	Radiofrequency/microwave	<input type="checkbox"/>	In or on water	<input type="checkbox"/>
Eye strain	<input type="checkbox"/>	Infrared radiation	<input type="checkbox"/>	Pressure (Diving / Altitude)	<input type="checkbox"/>
				Lightning	<input type="checkbox"/>
Work design and management		Biological		Smoke	<input type="checkbox"/>
Fatigue	<input type="checkbox"/>	Microbiological	<input type="checkbox"/>		
Workload	<input type="checkbox"/>	Animal tissue / Fluids	<input type="checkbox"/>	OTHER	
Mental stress	<input type="checkbox"/>	Human tissue / Fluids	<input type="checkbox"/>		<input type="checkbox"/>
Organisational change	<input type="checkbox"/>	Allergenic	<input type="checkbox"/>		<input type="checkbox"/>
Work violence or bullying	<input type="checkbox"/>	Other Biological	<input type="checkbox"/>		<input type="checkbox"/>
Inexperienced or new personnel	<input type="checkbox"/>				

Risk Assessment Matrix

Step 1 – Determine Consequence (Impact) (C)

I Consequence (Impact) Table				
Impact band	Health & Safety		Environment & Heritage	Reputation
Substantial (5)	Fatal Incident (Class 1)		Permanent widespread ecological damage	International negative media coverage. Loss of business from key sector.
Major (4)	Permanent Injury (Class 1)	Damage, which permanently alters a person's future (e.g. quadriplegia, paraplegia, amputation of a limb).	Heavy ecological damage, costly restoration	Sustained national negative media coverage. Loss of long term key client.
Moderate (3)	Lost Time Injury (Class 2)	Damage, which temporarily alters a person's future.	Major but recoverable ecological damage	Regional/short negative media coverage. Loss of Client / project.
Minor (2)	Medical Treatment (Class 2)	Damage, which temporarily inconveniences a person	Limited but medium term damage	Local negative media coverage. Site or project problem
Negligible (1)	First Aid Treatment (Class 3)	Actual injury which requires no treatment or simple first aid	Short term damage	Brief local negative media coverage.

Step 2 - Determine Probability (Likelihood) of Event Occurring (P)

Probability (Likelihood) Table			
Probability band	Description		
Almost Certain (5)	The threat can be expected to occur 75% - 99%	Common / Frequent Occurrence	More than 1 event per month
Likely (4)	The threat will quite commonly occur 50% - 75%	Is known to occur or "It has happened regularly"	More than 1 event per year
Possible (3)	The threat may occur occasionally 25% - 50%	Could occur or "I've heard of it happening"	1 event per 1 to 10 years
Unlikely (2)	The threat could infrequently occur 10% - 25%	Not likely to occur very often	1 event per 10 to 100 years
Rare (1)	The threat may occur in exceptional circumstances 0% - 10%	- Conceivable but only in exceptional circumstances	Less than 1 event per 100 years

Step 3 – Assess Risk Level (R) Determine the risk level by combining Consequence with Probability

Risk Assessment Matrix	Consequence (Impact) Table				
	Negligible (1)	Minor (2)	Moderate (3)	Major (4)	Substantial (5)
Almost Certain (5)	Moderate (5)	High (10)	Very High (15)	Extreme (20)	Extreme (25)
Likely (4)	Moderate (4)	High (8)	Very High (12)	Extreme (16)	Extreme (20)
Possible (3)	Low (3)	Moderate (6)	High (9)	Very High (12)	Very High (15)
Unlikely (2)	Low (2)	Moderate (4)	Moderate (6)	High (8)	High (10)
Rare (1)	Low (1)	Low (2)	Low (3)	Moderate (4)	Moderate (5)

Hierarchy of Controls

Highest Level of Control

Elimination

Substitution

Engineering

Administration

Lowest Level of Control

Personal Protective Equipment

Probability:

- 5=Almost Certain
- 4=Likely
- 3=Possible
- 2=Unlikely
- 1=Rare

1-6 Acceptable

Consequence:

- 5=Substantial
- 4=Major
- 3=Moderate
- 2=Minor
- 1=Negligible

7-10 Acceptable with Strict Control Measures or Short Duration

11-25 Unacceptable



Form 2.3 Blank SWMS

Show Support Pty Ltd

Safe Work Method Statement (SWMS)

ABN:
Address
P.O Box

Phone:
Fax:
Email:

Project:

Project No:

SWMS No:

Work Activity:

All persons involved in the works must have the SWMS explained and COMMUNICATED to them prior to start of works.

SWMS DETAILS

Brief Description of Work Activity:

Location: Work Area

Date:

Date to be Reviewed:

Personnel Responsible for Monitoring this Activity:

Codes of Practice / Standards Consulted:

These must be complied with.

Plant and Equipment Required for this Activity:

Details of Maintenance Checks Required for this Activity:

Materials Used:

MSDS Required? (Yes / No)

Personnel Qualifications Required for this Activity:

Relevant state certification for task has been undertaken or plant being operated

Specific Training Required for this Activity:

All personnel to have completed a Site Induction. Must be trained in this SWMS and have all relevant certification for this task.

Personnel consulted on development of SWMS:

Name:	Position	Industry Experience

Person Responsible for Updating SWMS:

Signature:

Date:

High Risk Work involves:	<input type="checkbox"/> Risk of falls from greater than 2 metres	<input type="checkbox"/> Work on a telecommunications tower	<input type="checkbox"/> Demolition of load-bearing structure
	<input type="checkbox"/> Likely to involve disturbing asbestos	<input type="checkbox"/> Temporary load-bearing support structures	<input type="checkbox"/> Work in confined spaces
	<input type="checkbox"/> Work in or near shaft or trench with an excavated depth greater than 1.5m or a in tunnel	<input type="checkbox"/> Use of Explosives	<input type="checkbox"/> Work on or near pressurised gas pipes or mains
	<input type="checkbox"/> Work on or near chemical, fuel or refrigerant lines	<input type="checkbox"/> Work on or near energised electrical installations or services	<input type="checkbox"/> Work in an area with contaminated or flammable atmosphere
	<input type="checkbox"/> Work with tilt up or pre-cast concrete	<input type="checkbox"/> Work on, in or adjacent to road, rail shipping or other major traffic corridor	<input type="checkbox"/> Work in an area with movement of powered mobile plant
	<input type="checkbox"/> Work in or areas with artificial extremes of temperature	<input type="checkbox"/> Work in or near a drowning risk	<input type="checkbox"/> Diving work
	<input type="checkbox"/> Other [please specify]:		

Activity Break the job down into steps	Potential Safety and Environmental Hazards What can go wrong	Risk Rating			Control Measures	Risk Rating After Controls			Person Responsible To ensure management method applied
		C	P	R		C	P	R	

SIGNOFF

We the undersigned, confirm that the SWMS nominated above has been explained and its contents are clearly understood and accepted. We also confirm that our required qualifications to undertake this activity are current. We also clearly understand the controls in this SWMS must be applied as documented; otherwise work is to cease immediately.

Name	Qualification Required for this Activity	Signature	Date	Time	High Risk Licence number & Expiry (if required)

Form 2.4 Blank SWP

Description of Work:						
SWP Number:	Issue Date:			Review Date:		
Picture of Equipment/Task:			Potential Hazards:			
Personal Protective Equipment (PPE) Required <i>(Check the box for required PPE):</i>						
 Gloves	 Face Masks	 Eye Protection	 Welding Mask	 Appropriate Footwear	 Hearing Protection	 Protective Clothing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Work Procedure Checklist:						
<p>1. PRE-Operation:</p> <ul style="list-style-type: none"> • Task (e.g. Drawings, instructions, specifications etc.) is clearly understood. <p>2. Operation:</p> <p>3. POST-Operation:</p> <ul style="list-style-type: none"> • Make sure good housekeeping practices are in place 						

I have read and understood this procedure:		
Date:	Name:	Signed:

3. Hazard Reporting

Purpose

This procedure describes how hazards are reported by workers. The Hazard Report applies to the reporting of any health and safety issues other than personal injury, (the *Incident Report Form* is to be used for this purpose). The procedure applies to all workers.

Definitions

Hazard - potential to cause injury or damage.

Procedure

1. Show Support Pty Ltd shall ensure that the *Hazard Report Form* is available to all workers in all work locations.
2. If there is an immediate risk of injury or illness a worker shall take action to make the area safe, ensuring their own safety is not jeopardised and immediately report the hazard to their supervisor.
3. Workers shall immediately report any hazard to their supervisor and complete the *Hazard Report Form*. The worker should keep a copy of the completed form.
4. The supervisor on receipt of the *Hazard Report Form* shall:
 - take action to remove the hazard if possible
 - take action to prevent workers being exposed to the hazard
 - forward the Hazard Report to the Manager immediately on receiving the report.
5. The Manager shall provide all Hazard Reports for tabling at the safety meeting and shall allow workers access to the Hazard Report file.
6. Copies of Hazard Reports are to be filed at each location under "Hazard Reports".
7. The Manager will ensure that an explanation of this procedure is included in the induction for new workers (refer Appendix Procedure 6 - Induction).
8. The Hazard Reporting Procedure is to be explained in safety meetings every 6 months.

Audit Records

Hazard Report Form 3.1

Record of Safety Meeting Minutes Form 10.1

4. Legal Register

Purpose

The legal register should be used to access Legislation, prior to completion of a project management plan and / or job safety analysis / work procedures.

All Management are responsible for:

- Ensuring the most up to date legislation is used by accessing via the internet, as hard copies are uncontrolled. In most cases codes of practice, guidance notes, industry standards and checklists are also available.
- Prior to job start up referring to the local council to ensure all local regulations and ordinances are adhered too and incorporated into the project management plan and / or job hazard analysis / environmental impact assessment / work procedures.
- Checking the validity of standards or regulations pertinent to their area of expertise and updating relevant personnel

<u>Queensland Legislation</u>	
www.deir.qld.gov.au	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 • Work Health and Safety Regulation 2011 • Work Health and Safety Regulation Amendment Regulation 2013 • Safety in Recreational Water Activities Act 2011 • Safety in Recreational Water Activities Regulation 2011
www.qcomp.com.au	<ul style="list-style-type: none"> • Workers' Compensation and Rehabilitation Act 2003 • Workers' Compensation and Rehabilitation Regulation 2003
www.justice.qld.gov.au	<ul style="list-style-type: none"> • Amended Electrical Safety Act 2002 (QLD) • Electrical Safety Regulation 2013 (QLD) • Electrical Safety (Codes of Practice) Notice 2013 <p>For other Queensland legislation visit: www.legislation.qld.gov.au</p>
<u>Victorian Legislation</u>	
www.worksafe.vic.gov.au	<ul style="list-style-type: none"> • Accident Compensation (Occupational Health and Safety) Act 1996 • Accident Compensation (Work Cover Insurance) Act 1993 • Accident Compensation Act 1985 • Workers Compensation Act 1958 • Accident Compensation Regulations 2012 • Dangerous Goods (Explosives) Regulations 2011 • Dangerous Goods (HCDG) Regulations 2005 • Dangerous Goods (Storage and Handling) Regulations 2012 • Dangerous Goods (Transport by Rail) Regulations 2008 • Dangerous Goods (Explosives) and (Transport by road or Rail) Amendment Regulations 2013 • Dangerous Goods Act 1985 • Equipment (Public Safety) Act 1994 • Equipment (Public Safety) Regulations 2007 • Magistrates' Court (Occupational Health and Safety) Rules 2005 • Mines Act 1958 • Occupational Health and Safety Act 2004 • Occupational Health and Safety Act 1985 • Occupational Health and Safety Regulations 2007

<p>www.esv.vic.gov.au</p>	<ul style="list-style-type: none"> • Electricity Safety Act 1998 • Electricity Safety (Installations) Regulations 2009 • Appendix K to AS/NZS 3000 • Electricity Safety (Equipment) Regulations 2009 • Electricity Safety (Registration & Licensing) Regulations 2010 • Electricity Safety (Electric Line Clearance) Regulations 2010 • Electricity Safety (Bushfire Mitigation) Regulations 2013 • Electricity Safety (Cathodic Protection) Regulations 2009 • Electricity Safety (Management) Regulations 2009 • Gas Safety Act 1997 • Gas Safety (Installation) Regulations 2008 • Gas Safety (Safety Case) Regulations 2008 • Gas Safety (Gas Quality) Regulations 2007 • Pipelines Act 2005 • Pipelines Regulations 2007 <p>For other Victorian Legislation visit: www.legislation.vic.gov.au</p>
<p>New South Wales Legislation</p>	
<p>www.workcover.nsw.gov.au</p>	<ul style="list-style-type: none"> • Dangerous Goods (Road and Rail Transport) Regulation 2009 • Explosives Act 2003 • Explosives Regulation 2013 • Rural Workers Accommodation Act 1969 • Sporting Injuries Insurance Act 1978 • Sporting Injuries Insurance Regulation 2009 • Work Health and Safety Act 2011 • Work Health and Safety Regulation 2011 • Workers' Compensation (Bush Fire, Emergency and Rescue Services) Act 1987 • Workers' Compensation (Bush Fire, Emergency and Rescue Services) Regulation 2007 • Workers' Compensation (Dust Diseases) Act 1942 • Workers' Compensation (Dust Diseases) Regulation 2008 • Workers' Compensation Act 1987 • Workers' Compensation Regulation 2010 • Workplace Injury Management and Workers' Compensation Act 1998
<p>www.resourses.nsw.gov.au</p>	<ul style="list-style-type: none"> • Coal Mine Health and Safety Act 2002 • Coal Mine Health and Safety Regulation 2006 • Mine Health and Safety Act 2004 • Mine Health and Safety Regulation 2007 • Petroleum (Onshore) Act 1991 • Petroleum (Onshore) Regulation 2007 • Radiation Control Act 1990 <p>For other New South Wales Legislation visit: www.legislation.nsw.gov.au</p>
<p>Commonwealth Legislation</p>	
<p>www.worksafe.com.au</p>	<ul style="list-style-type: none"> • Australian Maritime Safety authority Act 1990 • Work Health and Safety Act 2011 • Work Health and safety (Transitional and Consequential Provisions) Act 2011 • Work Health and Safety Regulations 2011 • Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005 • Offshore OHS Legislative framework – Information paper

	<ul style="list-style-type: none"> • Industrial Chemical (Notification and assessment) Act 1989 • Industrial Chemicals (Notification and assessment) Regulations 1990 • Maritime Safety (Domestic Commercial Vessel) National Law Act 2012 • Maritime Safety (Domestic Commercial Vessel) National Law Regulation 2013 • Safety, Rehabilitation and Compensation Act 1988 • Safety, Rehabilitation and Compensation Regulations 2002 • Civil Aviation Act 1988 • Civil Aviation Safety Regulations (CASR) 1998
<p>www.environment.gov.au</p>	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Heritage Protection Act 1984 No. 79 (COM) • Airports (Environment Protection) Regulations 1997 No.13 (COM) • Australian Heritage Council Act 2003 • Australian Heritage Council Regulations 2003 • Clean energy Act 2011 • Environment Protection (Sea Dumping) Act 1981 No. 101 • Environment Protection and Biodiversity Conservation Act 1999 • Great Barrier Reef Marine Park Acts • National Environment Protection Council Act 1994 • National Environment Protection Measures (Implementation) Act 1998 • National Greenhouse and Energy Reporting Act 2007 • Natural Heritage Trust of Australia Act 1997 • Ozone Protection and Synthetic Greenhouse Gas Acts • Sea Installations Act 1987
<p><u>South Australia Legislation</u></p>	
<p>www.safework.sa.gov.au</p>	<ul style="list-style-type: none"> • Dangerous Substances Act 1979 • Dangerous Substances Regulations 2002 • Dangerous Goods Transport Regulations 2008 • Explosives Act 1936 • Explosives Regulations 2011 • Explosives (Security Sensitive Substances) Regulations 2006 • Explosives (Fireworks) Regulations 2011 • Mines and Works Inspection Act 1920 • Mines and Works Inspection Regulations 2013 • Work Health and Safety Act 2012 • Work Health and Safety Regulations 2012 • Petroleum Products Regulation Act 1995 • Petroleum Products Regulation 2008 • Fair Work Act 2009 • Fair Work Regulation 2009 <p>For other information on Workers Compensation visit: www.workcover.com</p>
<p><u>Western Australia Legislation</u></p>	
<p>www.worksafe.wa.gov.au</p>	<ul style="list-style-type: none"> • Occupational Safety and Health Act 1984 • Occupational Safety and Health Regulation 1996 • Electricity Act 1945 • Electricity Regulations 1947 • Electricity (Licensing) Regulations 1991 • Energy Coordination Act 1994

	<ul style="list-style-type: none"> • Energy Safety Act 2006 • Energy Safety Regulations 2006 • Energy Safety Levy Act 2006 • Gas Standards Act 1972 • Gas Standards (Gas Supply and System Safety) Regulations 2000 • Gas Standards (Gas fitting and Consumer Gas Installations) Regulations 1999 • Gas Standards (Infringement Notices) Regulations 2007 • Gas Supply (Gas Quality Specifications) Act 2009
<p>www.dmp.wa.gov.au</p>	<ul style="list-style-type: none"> • Mines Safety and Inspection Act 1994 • Mines Safety and Inspection Regulations 1995 • Mines Safety and Inspection Levy Regulations 2010 • Dangerous Goods Safety Act 2004 • Dangerous Goods Safety (Storage and Handling of Non-Explosives) Regulations 2007 • Dangerous Goods Safety (Major Hazard Facilities) Regulations 2007 • Dangerous Goods Safety (Road and Rail Transport of Non-Explosives) Regulations 2007 • Dangerous Goods Safety (Explosives) Regulations 2007 • Dangerous Goods Safety (Security Risk substances) Regulations 2007 • Dangerous Goods Safety (General) Regulations 2007 • Petroleum and Geothermal Energy Resources Act 1967 • Petroleum Pipelines Act 1969 • Petroleum (Submerged Lands) Act 1982 <p>For other Western Australian Legislation visit: www.slp.wa.gov.au</p>
<p><u>Tasmanian Legislation</u></p>	
<p>www.worksafe.tas.gov.au</p>	<ul style="list-style-type: none"> • Asbestos Related diseases (Occupational Exposure) Compensation Act 2011 • Asbestos Related Diseases (Occupational Exposure) Compensation Regulations 2011 • Dangerous Goods (Road and Rail Transport) Act 2010 • Dangerous goods (Road And Rail Transport) Regulations 2010 • Electricity Industry Safety and Administration Act 1997 • Electricity Industry Safety and Administration (Consequential and Transitional Provisions) Act 1997 • Electricity Industry Safety and Administration (Energy Efficiency) Regulations 2009 • Explosives Act 2012 • Explosives Regulations 2012 • Gas Act 2000 • Gas (Safety) Regulations 2002 • Gas Pipelines Act 2000 • Gas Pipelines Regulations 2000 • Mines work Health and Safety (Supplementary Requirements) Act 2012 • Mines work Health and Safety (Supplementary Requirements) Regulations 2012 • Occupational Licensing Act 2005 • Occupational Licensing (Electrical Work) Regulations 2008 • Occupational Licensing (Gas-fitting Work) Regulations 2010

	<ul style="list-style-type: none"> • Occupational Licensing (Plumbing Work) Regulations 2010 • Occupational Licensing National Law 2011 • Plumbing Regulations 2004 • Security Sensitive Dangerous Substances Act 2005 • Security Sensitive Dangerous Substances Regulations 2005 • Work Health and Safety Act 2012 • Work Health and Safety Regulations 2012 • Work Health and Safety (Transitional and Consequential Provisions) Act 2012 • Work Health and Safety (Transitional) Regulations 2012 • Workers (Occupational Diseases) Relief Fund Act 1954 • Workers Rehabilitation and Compensation Act 1988 • Workers Rehabilitation and Compensation Regulations 2011
<p><u>Australian Capital Territory Legislation</u></p>	
<p>www.worksafe.act.gov.au</p>	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 • Work Health and Safety Regulation 2011 • Scaffolding and Lifts Act 1912 • Scaffolding and Lifts Regulation 1950 • Machinery Act 1949 • Machinery Regulation 1950 • Workers compensation Act 1951 • Workers compensation Regulation 2002 • Workers compensation Rules 2002 • Dangerous Substances Act 2004 • Dangerous Goods (Road Transport) Act 2004 • Dangerous Substances (Explosives) Regulations 2004 <p>For other Australian Capital Territory Legislation visit: www.legislation.act.gov.au</p>
<p><u>Northern Territory Legislation</u></p>	
<p>www.worksafe.nt.gov.au</p>	<ul style="list-style-type: none"> • Work Health and Safety (National Uniform Legislation) Act 2011 • Work Health and Safety (National Uniform Legislation) Regulations 2011 • Return to Work Act • Return to Work Regulations • Dangerous Goods Act • Dangerous Goods Regulations • Transport of Dangerous Goods by Road and Rail (National Uniform Legislation) Act • Transport of Dangerous Goods by Road and Rail (National Uniform Legislation) Regulations • Radioactive Ores and Concentrates (Packaging and Transport) Act • Radioactive Ores and Concentrates (Packaging and Transport) Regulations • Electricity Reform Act • Electricity Reform (Safety and Technical) Regulations • Work Health Administration Act 2011 • Work Health and Safety (National Uniform Legislation) Implementation Act 2011

5. Objectives and Targets Procedure

Purpose

To set objectives/targets for the defined period, allocate staff responsible and define timeframes for action.

Procedure

The timeframes and staff responsible for achieving the objectives are detailed as per the Health and Safety Plan. The system objectives and the way we measure them to ensure that they have been met are detailed herein and are as follows:

- To maintain compliance to AS/NZS ISO 4801 and prequalification requirements for key customers.
- To ensure compliance to all statutory and legal requirements measured via inspection and audit results.
- To eliminate workplace illness and injury measured using incident / injury statistics.
- To ensure all equipment is regularly maintained and inspected.
- To ensure we continue to source safe and environmentally friendly materials and equipment.

Managers are responsible for:

- Maintaining a KPI spreadsheet detailing the measurement of objectives for the current year.
- Continually reviewing and refining objectives at meetings to ensure they are providing the basis for continual improvement.

Audit Records

Health and Safety Plan Form 1.2

6. Induction

Purpose

To set out the arrangements for induction of new Workers, transferred Workers, Workers of contractors, and visitors.

Definitions

Visitors: persons who are accompanied at all times on site by a worker of Show Support Pty Ltd.

Procedure

1. New and Transferred Workers

“First Day Induction” is to be provided by the Manager or Supervisor. All items on the *First Day Induction Checklist* are to be explained to the worker. A record of this induction is to be signed by the person providing the training and by the worker and held under “Induction Records” in the worker file.

2. Workers of Contractors

Contractor induction is to be provided by the Supervisor/Manager or company delegate. All items on the *Contractor Induction Checklist* are to be explained and the Record of Induction signed by both the person providing the induction and the contractor’s worker. This record is to be filed by the Supervisor/Manager.

Audit Records

First Day Induction Checklist Form 6.1
Contractor Induction Checklist Form 6.2
Schedule of Induction Training

Form 6.1 First Day Induction Checklist

Name _____ Site _____
 Employee Number _____ Date of Induction _____
 Person Conducting Induction _____

	Please tick	Yes	No	Comments
1.	Introduction			
2.	Organisational overview and site tour			
3.	Outline of site rules (provide copy)			
4.	Discuss WHS manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			
9.	Use of PPE			
10.	Workplace Harassment			
11.	Copy Qualifications/Licences			
12.	Drug and Alcohol			
13.	Manual Handling			
14.	Fatigue Management			

This information has been provided to me:

Name and Signature of Worker

Dated

Name and Signature of Witness

Dated

Form 6.2 Contractor Induction Checklist

Name _____ Site _____
 Employee Number _____ Date of Induction _____
 Person Conducting Induction _____

	Please tick	Yes	No	Comments
1.	Introduction			
2.	Organisational overview and site tour			
3.	Outline of site rules (provide copy)			
4.	Discuss WHS manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			
9.	Use of PPE			
10.	Security and Access Arrangements			
11.	Copy Qualifications/Licences			

This information has been provided to me:

 Name and Signature of Contractor

 Dated

 Name and Signature of Witness

 Dated

7. Training and Qualifications

Purpose

To identify the competencies, training, and license requirements, for all workers of the organisation.

Procedure

1. Show Support Pty Ltd will ensure that its workers are adequately trained to a level of competency sufficient to ensure their health and safety when at work.
2. Show Support Pty Ltd will undertake training / competency needs assessment of all workers prior to the commencement of work or alteration of task allocation. The assessment will be recorded on *Skills/Competency Needs Assessment Form*.
3. Where skill deficiencies are detected appropriate training will be provided prior to commencement of work so workers can perform their designated duties safely.
4. Workers will be selected for specific tasks based on their level of skill and competency to undertake the work safely.
5. Casual labour will be used only when the nominated worker/s satisfies the level of competency required to undertake the task or when appropriate training can be provided prior to commencement of the work. Proof of the competency of casual labour must be detailed in the *Skills / Competency Needs Assessment form*.
6. Internal and external training will be recorded on the *Training Attendance Register Form*

Audit Records

Skills/ Competency Needs Assessment Form 7.1

Worker Competency, Licence and Training Record Form 7.2

Training Attendance Register Form 7.3

Form 7.1 Skills / Competency Needs Assessment

Location _____

Date _____

Worker Name	Skills, competencies and experience	Job requirements. Work to be undertaken	Deficiencies in skills, qualifications and competencies	Additional training required
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___
	___ Years experience			Completed: Yes / No Date completed: ___/___/___

8. Injury/Incident Management

Purpose

This procedure describes the management of incidents, the internal and external incident reporting and recording requirements of the organisation, and the procedure for injury/incident investigation.

Definitions

Nil

Procedure

When an incident/injury occurs the first step is to provide first aid to any injured persons, both workers, and/or the public.

The next step is to ensure that the risk is controlled so that no more incidents or injuries can occur (Note: for notifiable incidents the incident site must not be disturbed as noted below).

System for reporting and recording all injuries, incidents and work related illness:

Reporting incidents/injuries

The person involved in the incident completes the Incident Report Form and gives it to their Supervisor as soon as possible after the incident occurs or within 2 hours. It is the responsibility of the Supervisor to ensure this occurs. If the person involved in the incident cannot complete the form, then it is the supervisor's duty to complete the form and report the incident.

If the incident is a **notifiable incident**, then the PCBU must notify the statutory authority immediately after being made aware that a notifiable incident has occurred.

The incident site must not be disturbed until an inspector arrives unless it is:

- to assist an injured person
- to remove a deceased person
- essential to make the site safe or to minimise the risk of a further notifiable incident
- associated with a police investigation
- an action for which an inspector or the relevant states statutory authority has given permission – a direction that a scene may be disturbed may be given in person or by a telephone call.

The PCBU must keep a record of each notifiable incident for at least five (5) years from the date notified to the relevant statutory authority.

Incident Registers

Incidences are to be recorded in an Incident Register managed by the WHS Coordinator. This register will assist in identifying trends and relevant statistics.

All incident and injury data is:

- Forwarded to WHS Representative/Managing Director
- Recorded

- Included in monthly reports

Incident/Injury Investigation

The incident is to be investigated by a competent person within 24 hours of incident occurring by using *Incident Investigation Form*. The findings are to be communicated to the Managing Director and relevant WHS Authority if required.

For Notifiable incidents, the investigation will take place when the inspector arrives. All workers of Show Support Pty Ltd will aid in the investigation where required by the inspector.

To ensure workers understand reporting responsibilities Show Support Pty Ltd will ensure that *Incident Report Forms* are available to all workers and incident reporting responsibilities are reiterated at:

- Staff meetings/tool box talks
- During induction process

Audit Records

Incident Report Form 8.1
Incident Investigation Form 8.2
Training Registers
Incident Register Form 8.3

Form 8.1 Incident Report

If you have had an accident at work, or on the way to or from work, please fill in this form and notify your Ops Manager immediately. You only need to fill in what you know; the rest can be done later. Please fill this form in no matter how trivial your accident may seem. It may be important to have a report of the incident later if any complications develop.

NSW - GIO Workers Compensation Phone: 131010 Email: wclaimsnsw@gio.com.au Fax: 1300 666 346 Policy No: WC430919157	TAS - GIO Workers Compensation Phone: 03 6215 6347 Email: wclaimstas@gio.com.au Fax: 03 6223 4174 Policy No: TW007116	ACT - GIO Workers Compensation Phone: 131010 Email: giowcact@gio.com.au Fax: 1300 458 569 Policy No: CW005485	VIC - Gallagher Bassett Phone: 1800774377 Email: wcv@gbtpa.com.au Fax: 0392979010 Policy No: 12054581
QLD - Work Cover QLD Phone: 1300 362 128 Email: Fax: Policy No: WAA060746145	SA - Work Cover SA Phone: 13 18 55 Email: info@workcover.com Fax: 0882332990 Policy No: 21447308	WA - GIO Workers Compensation Phone: 131010 Email: Fax: Policy No: WA034146	

- Your Full Name: _____
 - D.O.B: _____
 - Address: _____
 - Home Phone: _____
 - Mobile: _____
 - Date you started working for Show Support: _____
 - Date of the Incident: _____
 - Details of the Incident: _____
 - Where: _____
 - Time of Incident: _____
 - Description of Incident: _____
- _____
- _____
- _____
- _____

- Show Support Crew Chief/Supervisor: _____
- Mobile Number: _____
- Client Supervisor: _____
- Mobile Number: _____
- Witness 1: _____
- Mobile Number: _____
- Witness 2: _____
- Mobile Number: _____
- Your GP: _____
- Mobile Number: _____
- Hospital where you were treated: _____
- Doctor's Name: _____
- Time In: _____
- Time Out: _____

CLAIM NO (Office use only):

Form 8.2 Incident Investigation Form

Site:

PARTICULARS OF INCIDENT			
Date of incident	Time	Location	Date reported

THE INJURED PERSON				
Name		Address		
Age	Phone number			
Date of incident		Length of employment:		
TYPE OF INJURY:	<input type="checkbox"/> Bruising	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Other (specify)	Injured part of body
<input type="checkbox"/> Strain/sprain	<input type="checkbox"/> Scratch/abrasion	<input type="checkbox"/> Internal		
<input type="checkbox"/> Fracture	<input type="checkbox"/> Amputation	<input type="checkbox"/> Foreign body	Remarks	
<input type="checkbox"/> Laceration/cut	<input type="checkbox"/> Burn scald	<input type="checkbox"/> Chemical reaction		

DAMAGED PROPERTY	
Property/ material damaged	Nature of damage
	Object/substance inflicting damage

THE INCIDENT			
Description			
Describe what happened (space overleaf for diagram <input type="checkbox"/> essential for all vehicle incidents)			
Analysis			
What were the causes of the incident?			
HOW BAD COULD IT HAVE BEEN?		WHAT IS THE CHANCE OF IT HAPPENING AGAIN?	
<input type="checkbox"/> Very serious	<input type="checkbox"/> Serious	<input type="checkbox"/> Minor	<input type="checkbox"/> Often
			<input type="checkbox"/> Occasional
			<input type="checkbox"/> Rare
Prevention			
What action has or will be taken to prevent a recurrence? Tick items already actioned			
Use space overleaf if required			
		By whom	When

TREATMENT AND INVESTIGATION OF INCIDENT			
Type of treatment given	Name of person giving first aid	Doctor/Hospital	
Incident investigated by	Date	OSH advised	<input type="checkbox"/> YES <input type="checkbox"/> NO
			Date

9. Return to Work

Introduction

The following procedure articulates Show Support Pty Ltd's commitment to preventing injury and illness by providing a safe and healthy working environment and providing opportunities for workers to participate in workplace rehabilitation to facilitate a timely and safe return to normal duties.

Workplace rehabilitation provides support to injured or ill workers, supervisors, managers and team members and is a positive strategy for retaining the job skills of staff members.

Definitions:

Injury - A personal injury which includes, for example, a cut, fracture, sprain, strain, disease, aggravation of a pre-existing condition, industrial deafness, and psychiatric or psychological disorders.

Injury Management/Return to Work plan - A plan that covers the management of a workers injury and their return to work.

Suitable Duties/Suitable Employment - Matching pre-injury duties to recovering abilities on a temporary basis.

Approved workplace rehabilitation Provider/ Accredited vocational rehabilitation provider – offer specialized workplace rehabilitation services to help injured workers return to work.

Responsibilities

Employer Responsibilities:

- prevent injury and illness by providing a safe and healthy working environment
- notify the required authorities/insurers of the work injury within the required time frame
- participate in the development of an injury management/return to work plan and ensure that injury management commences as soon as possible after a worker is injured
- support the injured worker and ensure that early return to work is a normal expectation
- provide suitable duties for an injured worker as soon as possible
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor, and the responsibility to provide accurate information about the injury and its cause
- consult with workers, doctors, rehabilitation providers, and, where applicable, unions to ensure that the return to work program operates as smoothly as possible
- maintain the confidentiality of injured worker records

- an employer must not dismiss a worker as a result of a work related injury within the time frame set out in that State/Territories legislation.

Workers Responsibilities:

- take care to prevent work injuries to yourself and others
- notify your employer of an injury as soon as possible
- make a claim as soon as possible with the relevant authority/insurer
- participate in developing and cooperate with your injury management/return to work plan
- provide current medical certificates
- provide accurate information about any aspect of your claim
- notify the agent/insurer if you get a job or if you earn extra income from your job while you are receiving weekly benefits
- attend medical and rehabilitation assessments
- co-operate in workplace changes that will assist other injured workers.
- If a worker does not comply with the injury management plan, the agent/insurer may suspend benefits.

Workers Rights:

- nominate your own treating doctor who will be involved in your injury management plan
- if not provided by the insurer, choose your own approved workplace rehabilitation provider if necessary
- be actively involved in the planning of your return to work.

Procedure

Notification of injuries

- Notify all injuries to the supervisor as soon as possible.
- Record all injuries using the Incident Report Form.
- Notify Workers compensation agent/insurer of all injuries within 48 hours.

Recovery

- Ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible.
- Consult with the doctor nominated by the injured worker and who is responsible for the medical management of the injury and assist in planning return to work.

Return to work

- Arrange a suitable person to explain the return to work process to the injured worker.
- If not provided by the insurer, ensure that the injured worker is offered the assistance of an approved workplace rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.
- Arrange for the worker's early return to work (subject to medical and rehabilitation provider advice).

Suitable duties

- Develop an individual return to work plan when the worker according to medical advice, is capable of returning to work, Suitable duties plan
- Provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition depending on the individual circumstances of the injured worker. Suitable duties may be:
 1. at the same worksite or a different worksite
 2. the same job with different hours or modified duties
 3. a different job
 4. full time or part time.

Dispute resolution

- Work together with the injured worker and where possible their union representative to resolve any disagreements about the return to work program or suitable duties
- If disagreements cannot be resolved between the worker and employer, involve other parties such as the worker's treating doctor, the agent/insurer, an approved workplace rehabilitation provider or an injury management consultant.
- If this does not satisfactorily resolve the issue, contact the relevant State/Territory authority for advice.

For more information on Workers Compensation/Return to work, see the relevant State/Territory websites/legislation below:

New South Wales

www.workcover.nsw.gov.au

Workplace Injury Management and Workers Compensation Act 1998

Workers Compensation Regulation 2010

Victoria

www.worksafe.vic.gov

Workplace Injury, Rehabilitation and Compensation Act 2013

Queensland

www.workcoverqld.com.au

www.worksafe.qld.gov.au

Workers' Compensation and Rehabilitation Act 2003

Workers Compensation and Rehabilitation Regulations 2014

South Australia

www.rtwsa.com

Return to Work Act 2014

Return to Work Regulations 2015

Northern Territory

www.worksafe.nt.gov.au

Return to Work Act 2015

Return to Work Regulations 2015

Australian Capital Territory

www.worksafe.act.gov.au

Workers Compensation Act 1951

Workers Compensation Regulation 2002

Western Australia

www.workcover.wa.gov.au

Workers' Compensation and Injury Management Act 1981

Workers' Compensation and Injury Management Regulations 1982

Tasmania

www.worksafe.tas.gov.au

Workers Rehabilitation and Compensation Act 1988

Workers Rehabilitation and Compensation Regulations 2011

Audit Records

Incident Report Form 8.1
Injury Management plan
Medical records
Suitable Duties plan Form 9.1

Form 9.1 Suitable Duties Plan

Injured worker details		Plan details
Worker:	Phone number:	Goal – long term:
Supervisor:	Phone number:	Objective of this plan:
Treating medical practitioner:	Phone number:	Duration of this plan from:
Job description: nurse on restricted duties		Fit for suitable duties (restricted return to work?)

Task details		Duties	Restrictions
Week one commencing:			
Hours:	Days		
Week two commencing:			
Hours:	Days:		
Treatment during this plan (e.g. physiotherapy):		Training required:	
		If 'yes' given by:	
Plan to be reviewed: at the end of each week by		On:	

Signatures

Name (treating medical practitioner): I approve this plan Signature: _____ Date: _____	Name (worker): I have been consulted about the content of this plan and agree to participate Signature: _____ Date: _____
Name (supervisor) I agree to ensure this plan is implemented in the work area	Name (workplace rehabilitation provider) I agree to monitor this plan

Signature:

Date:

Signature:

Date:

10. Consultation & Communication Procedure

Purpose

To establish a procedure for effective and regular consultations between management and workers, and ensure outcomes are communicated effectively.

Procedure

Meetings, Communications

Managers and WHS Administrators are responsible for:

- The election of Safety and Health Representatives in accordance with relevant State Legislation.
- Overseeing a Monthly Branch WHS meeting to address quality, WHS and environmental issues.
- Ensuring toolbox meetings are conducted in line with the site / office WHS plan.
- Communicating any matters that are likely to affect the workplace via memo, company bulletin or similar.

The relevant manager / supervisor are responsible for:

- Conducting toolbox meetings in line with the agenda as detailed in the template to address relevant WHS issues.
- Ensuring all staff are consulted with in regards to WHS procedural updates and pertinent matters.
- Ensuring all absentees from meetings are debriefed and copies of relevant minutes distributed and signed to confirm receipt and understanding.

All staff are informed that they are to report any issues to their Supervisor who will raise it in the monthly meeting.

The Supervisor will then display minutes of the meeting onto notice boards for workers to view.

Consultation

Worker participation enables workers to contribute in determining how the work can be done safely.

Effective and meaningful consultation can result in:

- Reduced injury and disease;
- Improved management decisions through gathering a wider source of ideas about WHS
- Greater employer and worker commitment to HSEQ through a better understanding of WHS decisions and worker ownership of the outcome of consultation
- Greater openness, respect and trust between management and workers through developing an understanding of each other's points of view.

When to consult

- Show Support Pty Ltd will so far as is reasonably practicable consult when:
- Identifying or assessing hazards or risks
- Making decisions on how to control risks
- Making decisions about the adequacy of facilities for worker welfare (e.g. dining facilities, change rooms, toilets or first aid)
- Making decisions about procedures to:
 1. consult with workers on health and safety matters
 2. resolve health and safety issues
 3. monitor workers' health and workplace conditions
 4. provide information and training
- Determining the membership of any health and safety committee

Site Safety Communication

Pre-start Briefings

Discuss work to be carried out that day, ensuring a JSA; SWMS has been completed addressing all safety risks. Determine if there have been any changes to site conditions that need to be addressed

Before assigning tasks, ensure the worker is competent to use any associated equipment or products.

Toolbox Meetings

Where required by the contract or for any site with above 3 workers (working for over 1 week) ensure a weekly toolbox meeting is scheduled

Ensure all workers are given the opportunity to raise issues and record minutes using the *Record of Safety Meeting Form*, ensuring agreed actions are allocated a responsibility and due date.

Always start the meeting by reviewing agreed actions from the previous meeting. Tick off actions that have been effectively completed and carry forward incomplete actions.

Where an issue arises that may impact other sites provide full details to the Safety Manager so that the issue can be discussed at the following Safety Committee Meeting.

Audit Records

Record of Safety Meeting Form 10.1

Form 10.1 Record of Safety Meeting Form

Time & date meeting commenced:		Time meeting concluded:
Attendees		
Chairperson:		
Agenda Items		
1. Outstanding issues from previous meeting		
2. New hazards		
3. New incidences/injuries		
4. (insert relevant agenda item)		

5. (insert relevant agenda item)

6. (insert relevant agenda item)

Corrective Action	Action by	Action Completed	
		Sign Off	Date

Reviewed by Managing Director: _____ (signature) _____ (date)

11. Documentation and Data Control

Purpose

To describe the core elements of Show Support Pty Ltd's WHS Management System and their interaction in sufficient detail to communicate the purpose, operation and implementation of the WHS, and to provide direction to related documentation.

Maintaining a summary of the documentation will allow Show Support Pty Ltd to:

- Collate the WHS Policy, Objectives and Targets;
- Describe means of achieving Objectives and Targets;
- Document key roles, responsibilities and procedures;
- Provide direction to related documentation; and
- Demonstrate that appropriate elements of the WHS are being implemented.

Procedure

This procedure describes the core elements of the WHS, identifies related documentation and where to locate it, and defines how the WHS will be documented and maintained.

Responsibility

The responsibilities for the management of the WHS Documentation are as follows:

Operations Manager is responsible for:

- Ensuring that changes to controlled documents are made, understood, distributed, and communicated to the affected functions within the organisation.
- Making changes to the controlled documents and distributing changes.
- Issuing uncontrolled copies.
- Removal of obsolete controlled documents from all points of issue and use.

Actions

Documentation of the WHS system

The WHS will be documented in hardcopy and electronic form.

The WHS will contain an introductory section and a procedure for each of the requirements set out in AS/NZS 4801.

Each procedure will be based on a standard template.

Location of WHS Documentation

Electronic copy to be kept on Show Support Pty Ltd's computer system

Core Elements of the WHS Documentation

Show Support Pty Ltd WHS Policy

The WHS policy is a statement by Show Support Pty Ltd of its intentions and principles in relation to its overall WHS performance. The purpose of the WHS system is to provide the means to meet the commitments outlined in the WHS policy in a logical, reasonable and integrated manner.

WHS Manual

The WHS manual provides the framework within which the WHS policy, WHS procedures and forms can be viewed in relation to each other. The manual allows the WHS to be organised and implemented in a manner suited to Show Support Pty Ltd.

WHS Procedures

The WHS manual contains procedures that describe the operation, control and review of the WHS management system. These procedures include a series of actions that integrate the management of WHS issues associated with Show Support Pty Ltd's operations and facilities.

WHS Forms and checklists

The WHS forms and checklists facilitate the implementation of the actions specified in the WHS procedures. These elements provide guidance on the implementation of the WHS, ensure all information relating to the WHS is recorded and allow follow-up and reporting on the WHS to occur.

Related Documentation

WHS documentation has been developed so that it integrates with existing systems as much as possible and existing document control.

Related documentation includes:

- WHS legislation and regulations;
- Regulatory Compliance System documents;
- Incident management database;
- WHS Policies, Guidelines and Codes of Practice;
- Australian Standards;
- Show Support Pty Ltd Policies;
- Operating procedures;
- Organisational structure information;
- Show Support Pty Ltd process information;
- Emergency plans;
- Monitoring database;
- Reports.

Relevant documentation is referred to in each procedure.

Appropriate aspects of new systems will be incorporated as developed.

WHS Documentation Maintenance and Modification

WHS documentation will be maintained and modified by the Operations Manager.

Audit Records

Document Register

12. Issue Resolution

Purpose

Management and workers of Show Support Pty Ltd have agreed upon the following issue resolution procedure. The agreed procedure aims to achieve the most efficient and effective resolution of all health and safety issues, as and when they arise. It is the responsibility of all management levels to resolve issues in their workplace. This procedure is applicable to all workers in the organisation.

Definitions

Nil

Procedure

The agreed procedure is as follows:

1. Where a worker identifies a health and safety issue they should raise it with their immediate supervisor. The worker or supervisor should inform the Managing Director.
2. The issue should be dealt with as soon as possible after being reported. If it cannot be rectified immediately then a solution should be implemented as soon as practicable. As a minimum, interim measures should be put in place to prevent any adverse consequences until such time that the issue can be satisfactorily resolved.
3. Where the issue concerns work which involves an immediate threat to the health and safety of any person, the Manager in consultation with the Managing Director may direct that work will cease. Where an issue or an immediate threat remains unresolved, the Managing Director or workers may request the assistance of Health and Safety Authority. A Health and Safety Inspector may issue an Improvement Notice or a Prohibition Notice.
4. The issue and agreed outcomes should be tabled during the next safety meeting to notify all personnel of the issue and agreed control options. This communication should be formal using the *Hazard Report Form* as outlined in Appendix Procedure 3 Hazard Reporting.
5. Solutions should be recorded as well as communicated to relevant workers for their information.
6. Where relevant, the issue and control options should be documented in the Risk Register by the Manager and distributed to all sites within the control of the company for tabling at safety meetings.

Audit Records

Hazard Report Form 3.1

Record of Safety Meeting Minutes Form 10.1

Agreed by: _____

Name - Managing Director

Date: _____

13. Emergency Procedures

Purpose

To provide the emergency control, structure and directions which will prevent injury to personnel, visitors and neighbouring people/premises in the event of an emergency. The procedures also aim to minimise damage to the organisation's equipment, plant and installations.

Definitions:

Nil

Key principles

- All risks will be continually monitored in order to minimise the potential of an emergency.
- The safety of personnel is foremost.
- Emergency plans will be formulated and reviewed in consultation with personnel, emergency service specialists and in line with statutory requirements.
- Plans should be simple but effective.
- Emergency control personnel will be trained in their appointed duties.
- All personnel will be regularly trained in appropriate response procedures.

Procedure for Development of Emergency Plans

1. The Manager shall identify possible emergency situations using the Hazard Identification, Risk Assessment and Control Procedure. A record of the assessment shall be kept.
2. The Manager shall develop emergency plans based on the Standard Requirements and using *Emergency Procedure for Workers Form*.
3. Emergency Plans must be kept up to date and reviewed every 6 months, by the Manager.
4. Emergency Information to be displayed in the Work Health and Safety Manual and on notice boards etc.
5. An emergency plan diagram of the site showing exit points, fire extinguishers, hose reels and muster points will be displayed.
6. Equipment provided for Emergency Procedures shall be checked monthly as part of the monthly *Workplace Inspection Checklist Form*.
7. Emergency plans to be tested at least annually to ensure all personnel are aware of details of the plan. Records of tests to be maintained on *Evacuation Review Report Form*.

Audit Records

Assessment(s) of On-site and Off-site Emergencies
Emergency Plan (diagram)
Reviews of Emergency Plans
Evacuation Review Report Form 13.5
Workplace Inspection Checklist Form 14.2
Training Records

Form 13.1 Emergency Procedures for Workers

EMERGENCY PROCEDURES FOR WORKERS

- 1 ***The alarm will be raised by*** (an audible alarm or instructions over PA System etc)
- 2 ***Assist anyone in danger if safe to do so***
- 3 ***If safe use extinguisher to smother fire***
- 4 ***Move to assembly point on signal, on instruction from supervisor or when it is unsafe to remain in the area***
- 5 ***Assist visitors and disabled persons to evacuate.***
- 6 ***Remain at Assembly Area until instructed by Supervisor***

Form 13.2 Bomb Threats Suspect Package

BOMB THREAT/SUSPECT PACKAGE

Threat received

Step 1 Use the Bomb Threat Checklist to record all details

Step 2 Notify the Manager

Step 3 Contact the police on _____ if not already done by the Manager

Step 4 Open as many doors and windows as possible

Step 5 Evacuate to evacuation areas

Bomb found

Step 1 Do not touch it – clear the area and do not re-enter until instructed

Step 2 Advise the Manager immediately

Step 3 Contact Emergency Services by phoning **000** if not already done by the Manager

Step 4 Wait for advice from Manager and leave doors and windows open

Form 13.3 Bomb Threat Checklist

QUESTIONS TO BE ASKED		CALLER'S VOICE	
Where did you put the bomb?		Accent [specify]:	
		Any impediment [specify]:	
When did you put it there?		Voice [loud, soft etc]:	
What does the bomb look like?		Speech [fast, slow etc]:	
What kind of bomb is it?		Diction [clear, emotional etc]:	
Did you place the bomb?		Did you recognise the voice?	
Why did you place the bomb?		If so, who do you think it is?	
What is your name?			
		THREAT LANGUAGE	
Where are you?		Incoherent?	
		Irrational?	
What is your address?		Taped?	
		Message read by caller?	
Sex of caller:		Abusive?	
		Other?	
Estimated age:			
EXACT WORDING OF THREAT		BACKGROUND NOISES	
		Street/house noises?	
		Aircraft?	
		Voices/music?	
		Local call?	
		STD/ISD/OTHER?	
ACTION		CALL TAKEN & BY WHOM	
Report call immediately to:		Date & time of call:	
	Phone Number	Duration of call:	
Manager		Name of person taking call:	
Police:		Telephone No:	
Director		Number called (if different to above):	
		Signature:	

Form 13.4 Medical Emergency

MEDICAL EMERGENCY

- Step 1** Check for any threatening situation and control it if safe to do so
- Step 2** Remain with casualty (unless there is no other option) and provide appropriate support
- Step 3** Do not move any casualties unless in a life threatening situation
- Step 4** Notify the Manager and the first aider
- Step 5** Notify the ambulance if not already done and designate someone to meet them
- Step 6** Provide support to first aider or ambulance if required

Form 13.5 Evacuation Review Report

Date	Drill, false alarm or fire	Time taken to evacuate	Comments	Initial

14. Workplace Inspection Procedures

Purpose

The objective of this procedure is to describe the process whereby management and workers may together identify hazards and take action to prevent injuries and illnesses arising out of work at the organisation's workplace.

The process involves inspection, communication, evaluation and review. A key feature of the process is to ensure management accountability and the commitment of all personnel to hazard elimination and control. This is a formal process and must be complimented by informal inspections on a regular basis.

Definitions

Nil

Procedure

- Formal workplace inspections will be conducted monthly using the *Workplace Inspection Checklist Form*. The monthly Workplace Inspection Checklist may be completed by any worker but must be signed off by the Manager.
- The Checklist may be modified to include a check on any controls implemented as a result of previous hazard identifications.
- Items which generate a “No” response on the Checklist will be immediately transferred to a *Hazard Report Form* unless able to be immediately rectified.
- *Annual Workplace Inspection Calendar* will be prepared and maintained by the Manager. The inspection calendar will document the required date for completion of the *Workplace Inspection Checklist Form* as well as the name of the worker who will conduct the inspection.
- All workers are required to participate in the completion of the *Workplace Inspection Checklists Form* on a rotational basis. The worker who has completed the checklist will sign the inspection calendar to indicate completion. A copy of the calendar will be provided to all workers via a notice board or similar.
- *Hazard Report Form* attached to the *Workplace Inspection Checklist Form* will be tabled at the safety Meeting.
- All personnel will have access to inspection reports.
- The Managing Director will review the process annually.

Audit Records

Annual Workplace Inspection Calendar Form 14.1
Workplace Inspection Checklist Form 14.2
Hazard Report Form 3.1
Record of Safety Meeting Form 10.1

Form 14.1 Annual Workplace Inspection Calendar

YEAR and MONTH 2016	INSPECTION DATE	NOMINATED WORKER	WORKER SIGNATURE (to indicate completion)	MANAGER SIGNATURE
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Form 14.2 Workplace Inspection Checklist

Site Location: _____

Date of Inspection: _____

Workplace Inspection Calendar completed by: _____

	Item	Yes	No	N/A
1	Fire			
	• Extinguishers are in place			
	• Are clearly marked			
	• Have been serviced within the last 6 months.			
	• Area around the extinguisher is clear for a 1 meter radius			
	• Fire exit signs are visible			
	• Fire exit signs are in working order			
	• Exit doors are not blocked			
	• Exit doors can easily be opened			
	• Fire alarm is in working order			
	• Emergency plan is displayed			
	• Emergency drill carried out within the last 6 months			
2	Electrical			
	• No broken plugs, sockets or switches			
	• No frayed or damaged leads			
	• Portable power tools in good condition			
	• No temporary leads on the floor			
	• Testing and tagging of electrical items has been attended within the last 12 months.			
3	General lighting			
	• There is adequate illumination in working areas			
	• There is good natural lighting			
	• There is no direct or reflected glare			
	• Light fittings are in good working condition and are clean			
	• Emergency lighting is operational			
4	Walkways			
	• No oil or grease			
	• Walkways are clear of obstruction			
	• Walkways are clearly marked			
	• There is unobstructed vision at intersections			
	• Stairs not blocked and are in good condition			
5	Rubbish			
	• Bins are located at suitable points			
	• Bins are not overflowing			
6	Work benches			
	• Clear of rubbish			
	• Tools are stored properly			
	• Adequate work height			
	• No sharp edges			
7	Storage			
	• Materials stored in racks in a safe manner			
	• Pallets are in good condition (no broken wood)			
	• Floor around racking is clear of rubbish or obstacles			
	• Racking is in good condition, no damaged uprights, beams etc			
8	Chemicals			
	• SDS for all chemicals			
	• SDS Register is available and current			
	• Containers are clearly and accurately labelled			
	• All chemicals are stored in accordance with the SDS			
9	First aid			

15. Office Safety

Purpose

A large percentage of workplace incidents and injuries occur in offices. Show Support Pty Ltd is committed to providing a safe and healthy working environment free from injury for all workers, clients and visitors.

This policy is intended to ensure safety in office environments.

Procedure

Like a workshop or laboratory, an office requires preventive measures to ensure a safe and healthy environment. Common causes of office incidents include the following:

- Slipping, tripping, and falling hazards;
- Burning, cutting, and pinching hazards;
- Improper lifting and handling techniques;
- Failure to remain attentive;
- Improper office layout and arrangement;
- Dangerous electrical wiring;
- Exposure to toxic substances;
- Horseplay.

Good Housekeeping Practices

Many office incidents are caused by insufficient housekeeping practices. By keeping the office floor both neat and clean, you can eliminate most slipping, tripping, and falling hazards. Other good housekeeping practices include the following:

- Ensure that office lighting is adequate. Replace burned out light bulbs and have additional lighting installed, as necessary.
- Ensure that electrical cords and phone cords do not cross walkways or otherwise pose a tripping hazard. If you cannot move a cord, have a new outlet installed or secure the cord to the floor with cord covering strips. Do not run cords underneath carpet, and avoid the use of tape whenever possible.
- Report or repair tripping hazards such as defective tiles, boards, or carpet immediately.
- Clean spills and pick up fallen debris immediately. Even simple items such as a loose pencil could cause a serious falling injury.
- Keep office equipment, facilities, and machines in good condition.
- Store items in an approved storage space. Take care to not stack boxes too high or too tight. Clearly label boxes with their contents.
- Keep all drawers and cupboard doors closed when unattended.

Chemical Hazards

Many common office chemicals can cause injuries if improperly used, stored, or disposed. Some common office chemicals include: cleaning agents, glues, correction fluid, inks, and toners.

To guarantee the safe use, storage, and disposal of the chemicals in your office, always review the Safety Data Sheet (SDS) and/or container label for important information.

Cuts and Punctures

Cuts and punctures happen when people use everyday office supplies without exercising care. Follow these guidelines to help reduce the chance for cuts and punctures:

- When sealing envelopes, use a liquid dispenser, not your tongue.
- Be careful when using kitchen knives, scissors, staplers, letter openers, and box openers. Any of these items could cause a serious injury.
- Avoid picking up broken glass with your bare hands. Wear gloves and use a broom and a dust pan.
- Place used blades, broken glass, or other sharp objects in a rigid container, such as a box, before disposing in a wastebasket.

Machine Incidents

Only use machines that you know how to operate. Never attempt to operate an unfamiliar machine without reading the machine instructions or receiving directions from a qualified person. In addition, follow these guidelines to ensure machine safety:

- Secure machines that tend to unexpectedly move during operation.
- Do not place machines near the edge of a table or desk.
- Ensure that machines with moving parts are guarded to prevent incidents. Do not remove these guards.
- Unplug defective machines, place "Out of Order" signs on them, and have them repaired immediately.
- Do not use any machine that smokes, sparks, shocks, or appears defective.
- Close hand-operated paper cutters after each use.
- Take care when working with copying machines. If you have to open the machine for maintenance, repair, or troubleshooting, remember that some parts may be hot. Always follow the manufacturer's instructions for troubleshooting.
- Unplug paper shredders before conducting maintenance, repair, or troubleshooting.

Some items can be very dangerous when worn around machinery with moving parts. Avoid wearing the following items around machines with moving parts:

- Loose belts
- Jewellery

- Long, loose hair
- Long, loose sleeves or pants
- Scarves
- Ties

Slips, Trips, and Falls

The easiest way to avoid slips, trips, and falls is to pay attention to your surroundings and to avoid running or rushing. Additionally, you can improve the flow of office traffic by following these guidelines:

- Arrange office furnishings in a manner that provides unobstructed areas for movement.
- Keep stairs, steps, flooring, and carpeting well maintained.
- Ensure that glass doors have some type of marking to keep people from walking through, or into, them.
- Clearly mark any difference in floor level that could cause an incident.
- Secure throw rugs and mats.
- Do not place wastebaskets or other objects in walkways.
- Close file drawers when you leave the cabinet.

Preventing Stress

To reduce stress and prevent fatigue, it is important to take mini-breaks throughout the day. If possible, change tasks at least once every two hours. Stretch your arms, neck, and legs often if you do the same type of work for long periods of time. Rest your eyes often by closing them or looking at something other than the work at hand. For a quick pick-me-up, breathe deeply several times by inhaling through your nose and exhaling through your mouth. In addition, try eating your lunch somewhere other than at your desk.

Other examples of stress-relieving exercises that can be done at your desk include the following:

Head and Neck Stretch: Slowly turn your head to the left, and hold it for three seconds. Slowly turn your head to the right, and hold it for three seconds. Drop your chin gently towards your chest, and then tilt it back as far as you can. Repeat these steps five to ten times.

Shoulder Roll: Roll your shoulders forward and then backward using a circular motion.

Upper Back Stretch: Grasp one arm below the elbow and pull gently towards the other shoulder. Hold this position for five seconds and then repeat with the other arm.

Wrist Wave: With your arms extended in front of you, raise and lower your hands several times.

Finger Stretch: Make fists with your hands and hold tight for one second, then spread your fingers wide for five seconds.

Equipment Safety

Common office machines, such as the following, require special safety considerations: copiers, microwaves, shredders and computers. Be sure you know how to operate these machines before using them, and never use one of these machines if you think it is defective.

Other office equipment that requires safety consideration includes furniture such as file cabinets, shelves, desks, chairs, ladders, and step stools.

File Cabinets and Shelves

Because file cabinets and shelves tend to support heavy loads, treat them with special care.

Follow these safety guidelines for file cabinets:

- Secure file cabinets that are not weighted at the bottom.
- Ensure that file cabinet drawers cannot easily be pulled clear of the cabinet.
- Do not block room ventilation grates with file cabinets.
- Open only one drawer at a time to keep the cabinet from toppling.
- Close drawers when they are not in use.
- Do not place heavy objects on top of cabinets. Be aware that anything on top of a cabinet may fall off if a drawer is opened suddenly.
- Close drawers slowly using the handle to avoid pinched fingers.
- Keep the bottom drawer full. This will help stabilize the entire cabinet.

In addition, follow these safety guidelines for office shelves:

- Ensure shelves are secured.
- Place heavy objects on the bottom shelves. This will keep the entire structure more stable.
- Maintain 18 inches between top shelf items and the plane of the fire suppression sprinkler heads. In non-sprinkler areas, 24 inches must be maintained from top shelf items and the ceiling.
- Do not block room ventilation grates with shelves.
- Never climb on shelves (even lower shelves). Use an approved ladder or step stool.

Desks

Follow these safety guidelines for office desks:

- Keep desks in good condition (i.e., free from sharp edges, nails, etc)
- Ensure that desks do not block exits or passageways.
- Ensure that glass-top desks do not have sharp edges.

- Ensure that desks with spring-loaded tables function properly. The table should not spring forth with enough force to cause an injury.
- Do not climb on desks. Use an approved ladder or step stool.
- Keep desk drawers closed when not in use.
- Repair or report any desk damage that could be hazardous.

Chairs

Safety guidelines for office chairs include the following:

- Do not lean back in office chairs, particularly swivel chairs with rollers.
- Never climb on a chair. Use an approved ladder or step stool.
- Office desk chairs should have adjustable back supports and seat height. Make sure that your chair's back support position and seat height are comfortable.
- Take care when sitting in a chair with rollers. Make sure it does not roll out from under you when you sit down.
- Repair or report any chair damage that could be hazardous.
- Do not roll chairs over electrical cords.

Ladders and Step stools

Always use an approved ladder or step stool to reach any item above your extended arm height. Never use a makeshift device, such as a desktop, file cabinet, bookshelf, chair or box, as a substitute for a ladder or step stool.

Follow these guidelines when using ladders/step stools:

- Do not load ladders or step stools above their intended capacity.
- Place ladders or step stools on slip-free surfaces even if they have slip-resistant feet.
- Avoid placing ladders or step stools in walkways, and never place them in front of a door, unless the door is locked and barricaded.
- Refer to the Industrial Safety section in this manual for more information on ladder safety.

Ergonomics and Work Station Arrangements

Ergonomics involves adjusting work processes or stations to fit a particular worker. Improper ergonomic design can cause debilitating long-term musculoskeletal effects. Ensure Ergonomic principles are used when setting up desks and workstations.

Audit Records

Training Records

16. Workplace Harassment/Bullying

Purpose

To provide a safe workplace to all Show Support Pty Ltd workers through effective management of workplace harassment/bullying.

Policy

Show Support Pty Ltd is committed to providing a work environment that is pleasant for workers to work in and conducive to good workplace relations. This policy is aimed at ensuring that workers are not subjected to any unwanted workplace harassment/bullying. Harassment/bullying in the workplace decreases productivity, increases absenteeism and is also against the law. For these reasons, harassment/bullying will not be tolerated at Show Support Pty Ltd. For the purpose of this policy 'harassment' includes bullying.

Harassment/Bullying - Workplace harassment/bullying is where a person or persons are subjected to unreasonable behaviour, other than sexual harassment, that is unwelcome and unsolicited, the person considers to be offensive, intimidating, humiliating or threatening and/or a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

Examples of unreasonable behaviour include, but are not limited to:

- Abusive, insulting or offensive language or comments;
- Unjustified criticism or complaints;
- Repeated threats of dismissal;
- Exclusion from activities where deliberate;
- Spreading rumours;
- Setting unreasonable work tasks or timelines;
- Sabotaging a person's work performance by withholding information or giving incorrect information;
- Changing of rosters/work arrangements so as to deliberately inconvenience a worker or workers.

What is **not** considered unreasonable behaviour:

- Setting reasonable work tasks and timelines;
- Reasonable rostering/work arrangements;
- Deciding not to select a worker for promotion where a reasonable process is followed;
- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way ;
- Informing a worker about inappropriate behaviour in an objective and confidential way;
- Implementing organisational changes or restructuring;

- Taking disciplinary action, including suspension or terminating employment.

Show Support Pty Ltd has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating workers about harassment, putting in place this policy, setting behaviour standards, implementing grievance and complaint handling procedures, and ensuring compliance by all in the workforce.

Harassment in the workplace can create unpleasant or even hostile work environment. Harassment makes work difficult for every one – the person being harassed, as well as workers witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour. It can also damage the reputation of a company.

Harassment outside the Workplace

Workplace harassment can take place off site. Examples would be harassment occurring at a work Xmas party, unwanted phone calls to a worker's home, and following workers home from work, text messaging, internet chat rooms or other social media channels.

Harassment of Customers

The way workers treat clients and customers is extremely important for the image of the company. Harassment of customers or clients is not only bad for business; it is against the law and can result in legal action being taken by the customer or client against the company.

Bullying and workplace violence

Workplace violence is any action, incident or behaviour in which a person is physically assaulted, threatened, harmed or injured in circumstances relating to their work. The risk of workplace violence must be eliminated or minimised so far as is reasonably practicable.

Incidents of workplace violence (i.e. physical assault or the threat of physical assault) should be reported to the police because these are criminal matters.

Victimisation

Victimisation happens where a worker is treated harshly or subjected to any detriment because they have made a complaint of discrimination or harassment. Victimisation will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

A complaint of victimisation is made in the same way as a complaint of discrimination or harassment. Victimisation is either dealt with as an offence punishable by fine, or can be the subject of a damages award, depending on which law the complaint is brought under.

Responsibility:

Managers/Supervisors

- Managers and supervisors must ensure that they do not harass or bully workers, other managers or supervisors, clients or customers.
- Carry out risk assessments and implement control measures to prevent workplace harassment within Show Support Pty Ltd.
- Ensure all workers have been provided with information regarding their rights and responsibilities in relation to workplace harassment.

- Ensure they have the appropriate training in handling workplace harassment complaints, including an understanding of both informal and formal complaint resolution options.

All Workers

- Each worker must ensure that they do not engage in harassing or bullying behaviour towards other workers, managers or supervisors, clients or customers.
- Workers should be aware that they can be held legally responsible for their unlawful acts. Workers, who aid, abet or encourage other persons to harass and bully can also be held legally liable.
- Raise any issues or concerns relating to workplace harassment with Manager or Supervisor.
- Ensure they have an understanding of the options available to resolve workplace harassment issues.

Procedure

Behaviour standards

Show Support Pty Ltd has standards of behaviour for workers to:

- Act in a responsible and professional manner;
- treat others in the workplace with courtesy and respect;
- listen and respond appropriately to the views and concerns of others;
- be fair and honest in their dealings with others.

Complaint Handling System

Any complaints of workplace harassment must be treated seriously and investigated promptly, confidentially and impartially. Harassment complaints can be lodged informally or formally. The complaint system developed must therefore be capable of managing both types of complaints.

Informal Complaints: An informal complaint handling system may encourage workers to raise their concerns with an appropriate contact person within the workplace and the matter resolved in an informal and fair manner.

Formal Complaints: The system implemented to manage formal complaints of harassment must include the following:

- a formal reporting procedure;
- an investigation procedure;
- a complaint resolution procedure;
- an appeals process;

Grievance Procedure

If you believe that you are being harassed/bullied, there are a number of important steps you should take:-

- a) Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent.
- b) Report the behaviour or incident to your manager. If the alleged perpetrator is a manager then report the manager to a senior manager.
- c) Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or the company.

If you make a complaint of workplace harassment/bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated and, if found to be proved, appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases, the harasser may be dismissed. You will not be victimised or treated unfairly for making a complaint.

If you are not satisfied with the way in which the company has dealt with your complaint, you can apply to the Fair work Commission for an order to stop the workplace bullying. Such workers should contact the Fair Work Commission to find out if they are eligible to apply for an order.

Education and Training

Show Support Pty Ltd will ensure that all workers are provided with the appropriate training and education on issues of workplace harassment which will enable them to:

- Understand the behaviours that are or are not workplace harassment.
- Understand the consequences of workplace harassing behaviours.
- Understand the process for lodging complaints of workplace harassment.

Audit Records

Training Register
Risk Assessments

17. Sexual Harassment

Purpose

Show Support Pty Ltd is committed to ensuring that the Workplace is free from Sexual Harassment. Sexual harassment will not be tolerated, and that disciplinary action will be taken against any worker that breaches the policy.

Scope

This procedure applies to all Show Support Pty Ltd workers.

Responsibility:

Employer Responsibilities:

- The employer, as well as the person or persons who engaged in the sexual harassment can be liable to pay compensation for loss or damage suffered by a person as the result of sexual harassment. (Vicarious Liability)
- Employer must take 'reasonable steps' to prevent workers from treating others unfairly or badly.
- 'Reasonable steps' include having clear policies about fair treatment in the workplace, providing information and training for all staff, especially managers and supervisors, and having a fair process in place for dealing with complaints.

Management and Supervisors must ensure that:

- new staff are given training on appropriate behaviour in the workplace;
- supervisors, managers and staff are trained regularly in discrimination law;
- they model appropriate behaviour themselves;
- there is a clear workplace policy on appropriate behaviour which is reviewed and updated annually;
- there is a process to deal with any complaints quickly, privately and seriously.

Workers must:

- Comply with the organisations sexual harassment policy;
- maintain complete confidentiality if they provide information during the investigation of a complaint.

Procedure

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.

It has nothing to do with mutual attraction or friendship between people.

Sexual harassment does not have to be deliberate or repeated to be illegal.

Some sexual harassment, such as sexual assault, indecent exposure and stalking is also a criminal offence.

Show Support Pty Ltd aims to:

- create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect;
- implement training and awareness raising strategies to ensure that all workers know their rights and responsibilities;
- provide an effective procedure for complaints, based on the principles of natural justice;
- treat all complaints in a sensitive, fair, timely and confidential manner;
- guarantee protection from any victimisation or reprisals;
- encourage the reporting of behaviour which breaches the sexual harassment policy;
- promote appropriate standards of conduct at all times.

A person sexually harasses another person (the person harassed) if:

- the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
- engages in other unwelcome conduct of a sexual nature in relation to the person harassed;
- in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

Examples of Sexual Harassment include:

- staring or leering;
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching;
- suggestive comments or jokes;
- insults or taunts of a sexual nature;
- intrusive questions or statements about your private life;
- displaying posters, magazines or screen savers of a sexual nature;
- sending sexually explicit emails or text messages;
- inappropriate advances on social networking sites;
- accessing sexually explicit internet sites;
- requests for sex or repeated unwanted requests to go out on dates;
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

A worker who has been sexually harassed may seek assistance and further options from their manager, or other representative.

Complaints can be made to the relevant state authority in accordance with state legislation as listed below:

VIC

Victorian Equal Opportunity and Human Rights Commission
Victoria Equal Opportunity Act 1995

QLD

Anti-Discrimination Commission of Queensland
Queensland Anti-Discrimination Act 1991

NSW

Anti-Discrimination Board of New South Wales
New South Wales Anti-Discrimination Act 1977

NT

Northern Territory Anti-Discrimination Commission
Northern Territory Anti-Discrimination Act 1996

SA

South Australia Equal Opportunity Commission
South Australia Equal Opportunity Act 1984

WA

Equal Opportunity Commission Western Australia
Western Australia Equal Opportunity Act 1984

TAS

Office of Anti-Discrimination Commission (Tasmania)
Tasmania Anti-Discrimination Act 1998

ACT

ACT Human Rights Commission
Australian Capital Territory Discrimination Act 1991

Commonwealth

Australian Human Rights Commission
Sex Discrimination Act 1984

Audit Records

Training Records

18. Managing Aggressive Customers

Purpose

Show Support Pty Ltd is committed to providing a safe and healthy working environment free of aggression or violence for all workers, clients and visitors.

This policy is intended to define behaviour that constitutes workplace aggression and violence and to guide workers in the management of aggression and violence in the workplace.

Definition

For the purpose of this policy, workplace violence and aggression is defined as actions and incidents that may physically or psychologically harm another person. Violence and aggression are present in situations where workers and other people are threatened, attacked or physically assaulted at work.

Examples of occupational violence and aggression include, but are not limited to, verbal, physical or psychological abuse, punching, scratching, biting, grabbing, pushing, threats, attack with a weapon, throwing objects/ furniture, sexual harassment or assault, and any form of indecent physical contact.

Procedure

While the majority of our clients are polite and behave appropriately, there are times when for a number of possible reasons the client becomes abusive or aggressive. This could be the result of a number of issues for example:

- our inability to give the client what he or she wants or perhaps the manner in which we are communicating
- our client is under considerable emotional or physical stress
- our client has a psychological illness
- our client is under the influence of drugs or alcohol

Managers and health and safety representatives (HSRs) will manage aggression and violence issues through the organisation's consultative processes.

All incidents and near misses of client initiated aggression or violence are reported via the Incident Reporting System and followed up by the supervisor.

- In the event of exposure to aggressive or violent incidents workers are provided with debriefing opportunities and follow-up.
- All reports of aggression and violence are reviewed by top management and systems are investigated to identify control measures that will minimise future risk.
- An assessment is conducted and documented on all clients to identify any risk factors that may trigger an episode of aggression or violence.
- Care plans will include behaviour management strategies to reduce risks of aggressive or violent incidents. These plans will be reviewed as required.
- All reasonably practicable control measures will be implemented to eliminate or minimise risks to health and safety for workers and clients. However, Show Support Pty Ltd reserves the

right to refuse treatment or entry to clients and visitors known to initiate aggression and/or violence towards its staff, clients and visitors.

- All workers will receive education and training in the prevention and management of aggression and violence according to their levels of exposure to risk.

Responsibility

Show Support Pty Ltd:

- Promptly, objectively and sensitively review all reports of violence or threats of violence, including a review of all investigations associated with aggressive or violent incidents.
- Ensure critical incidents have been reported, as required, to the WSH regulatory agency, the police, the WHS committee and the elected health and safety representative (HSR) and investigated.

Managers and supervisors:

- Enforce policy and procedures and monitor workers' compliance.
- Identify and alert workers to violent clients and hazardous situations.
- Follow up and investigate all incidents of workplace aggression and violence.
- Ensure debriefing is completed for those either directly or indirectly involved in the incident.
- Track and analyse incidents for trends and prevention initiatives.

Workers:

- Formally report all incidents of aggression, violence or threats, including near misses.
- Participate in education and training programs to be able to respond appropriately to any incident of workplace aggression or violence.
- Understand and comply with this policy and all related procedures.
- Contribute to risk assessments and incident investigations.
- Be consulted about the development, establishment and implementation of violence measures and procedures.

Audit Records

Training records

19. Fatigue Management

Purpose

To prevent or minimise the risk of fatality from hazards associated with fatigue by giving due consideration to all relevant aspects of workplace-related fatigue and identifying and applying controls, as determined during the risk assessment process, that meet all applicable statutory requirements.

Definitions

Fatigue - Fatigue is mental or physical exhaustion that stops a person from being able to function normally.

Risk Management

All fatigue-related hazards associated with tasks and/or task-related activities and processes, including new or changed processes, shall be identified and assessed in accordance with Risk Management procedures.

These procedures require the participation of, or consultation and communication with, all relevant stakeholders. Identified risks shall be documented and the results made available to all interested persons.

Fatigue Risk Management Principles (where operationally practical and feasible) include:

- Maximum shift length;
- Maximum permissible overtime for an individual worker;
- Maximum number of consecutive shifts;
- Minimum rest between consecutive shifts;
- Shift rotation;
- Time of day; and,
- Minimum annual leave;
- Adequacy of rest periods;
- Cumulative effects of fatigue;
- Circadian rhythm effect;
- Ensuring equity between workers;
- Ensuring coverage to account for training, illness, leave etc.; and
- Shift rotation;
- Active management of shift swapping; and,
- Disruption management/Assessment of fatigue-related risk when shift extension is desired/necessary;

Where fatigue-related risk is determined to be elevated to unacceptable levels, control actions shall be applied. Such controls shall be based on best practice scientific principles.

Where an increase in fatigue exposure is necessary to meet an operational or business need, a risk assessment is to be carried out and controlled as per the risk management process.

Audit Records

Hazard Report Form 3.1

Risk assessments Form 2.2

Record of Safety Meeting Minutes Form 10.1

Training Records

20. First Aid

Purpose

Show Support Pty Ltd is committed to providing first aid facilities and trained staff to assist workers when first aid is required.

Responsibilities

Managers and Supervisors

- Ensure First Aiders are given appropriate training
- Ensure they are available to perform first aid when required;

First Aider

- ensure their training is current and up to date
- advise the Supervisor of any injuries and status
- keep the first aid facilities up to date and clean;

Procedure

First Aiders to:

- Attend to all injuries when First Aider is required – even if it is not for the area you are working in.
- If more than one First Aider is in attendance, assist where possible or return to section as required.
- Assess the person's condition, if required contact the Ambulance on 000.
- If Ambulance or Paramedics are called, contact Manager to advise of pending arrival to avoid unnecessary delays
- Once the First Aider has fulfilled their requirements for treatment, they must advise the Supervisor and ensure all details are filled in correctly on the *Incident Report Form*

Waste Management

Contaminated waste should be placed in a leak-proof bag or container and sealed. The bag or container should not be overfilled. All waste should be handled with care, to avoid contact with blood and body substances. Gloves should be worn when handling contaminated waste bags and containers.

Where significant amounts of first aid waste are generated, contaminated items should be placed in clinical waste bags. These are yellow coloured plastic bags which display the international biohazard sign (available from medical suppliers). Waste disposal should comply with state or local government requirements.

Management Body Substance Spillage

Spills should be attended to as soon as possible. Protective gloves should be worn. Absorbent material, such as paper towels should be used to absorb the bulk of the blood or body substance. These contaminated materials should then be disposed of in a leak-proof, sealed waste bag.

After this, the area should be cleaned with warm water and detergent and then disinfected. A suitable disinfectant is a freshly prepared 1:10 dilution of 5% sodium hypochlorite (household bleach) in water. Mops and buckets should be rinsed with warm water and detergent and stored dry.

PPE

PPE should be provided to protect first aid personnel and ill or injured persons from the risk of exposure to biological hazards. Where PPE is used, it should be properly selected for the task, be readily available, clean and properly maintained. First aid personnel should be trained in the correct use of the equipment provided. PPE should comply with relevant Australian Standards.

PPE could include:

- **Protective gloves** which should be worn whenever there is a potential for contact with blood or body substances. Disposable PVC or latex gloves should not be reused. Heavy duty gloves may be worn where a higher level of protection is required, for example, where there is a risk of exposure to sharp objects or when cleaning a blood or body substance spill.
- **Protective clothing** such as disposable non-porous overalls or plastic aprons which should be worn in situations where there is a risk that clothing of first aid personnel may become contaminated with blood or body substances.
- **Eye protection** such as goggles and safety glasses which should be worn where there is a risk of blood or body substance splashes entering the eyes, for example, from arterial bleeding injuries.
- **Safety footwear** which should be worn where there is a risk of the feet being punctured by sharp objects, such as broken glass or hypodermic needles.
- **Resuscitation mask** because expired air resuscitation may involve exposure to blood and body substances. Use of a resuscitation mask for mouth to mask resuscitation reduces this risk. A resuscitation mask should only be used if first aid personnel have received instruction in its use.

First aid kits should include:

- adhesive strips (assorted sizes) for minor wound dressing
- non-allergenic adhesive tape for securing dressings and strapping
- eye pads for emergency eye cover
- triangular bandage for slings, support and/or padding
- hospital crepe or conforming bandage to hold dressings in place
- wound/combine dressings to control bleeding and for covering wounds
- non-adhesive dressings for wound dressing
- safety pins to secure bandages and slings
- scissors for cutting dressings or clothing
- kidney dish for holding dressings and instruments
- small dressings bowl for holding liquids
- gauze squares for cleaning wounds
- forceps/tweezers for removing foreign bodies
- disposable latex or vinyl gloves for infection control
- sharps disposal container for infection control and disposal purposes
- sterile saline solution or sterile water for emergency eye wash or for irrigating eye wounds (this saline solution must be discarded after opening)
- resuscitation mask to be used by qualified personnel for resuscitation purposes
- antiseptic solution for cleaning wounds and skin
- plastic bags for waste disposal
- note pad and pen/pencil for recording the injured or ill person's condition and treatment given

- re-usable ice-pack for the management of strains, sprains and bruises

In some workplaces specific injuries or illnesses may occur. Additional first aid kit contents and facilities, including properly trained people, should be provided, for example:

- where burns have been identified as potential injuries
- where eye injuries/poisoning may occur
- where chemical splashes may arise in which case an emergency shower would be necessary

Audit Records

Incident Report Form 8.1

First Aid Training Records

Workplace Inspection Checklists Form 14.2

21. Personal Protective Equipment

Purpose

To establish a procedure for Personal Protective Equipment (PPE) selection, supply, use, replacement, maintenance, training and instruction, storage and keeping of appropriate records.

Definitions

PPE&C	Personal protective equipment and clothing
AS/NZS	Australian Standard/New Zealand Standard

Procedure

Provision of PPE shall only be made after an assessment of the risk has been conducted and in consultation with the workers, and it is agreed no alternative solution is available to protect the workers, such as engineering controls.

Purchase Specifications

Show Support Pty Ltd will ensure all items of PPE are manufactured, used and maintained in accordance with the relevant Standard. Proof of standards compliance will be determined prior to purchase.

Usage, Care and Replacement of PPE

Manufacturer's instructions shall be used as the guide to determine effective usage, care and replacement requirements for PPE used by the company.

All issues of PPE to each worker will be recorded on *Personal Protective Equipment Issue Record Form*.

Each worker will be instructed and trained in the correct use of each PPE item prior to use.

Managers are responsible for supervising and enforcing the PPE program.

The effectiveness of the PPE program shall be evaluated on a regular basis during audits and inspections.

Reviews of the need for and adequacy of PPE will be conducted regularly. All reviews will be in consultation with workers using the PPE.

Non Compliance

Workers who fail to comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, shall be subject to disciplinary measures.

Audit Records

Risk Assessment Form 2.2
Personal Protective Equipment Issue Record Form 21.1
Workers Training Registers

22. Plant Register and Maintenance

Purpose

To ensure that all items of plant are assessed to determine maintenance requirements and that a tracking system for plant is maintained.

To ensure that all maintenance, repair or alteration of any item of plant, equipment, building or furniture is performed by competent persons and that record of the work are kept.

Definitions

Nil

Procedure

Equipment including static (stationery) and mobile plant can be hazardous to workplace safety.

In order to comply with Work Health and Safety Legislation, Show Support Pty Ltd will carry out regular inspections and maintenance of plant and equipment.

The inspection and maintenance history of each item will be documented on the appropriate form.

- *Plant Identification Register and Maintenance Schedule*
- *Plant Maintenance Register.*

Where a relevant Standard is appropriate, the inspection, use and maintenance of the plant will comply as a minimum with the Standard. Where no Standard is provided, the inspection, use and maintenance of the plant will comply as a minimum with the Manufacturers Recommendations.

The effect of plant and equipment on the workplace will also be considered.

Electrical testing and tagging

Service testing is necessary for the safety of persons using the equipment and for the proper discharge of the obligations of employers and workers, as listed in legislation covering Work Health and Safety matters.

AS/NZS 3760: 2010 specifies the procedures for safety inspection and testing of electrical equipment and shall be used as the Standard for electrical equipment owned, leased and used by Show Support Pty Ltd.

Assessment

Show Support Pty Ltd will conduct assessments of all plant and equipment including identification of potential hazards, the level of risk and the provision of appropriate controls to eliminate, or minimise the risk to health and safety of workers.

This process will include plant and / or equipment itself, guarding and its impact on the surrounding workplace and environment.

When identifying potential hazards, consideration will be given to all aspects of the plant and equipment including design, work environment, operational conditions, abnormal conditions, ergonomic principles, transportation, storage, installation and erection, access and egress for maintenance, repairs, cleaning, use, operator competencies, dismantling and disposal.

Selection and Use

Where plant and equipment is hired, the same requirements for Work Health and Safety are required and will be specified by Show Support Pty Ltd to the Hire Company as a condition of the hire agreement.

Note: Specific plant may require design registration, item registration or both.

Records

Records of maintenance, including tests, should be kept throughout the working life of the equipment.

Audit Records

Plant Identification Register and Maintenance Schedule Form 22.1
Plant Maintenance Register Form 22.2
Training Registers
Testing and tagging records

Form 22.1 Plant Identification Register & Maintenance Schedule

All inspection and maintenance records will as a minimum standard comply with the Manufacturers recommendations or relevant Australian Standards where appropriate.

ID #	Item / Description	Purpose	Compulsory inspection	Service inspection	Recorded on Maintenance register
1	<i>Honda Generator, 5kva Serial number 843 748 03MP</i>	<i>Remote power source</i>	<i>Electrical test and tag Monthly by appropriate person</i>	<i>Monthly by maintenance staff</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No

23. Electrical Safety & High voltage Work

Purpose

Under the Legislation an employer (PCBU) has an obligation to ensure their business is conducted in a way that is electrically safe. This includes identifying electrical hazards, assessing the risk of injury or property damage that may be attributed to those hazards and taking necessary actions to minimise exposure to the risks.

Definitions

Nil

Responsibility: Managers

- Ensure that all electrical equipment is electrically safe and the requirements of the relevant State/Territory Legislation and Australian Standards are complied with.
- Ensure that all workers likely to be affected by electrical work are electrically safe.
- Ensure that only trained, qualified and competent people carry out work on Company Name electrical systems.

Workers

- Comply with all instructions given by their supervisor/manager for their electrical safety.
- Not to wilfully or recklessly interfere with or misuse anything provided for electrical safety.
- Not to wilfully place any person in electrical risk
- To use PPE if provided for electrical safety and to ensure they have been properly instructed in the use of the PPE.
- Workers must not do any electrical work unless they are a qualified person with the appropriate licence for performing electrical work.

Specified Electrical Equipment

a. **For the performance of class 2 work** – (i) a cord extension set with a current rating of not more than 20amps; or (ii) a portable outlet device with a current rating of not more than 20amps; or (iii) electrical equipment, other than portable safety switch, that - (A) has a current rating of not more than 20amps; and (B) is designed to be connected by a flexible cord or plug to low voltage supply; and

b. **For the performance of class 3 or class 4 work** - (i) a cord extension set with a current rating of not more than 20amps; or (ii) a portable outlet device with a current rating of not more than 20 amps; or (iii) electrical equipment other than portable safety switch, that – (A) has a current rating of not more than 20 amps; and (B) is designed to be connected by a flexible cord and plug to low voltage supply; and (C) is moved during its normal use for the purpose of its use.

Electrical Safety – Risk Management Process

Ensure that only qualified people carry out work on Company Name electrical systems.

- Some common electrical hazards include:
- Electrical shock
- Fire/explosion
- Toxic gas

To minimise exposure to electrical risks all users of electrical equipment within Company Name should:

- Visually inspect all electrical equipment prior to use to check:
 1. that there is no obvious external damage, particularly to plugs, sockets, cords or other connectors. (Damage or faults should be reported immediately to the manager or supervisor and the damaged equipment should have an “OUT OF SERVICE” tag attached and be immediately removed from use.)
 2. equipment covers and guards are correctly secured.
 3. ventilation inlets or exhausts are not obstructed.
- Use the correct appliance for the specific tasks. Read instruction manuals and follow instructions to ensure the appliance is used correctly.
- Ensure that the electrical appliances are dry and clean.
- Do not withdraw a plug from a socket by pulling the cable.
- Always switch off appliances at the power point before removing the plug.
- Keep electrical cords off the floor to reduce the risk of damage from drag or contact with sharp objects. A damaged electrical cord can cause a fatal electric shock.
- Keep electrical appliances away from water and wet areas.
- Do not use double adaptors to ‘piggy back’ plugs. A power board with individual switches should be used.
- Ensure that tools are properly insulated. Tools with damage to insulation on handles should be replaced.
- Ensure that you use the correct fire extinguisher for electrical fires; and
- Fully unwind electrical cords before using it.

Testing and Tagging

A person conducting a business or undertaking at a workplace must ensure that electrical equipment is regularly inspected and tested by a competent person if the electrical equipment is –

- a. supplied with electricity through an electrical socket outlet; and

- b. used in an environment in which the normal use of electrical equipment exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, including conditions that involve exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

All electrical equipment must be inspected by a licenced electrician /competent person and tagged with the relevant tag in accordance with the State/Territory Legislation and AS/NZS 3760:2010 -In-Service Safety Inspection and Testing of Electrical Equipment; and for construction sites AS/NZS 3012:2010 – Electrical Installations – Construction and Demolition Sites.

Test intervals are specified in the Relevant State/Territories Electrical Safety Legislation.

As a general rule electrical equipment used in the specified higher-risk operating environments should be tested at least once every 12 months.

More frequent testing may be required, for example in relation to:

- electrical equipment used in manufacturing and workshop environments (e.g. at least once every 6 months)
- commercial cleaning equipment (e.g. at least once every 6 months)
- hire equipment (e.g. at least once every 3 months).

If testing and tagging is required this shall be performed by a licensed electrician/ competent person. Tags shall be affixed on the electrical cord and include the date of retesting. A record of the test should be kept.

If an item of electrical equipment fails a test, an “OUT OF SERVICE” tag should be fitted to the item and the item immediately removed from use.

High Voltage Work

An assessment of all risks involved in undertaking work associated with either live (energised) or de-energised equipment must consider all factors which may have the potential to cause injury or damage. Should this potential exist, precautionary measures may include the use of an independent observer.

Personnel working on live electrical equipment must have appropriate training, be competent and familiar with the equipment and aware of all the potential risks involved. Personnel must ensure that relevant authorisation has been granted, for the duty to be performed, before proceeding with the work. Where practicable, authorisation should be in writing, i.e. from the owner or occupier of the premises, the employer, or the employer’s authorised representative.

Electrical workers and their assistants must wear appropriate protective clothing when working on, or in close proximity to, live electrical equipment. Protective clothing worn by personnel must be of correct fit and in good condition.

Dependent on the type of work and the risks involved, the following safety apparel must be considered:

- Eye Protection Metal spectacle frames should not be worn, eye protection should comply with AS/NZS 1337.
- Footwear Shoes or boots complying with AS/NZS 2210.2 and selected and maintained to AS/NZS 2210.1.

- Gloves Gloves insulated to the highest potential voltage expected for the work being undertaken complying with AS 2225 (Note: Leather work gloves may be considered when performing de-energised electrical work).
- Noise Protection Ear plugs or muffs to AS 1270.
- Clothing Should cover the full body (including arms and legs), be non-synthetic, of non-fusible material and flame resistant. Clothing made from conductive material or containing metal threads should not be worn.
- Safety Belt/Harness Safety belts and harnesses must be checked and inspected each time before use with particular attention being paid to buckles, rings, hooks, clips and webbing, complying with AS/NZS 1891.
- Safety Helmets Headwear complying with AS 1801.

Note: It is strongly recommended that bracelets, rings, neck chains, exposed metal zips, watches, metal spectacle frames, etc., are not worn whilst performing electrical work in the vicinity of live electrical equipment, however, where these are worn, they should be suitably insulated.

No work must be done on or in close proximity to high voltage installations unless appropriate training has been undertaken and an appropriate safe work permit system used.

Legislation

Queensland

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Amended Electrical Safety Act 2002

Electrical Safety Regulation 2013

New South Wales and Australian Capital Territory

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

South Australia

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

Electricity Act 1996

Electrical (General) Regulations 2012

Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011

Work Health and Safety (National Uniform Legislation) Regulations 2011

Electricity Reform Act

Electricity Reform (Safety and Technical) Regulations

Victoria

Occupational Health and Safety Regulations 2007

Occupational Health and Safety Act 2004

Electricity Safety (Equipment) Regulations 2009

Electricity Safety Act 1998

Electricity Safety (Installations) Regulations 2009

Tasmania

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

Electricity Industry Safety and Administration Act 1997

Western Australia

Occupational Safety and Health Act 1984

Occupational Safety and Health Regulation 1996

Energy Safety Act 2006

Energy Safety Regulations 2006

Audit Records

Training Records

Test and Tag Register Form 23.1

Risk Assessments

Form 23.1 Test and Tag Register

ITEM DESCRIPTION & SERIAL NUMBER	TEST & TAG DATE	RESULT (PASS/FAIL)	ACTION	NEXT INSPECTION

24. Tools – Hand and Power Operated

Purpose

To provide guidance on the correct selection, use and maintenance of hand and power tools.

Definitions

Nil

Responsibility:

Managers and Supervisors:

- To provide the correct tools for the tasks to be performed safely and without risk of harm to the user.
- Arrange training for all workers in the correct selection, use, and maintenance of the tools they are required to use.
- Ensure preventative maintenance and repair or replacement of tools when necessary.

Workers:

- Operate hand and electric power tools in strict accordance with manufacturer's instructions.
- Wear the appropriate PPE and ensure that others in the area are also protected
- Inspect tools and equipment prior to use. Damaged tools and equipment must be tagged "OUT OF SERVICE" and removed from the workplace for repair or replacement.
- Ensure electric power tools have been tested and tagged.
- Never modify a tool for a task that it was not designed for.
- Ensure all guards (if applicable) are in place and operating correctly prior to using tools.
- Disconnect the power before making any adjustments or changing parts/blades to electric power tools.
- Do not use electrical power tools in exposed wet conditions
- Do not throw the tools, pass them from hand to hand
- Protect all sharp edges where practicable, when not in use
- Get help if unsure how to operate a particular tool

Audit Records

Training Records
Risk Assessments

25. Ladder Safety

Purpose

To provide a safe system for access and egress from ladders and to define safe working procedures and set out practical guidance to ensure the safety and health of persons required to work from a ladder.

Definitions

Nil

Responsibility:

Managers/Supervisors

- Ensure only suitably trained and experienced workers are engaged in working from ladders.
- To provide ladders and associated equipment that are fit for purpose and in good working order.

All Workers

- Comply with the **SHOW SUPPORT PTY LTD** procedures for working from ladders.
- Ensure ladders and equipment are regularly inspected and in good working order.

Procedure

A *Ladder Inspection Checklist Form* should be used before using any type of ladder to ensure it is in safe working condition. If the ladder is found to be **UNSAFE** it is **NOT** to be used and must be tagged with an '**OUT OF SERVICE**' tag and referred to the supervisor/manager.

General ladder safety

- Ensure the ladder is the right height for the task. NEVER use a make shift footing such as drums, boxes or blocks to gain extra height.
- Check that footing is secure. NEVER erect a ladder on a slippery, uneven or unstable surface.
- Never exceed the industrial use/ load rating of 120kg. This should be identified by a sticker on the ladder.
- Keep 3 points of contact with the ladder at all times.
- The top of the ladder should extend at least 900mm above the surface being accessed.
- Use a tool belt to keep hands free.
- Ensure there is a firm level work platform, free from obstructions to step onto;
- Ensure the ladder is securely fixed;
- Ensure the ladder is not too close or far away from the support structure. The distance is 1 is to 4. That is, if a ladder is four metres high the distance from the base of the ladder and the support structure must be at least one metre.

Audit Records

Training Register

Risk Assessments Form 2.2

Plant Maintenance Register Form 22.2

Ladder Inspection Checklist Form 25.1

Form 25.1 Ladder Inspection Checklist

Ladders should NEVER be used by untrained staff or contractors where a person can fall more 2 metres or more.

Damaged Ladders should be destroyed or removed from site.	YES	NO	N/A	COMMENT
Is there a risk of a person falling 2 metres or more?				<i>(Qualified trade persons only)</i>
Is the person using the ladder an appropriately trained tradesperson?				
Are there emergency procedures and First Aid provisions available prior to undertaking the task?				
Is there a Job Safety Analysis (JSA) or Safe Work Method Statement (SWMS)?				
Is the ladder an industrially rated ladder that is compliant with AS/NZS 1892?				
Has the ladder been inspected before use?				

Purchasing of ladders Note: Ladders should be purchased with the following considerations:	YES	NO	N/A	COMMENT
Sufficient weight bearing capacity for people using the ladder?				
Fibreglass ladders if there is a risk of electrocution?				
Are the steps on the ladder of an appropriate width, strength and depth?				

Inspection of ladders before use each time Note: Damaged or inappropriate ladder should be destroyed or removed from the site ASAP.	YES	NO	N/A	COMMENT
Missing, damaged or worn anti-slip feet on ladders (essential for good grip)?				
Stones, grease, dirt, etc., stuck in the ladder feet preventing the feet from directly contacting the ground?				
Mud, grease or oil either on the rungs or the stiles (the sides) making them slippery?				
Cracks in the rungs or stiles of the ladder?				
Missing, broken or weakened rungs?				
Missing or damaged tie rods?				
Cracked or damaged welds and missing or loose screws, fasteners or rivets?				
Unauthorised repairs?				
Damaged or inappropriate ladder should be destroyed or removed from the site ASAP?				

Setting up ladders Ladders should be set up on clean, level, firm footing and free from anything that may cause the ladder to slip such as slippery surfaces, wet areas, moss, loose bricks, etc. Make sure the ladder is high enough and NEVER stand a ladder on boxes, bricks, tables, chairs, etc., to gain extra height.	YES	NO	N/A	COMMENT
If the ladder tips over, can someone fall onto rocks, broken bricks, glass, spikes, sharp objects or corners, posts, etc.?				
Poor weather such high wind, rain, snow, ice, or hail?				
Metal or metal-reinforced ladder when working on live electrical installations or where the ladder is within 6 m of an overhead power line?				
Is the ladder set up in driveways, windows and doorways, where a person or vehicle could hit it?				
Is the ladder near the edge of an open floor, a hole or on scaffolding to gain extra height?				
Is the ladder set up near the edge of an open floor, a hole or on scaffolding to gain extra height?				

Setting up Extension Ladders For stability, extension ladders should be erected at an angle of 75° or the 1 in 4 rule (1 unit out for every 4 units up).	YES	NO	N/A	COMMENT
Is the extension ladder set up at an angle of 75° or the 1 in 4 rule (1 unit out for every 4 units up)?				
Does the ladder extend at least 1 m (or three rungs) above where you will be working?				
Is the top of the ladder placed against a fragile surface such as plastic guttering or glazing as this might give way?				
Will you need to stand on the top three rungs of the ladder?				
Is the ladder set up on a sloping surface especially if the surface is wet?				

Setting up Stepladders	YES	NO	N/A	COMMENT
Are all four feet are in contact with the ground?				
Is the stepladder positioned with the rungs facing the work activity and not side on.				
Do NOT use the top two steps of a stepladder unless it has a suitable handrail.				

Safe working practices when using ladders	YES	NO	N/A	COMMENT
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The following safe work practices will be used when using a step or extension ladder:				
Face the ladder when climbing up and down.				
Use both hands to grip the ladder whenever possible.				
Go up or down one rung one at a time and do not rush.				
Try to maintain three points of contact at all times (e.g. both feet and one hand).				
Make sure the lighting is adequate for the task.				
Wear sensible footwear - avoid thongs, slippers, high heels, dangling laces, damaged or slippery shoes, etc.				
Wear clothing that will not get caught and avoid jewellery that can get caught.				
Watch where you place your feet when working as many people fall when nearing the bottom.				
Keep one hand free to grip the ladder if you are carrying an item up or down.				
Make sure your vision is NOT restricted by goggles, face shields, respirators, etc., or reflective glare off surfaces.				
Do NOT do strenuous work - only do light-duty, short duration work which has been approved by a responsible person.				
Do NOT use ladders if you have a medical condition, or are under the influence of drugs or alcohol or medication.				
Do NOT use metal ladders that will conduct electricity when working on or close to electrical equipment that is live or may become live. (Use fibreglass ladders instead)				
Do NOT carry heavy or awkward shaped objects on a ladder.				
Do NOT overreach and keep your belt buckle (navel) inside the stiles and both feet on the rung.				
Do NOT use any power (air, hydraulic, electric or battery) tool designed for two hands or one which may require the operator to brace against the torque from the tool.				
Do NOT carry out hot work such as arc welding or oxy cutting.				
Do NOT use hand tools such as axes, crowbars or pinch bars which may cause the user to overbalance or fall from the ladder				
Do NOT work above other people				
Do NOT allow 2 or more people to be on the ladder at the same time.				
Do NOT throw things from ladders.				
Do NOT use when heavy rain, dew, extreme heat or cold or wind are present.				

Safe working practices when using an extension ladder	YES	NO	N/A	COMMENT
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The following safe work practices will be used when using an extension ladder:				
Where possible tie a ladder to prevent it from slipping at the top, the bottom or both, making sure both stiles are tied.				
Never tie a ladder by its rungs.				
Do NOT stand on a rung closer than 900mm to the top of a single or extension ladder or stand higher than the second tread below the top plate of any stepladder.				
Hold on with both hands when climbing up & down.				

Safe working practices when using stepladders	YES	NO	N/A	COMMENT
The following safe work practices will be used when using a step or extension ladder:				
Fully open the legs before use.				
Always make sure you have an available handhold. This means having a suitable handrail or not working off the top two or three rungs, depending on the design of the stepladder.				
Avoid working side-on from a stepladder, especially when applying force.				
Do NOT use stepladders to access other levels, such as a roof, as they can become unstable when you step on or off them.				

Storage of ladders	YES	NO	N/A	COMMENT
Note: Ladders need to be stored appropriately.				
Horizontally on hooks at waist height in a secure area when not being used.				
Securely to prevent unauthorised use and damage.				
Keep track of each ladder used.				

26. Working at Heights

Purpose

To ensure that work at heights is carried out safely and that persons performing the work do not endanger themselves or other persons who may be exposed to the hazards of falling objects.

Definitions

Nil

Responsibility:

Managers/Supervisors

- Risk assessments to be conducted before the commencement of work and at any time the scope of work changes or the risk of a fall increases.
- Ensure that all equipment purchased comply with the relevant Australian Standard, and is fit for its purpose.
- Encourage staff to wear non-slip footwear when regularly working at height.
- Provide adequate supervision and assistance.
- Provide training where necessary.
- Conduct an inspection and investigation in the case of an incident occurring.
- Retain a copy of all working at height risk assessments.

All Workers

- Use only equipment that is in good condition and is regularly serviced.
- Report any defects or problems with equipment to your Supervisor.

Procedure

Persons engaged in working at heights should ensure that the workplace and access to the workplace is safe before work starts, including:

- Assessment of environment and weather conditions.
- Organisation of fall prevention equipment.
- Safe access and egress – public protection.
- Allowable clearances from overhead power lines.
- Personal protective equipment.
- Manual handling.
- The means of rescuing persons from safety harnesses following arrested falls.

- Protection of portable electric tools by having them tagged and tested.

Prevention of falls

Provision should be made to prevent person falling if work is to be carried out within two metres of any edge on a new or existing structure from which any person could fall two metres or more.

Control measures

The first priority in all cases is to remove the risk altogether. Where this is not possible use a risk control measure that produces the lowest practicable risk of a fall.

The risk assessment must indicate what control measure are to be used to minimise potential for injury to workers or damage to plant and equipment. Control measure shall be selected in accordance with the hierarchy of control, which is (in priority order): elimination, substitution, isolation, engineering, administration and personal protective equipment.

The types of equipment which may be used when working at heights to minimise risk include:

- Scaffolding;
- Fixed work platform;
- Mobile work platform;
- Ladder;
- Safety harness, fall arrestor;
- Hard hat;
- Toe boards;
- Waist high barriers.

All areas, where work is being carried out at height and there is a risk to people from falling objects all be, as far as practicable barricaded and clearly marked.

The workplace supervisor is responsible for ensuring that the access from the ground to the work area above is safe. Access requirements should take into account mechanical lifting aids for any tools and equipment the worker may be required to carry to and from the work site.

Audit Records

Training Register
Risk Assessments
Plant and Equipment Register Form 22.2

27. Lighting

Purpose

The purpose of this procedure is to provide information to effectively control risks associated with lighting.

Definitions

Nil

Procedure

Lighting

Adequate lighting should be provided to effectively illuminate work areas and provide a safe and comfortable visual environment within the workplace. Although a combination of natural and artificial lighting is preferred, it is not essential to provide sufficient artificial lighting for the work areas.

Lighting Effects

Inadequate lighting in the workplace may lead to:

- a) increased workplace incidents;
- b) a reduction in performance;
- c) poor product quality;
- d) eye strain;
- e) workers needing to adopt awkward postures which may lead to conditions such as neck/back pain
- f) general tiredness.

Lighting Requirements

Lighting requirements are subject to the type of work being conducted. The environment and a worker's visual preferences and capabilities are considered. The quality and quantity of light should be appropriate to the task and in accordance with the relevant Australian Standards.

Further information on the lighting requirements for specific tasks including how to measure lighting levels

Lighting Concerns

All workplace health and safety concerns are to be addressed through the generating of a *Hazard Report Form*.

Modify Existing Light Systems

- a) lower or raise the lights;
- b) increase or decrease the number of lights;
- c) change the position and type of lights used;

- d) regularly clean lights and light fittings;
- e) replace flickering lights and bulbs;
- f) install diffuser light fittings to reduce glare;
- g) change the type of diffusers if those that are installed limit the light dispersed;
- h) provide task specific lighting (e.g. desk lamp) where additional lighting is needed or increasing general lighting is not practical;

Monitoring and Recording

A lighting survey involving the measurement of lighting levels should be conducted when site work initially commences. Monitoring should be conducted if:

- a lighting survey has not been conducted in the past;
- the workplace layout is modified or changed;
- a worker experiences health related effects that could be related to the lighting levels in the workplace.

Audit Records

Hazard Report Form 3.1

Risk assessments Form 2.2

Record of Safety Meeting Form 10.1

28. Working in Remote and Rural Locations

Purpose

Field activities in rural and remote locations form an essential part of work at Show Support Pty Ltd. Field work may be required in unfamiliar and remote surroundings which pose various hazards. These Procedures outline necessary steps for safe management of rural and remote field work. They provide a framework for identification of hazards, assessment of risks and determination of risk control strategies so that all persons involved with rural and remote field work are pro-active towards safety

Responsibility

These Procedures apply to all staff and contractors of **Show Support Pty Ltd** undertaking field work.

It is the responsibility of the Managing Director to ensure that all field work participants are adequately trained as well as being adequately informed.

Definitions

Rural Field Work is defined as any approved practical work carried out by staff and contractors in places more than 5 km outside urban

Remote Field Work includes all Rural Field Work but is further defined in terms of distance and accessibility:

Working more than 10 km from a facility with telephone or radio communications;

- In areas of little traffic, on waterways, or where hills, dense vegetation or other topographic features make it difficult to obtain help using the communication system available; and
- If medical or other emergency support is more than 60 minutes away.

Off Road is any location other than a major or minor formed road.

Field Work Plan lists the field work to be carried out, objectives, proposed itinerary, where, by whom, participants, start date, finish date, hazard identification, risk assessment and risk controls.

Medical Conditions Affecting Field Work Participation

All personnel involved in field work must be mentally and physically fit for the tasks required. They must accept appropriate medical advice where relevant and disclose to the Managing Director of any limitation imposed by their health that may affect their ability to participate safely in any Field Work activity. This obligation applies both before and during field work. Information provided must be treated as confidential information, unless non-disclosure creates a risk to other participants.

Field Work Plan

There are four steps:

1. Commence documenting the FIELD WORK PLAN using the *Field Work Plan Form*.
2. Identify hazards, assess risks, document and implement control strategies.
3. Gain written approval from the Managing Director – one week prior to commencement of field work activities.

4. Induct Field Work participants.

Commence the FIELD WORK PLAN

Listing the field work to be carried out, objectives, proposed itinerary, where, by whom, participants, start date, finish date etc.

Identify the HAZARDS and ASSESS the RISKS.

Refer to Appendix Procedure 2 – Risk Management

Workers

Workers must consider the hazards involved in the field work and make a judgement on the degree of risk, in terms of the likelihood of exposure and the consequences of being exposed to the hazard.

The *Field Work Plan* requires identification of hazards associated with the field work activities. Risks must be assessed and control strategies documented and the plan approved by the Managing Director.

Induct Field Work participants

The Managing Director must instruct Field Work participants on safety and health matters related to the field work.

First Aid

Remote area field work requires a currently qualified first aid attendant to be present. Senior First Aid qualifications are preferred and may be required in many circumstances. Contents of first aid kits need to reflect the types of hazards likely to cause injury, as stipulated by the Code of Practice.

Communication

All vehicles for remote field work must be fitted with a 2-way radio or satellite telephone with frequencies which include those of the Royal Flying Doctor Service and other appropriate Commonwealth and State Government authorities.

All personnel undertaking field work must be trained in the use of the communication equipment and liaise with local authorities as outlined above.

The method of communication and frequency of communication must be agreed in the *Field Work Plan*.

Mobile phones (where reception is available), UHF radio, satellite phones and EPIRBs (for when other forms of communication fail) may need to be considered. Where possible, contact shall be made at agreed intervals with the Managing Director.

With some types of field work it may be more appropriate to set up an alternative communication arrangement made with a reputable contact point (e.g. Police Station, CALM, National Parks ranger, other institution, mine site manager, ship's master, Farm manager, etc.). The underpinning principles are; that wherever possible, communication should occur daily; **and there must** be a documented emergency back-up plan in the event that contact is not made.

Notification of changes to proposed field work

During a field activity, a specified contact person at **Show Support Pty Ltd** must be notified as soon as possible of any changes to the originally proposed itinerary or schedule, including changes of dates, location or number of persons attending the field activity. If the changes cause a flow-on effect to the existing risk assessment, then a revised risk assessment must be prepared.

Notification of return from field work

Participants must notify a specified contact person (e.g. their Supervisor) on return from field activity. If a staff member fails to return from a field activity at the pre-arranged time and has not notified a change in arrangements, the specified contact person is responsible for notifying the Managing Director. This person is then responsible for notifying emergency services as applicable and next of kin.

Remote driving

Drivers Responsibilities

- The driver holds a current drivers licence for the type and class of vehicle.
- The capacity for driving time of up to 10 hours maximum is at the sole discretion of the driver.
- The driver is totally responsible for all aspects of preparation, maintenance of vehicle and equipment and the application and implementation of the guidelines.
- A check of the vehicle and any towed appliances e.g. trailer, boat for roadworthiness shall be made prior to departure and then a daily check is to be carried out for:
 1. tyres (visual inspection of inflation and tread conditions);
 2. radiator (water level);
 3. oil level;
 4. battery condition.
- Obtaining as much information as possible about the conditions that are likely to be encountered during the trip and making provision for them.
- In all cases where the driver is going to be in an off-road situation or remote location, to inform local authorities (e.g. police) of the planned driving regime. Regular call-in schedules may be appropriate and should be set up in advance in consultation with the local authorities.

Transport

An appropriate type of vehicle is to be supplied for field work:

- normal sedans and station wagons are only suitable for bitumen and all weather dirt roads;
- 4-wheel drive vehicles should be used for all off-road situations including mountainous terrain and desert areas.

All 4-wheel drive vehicles used for field work should be equipped with the following:

- diesel engine;

- a steel bull-bar capable of being used as a jacking point and of supporting at least 2/3rds of the weight of the vehicle;
- a rear bumper bar capable of being used in a similar manner to the bull-bar;
- air-conditioning.

The following items are strongly recommended for inclusion as vehicle equipment:

- driving lights (spot lights);
- long range water and fuel tanks;
- cargo crash barriers.

Where vehicles are to be used off road or in remote locations appropriate spare parts, tools recovery equipment and adequate supplies of emergency rations and water must be carried.

Driving for Extended Periods or in Remote Areas

Where this type of driving is to be undertaken, the following should be observed:

- No more than 10 hours in a 24 hour period should be taken up with driving. The total time spent travelling, inclusive of breaks, should not exceed 12 hours, even where the driving is shared;
- A rest period of 20 minutes should be taken on completion of each 3 hour period of driving, or as required. Where driving is shared, each driver shall drive for no longer than 3 hours in succession;
- Ordinary duty (which does not involve driving duty) combined with driving duty shall not exceed 12 hours in any period of 24 hours;
- Alcohol shall not be consumed or prescription drugs which may affect the ability to drive safely, 8 hours prior to working or during the period of the journey by any person involved with driving duties;
- The distance which can reasonably be covered during the space of a day's driving will be governed by the first point above and
 - a) driver fatigue;
 - b) legal speed limits;
 - c) climatic conditions & weather;
 - d) type of vehicle used.
- The general well-being of the driver, in particular fatigue, is paramount and takes precedence over agreed guidelines particularly when the driver is subject to fatigue.
- The time at which the journey is to be undertaken, its duration and the distance to be covered shall be reasonable in the circumstances and be planned in advance.
- Provision shall be made for regular and adequate rest breaks to avoid driver fatigue.

- If the driver has to perform duty immediately before or after the official journey; the duration of the journey shall be limited accordingly.
- Wherever practicable more than one driver shall travel in vehicles, especially where all or part of the journey is to be undertaken in isolated areas or under arduous climatic conditions.
- There should be no likelihood that the undertaking of any particular journey will result in unusual risks.

Audit records

Risk assessments Form 2.2

Hazard Report Form 3.1

Field Work Plan Form 28.1

Training records

Form 28.1 Field Work Plan

<i>This form may contain confidential information and must be kept secure</i>	
Managing Director	
Supervisor	
Location	
Field work description	
Dates of field work	
Transport arrangements	
What will be the contact arrangement with the Office or other reputable contact?	Contact person Phone number Frequency of contacts Instructions
What shall staff/reputable contact do if no contact is made?	Contact person Phone number Instructions

DETAILS OF PARTICIPANTS

NAME	POSITION	INDUCTED	DATE

ITINERARY DETAILS

DATE/TIMES	LOCATION	ACCOMMODATION	CONTACT DETAILS

RISK ASSESSMENT

FIELD WORK ACTIVITY	POTENTIAL HAZARD What might harm you?	RISK RATING (Extreme, High, Medium, Low)	CONTROLS What are you going to do to make this activity as safe as possible?	PERSON WHO WILL ENSURE THIS HAPPENS

ITEMS THAT WILL BE COMPLETED PRIOR TO THE FIELD WORK

	Tick as appropriate
Participants briefed on details of proposed field work; relevant safety policies, procedures and expected conduct whilst on the field work	
All equipment, vehicles and tools will be checked for safety compliance prior to field work commencing	
I have made the necessary provisions for emergency situations such as the appropriate level of first aid, emergency contact telephone numbers; e.g., air and sea rescue, police rangers etc.	
I have checked with participants whether they have any medical conditions that should be disclosed	
I have checked that appropriate licenses, permits and agreements with land owners etc. have been obtained and are up to date for the use of specialized equipment and/or plant	

PEOPLE RESPONSIBLE FOR SUBMISSION AND APPROVAL

NAME	SIGNATURE	DATE

29. Site Safety

Purpose

To establish and maintain a system that promotes a safe work practice for all Show Support Pty Ltd workers, contractors and the public to reduce the risks associated with work at sites/venues and prevent it's related injury and damage.

Responsibility

Managers and Supervisors

- Ensure hazard identification and risk assessments are carried out at each new site/venue.
- Determine and implement effective control/protection procedures for any identified hazards.
- Arrange induction and training for Show Support Pty Ltd workers.
- Pre-start Site/venue Inspections are to be conducted using the Site Inspection Checklist or Venue Safety Inspection form to ensure compliance with Show Support Pty Ltd's Site Safety Procedures.
- The Safety Management Sheet is to be used for any hazards identified that are not already controls in the SMWS's.

Workers

- Comply with all Show Support Pty Ltd procedures and instructions regarding site work.
- Report any hazards to managers/supervisors.
- Ensure they do not put themselves or others at risk.
- Advise Management if control/protection procedures need revision.
- Where required, use the Safety Management Sheet for identified hazards.

Risk Factors

There can be many risk at all workplaces and these need to be identified and controlled before work commences. These risks can include, but are not limited to:

- Risks associated with Traffic and pedestrians.
- Electrical risks, power lines, power tools, services.
- Manual Handling risks.
- Slips, Trips and Falls.
- Weather hazards.
- If working at heights is required.

- Are there sufficient amenities, facilities.
- Working Alone, or in Isolation

Control Measures

- Ensure Site Inspection Checklist or Venue Safety Inspection form is completed at all new sites before work commences.
- A risk assessment should be completed and control measures must be put in place using the Safety Management Sheet for any identified hazards not already controlled using the Show Support Pty Ltd SWMS's.
- Review and sign-off on SWMS for tasks to be completed.
- Induction and Training of workers.
- Ensure all workers are made aware of the location of First Aid officers and kits.
- Ensure all workers are made aware of the location of Fire Fighting equipment.
- Workers are to be made aware of contents of emergency plan and the site evacuation assembly point.

Audit Records

Site Inspection Checklist Form 29.1
Venue Safety Inspection Form 29.2
Training Registers
Induction records
SWMS

Form 29.1 Site Inspection Checklist

Site Location: _____
 Date of Inspection: _____
 Inspection completed by: _____

	Item	Yes	No	N/A
1	Site Documents			
	• Have all workers been inducted			
	• Has Risk assessment been conducted			
	• Have SWMS been prepared			
	• Have workers signed off of SWMS			
	• Are all job steps listed & correct controls implemented			
	• Are any required permits in place			
2	Electrical and Lighting			
	• Testing and tagging of electrical items has been attended within the last 3 months.			
	• Is there sufficient lighting to perform work safely			
3	Traffic control			
	• Are there pedestrian only zones allocated			
	• Are there loading/unloading areas allocated			
	• Is access to site restricted to the public			
4	Slips/Trips/Falls			
	• Are work areas level, clean, and free from obstacles			
5	Training			
	• Do workers hold current licences/training for tasks being undertaken			
6	Plant and PPE			
	• Has all equipment been checked prior to use on site			
	• Is correct PPE being worn appropriately			
	• Is Plant and PPE in good serviceable condition			
	• Are staff trained in its use			
7	Heights			
	• Is there safe and stable access to heights (ladders secured, scaffold tagged)			
	• Is fall prevention being used, and correctly			
	• Is barricading and warning in place for persons below			
8	Emergency arrangements and Amenities			
	• Are there site specific Emergency Procedures			
	• Is there sufficient First Aid (officers and Kits)			
	• Are there adequate bathroom facilities and amenities			

Additional comments or actions required:
NAME
SIGNED
Dated

Form 29.2 Venue Safety Inspection

<u>VENUE SAFETY INSPECTION - Crew Chief Walk Through Prior to Crew Arrival</u>					
VENUE		ADDRESS			
Venue Safety Officer:	Name:		Mobile:		Location (1st Aid)
Security	Name:		Mobile:		Location
Evauation Meet Point	Notes:				
Load In: (Location EG Loading Dock)		Potential Risks		Notes	
Location 1 (Within The Venue EG Ballroom 1)		Potential Risks		Notes	
ACCESS TO LOCATION 1		Potential Risks		Notes	
Location 2 (Within The Venue EG Ballroom 1)		Potential Risks		Notes	
ACCESS TO LOCATION 2		Potential Risks		Notes	
Location 3 (Within The Venue EG Ballroom 1)		Potential Risks		Notes	
ACCESS TO LOCATION		Potential Risks		Notes	

Crew Names:	Crew Chief / Crew Boss Name:	Date: Signature:
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30. Safe Driving

Purpose

Driving is an intrinsically dangerous and complex activity. Research conducted by Roads and Traffic Authorities has shown that major risk factors associated with driving are fatigue, excessive speed and reduced concentration due to involvement in other tasks whilst driving, typically mobile phone use. Consistent with this policy and in keeping with Show Support Pty Ltd.'s duty of care obligations, Workers who are required to drive in the course of their duties shall comply with the provisions set out in this policy and the accompanying guidelines.

Procedure

To maintain all company vehicles in a safe, clean and roadworthy condition in accordance with legislation to ensure the maximum safety of the driver, occupants and other road users at all times.

To ensure that staff driving company vehicles demonstrate safe driving and other good road safety habits at all times when driving.

Show Support Pty Ltd requires that staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits when driving on company business. The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence.

- Drinking alcohol or being under the influence of alcohol or drugs whilst driving;
- Driving when disqualified, or not correctly licenced;
- Reckless or dangerous driving;
- Failing to stop after a crash;
- Driving whilst under demerit point suspension;
- Driving whilst using a cell phone other than hands-free operation;
- Any other actions which warrant suspension of licence.

Responsibility

Responsibilities as a Worker

Drivers of company vehicles will:

- Ensure that they hold a current drivers licence for the class of vehicle they are driving;
- Immediately notify their supervisors or managers if their drivers licence has been suspended or cancelled, or has had limitations placed upon it;
- Be responsible and accountable for their actions when operating company vehicles;
- Display the highest level of professional conduct when driving company vehicles;
- Assess hazards while driving and anticipate 'what if' scenarios;
- Drive within the legal speed limits, including driving for the conditions;

- Wear a seat belt at all times;
- Report vehicle defects to your supervisor or manager before the next vehicle use – vehicle to be inspected prior to use (record inspection utilising the *Vehicle Inspection Form*);
- Comply with traffic legislation when driving a company vehicle;
- Regularly check the oil, radiator and battery levels, and tyre pressure of company vehicles they regularly use;
- Report any near misses, crashes and scrapes by filling out an injury/incident form and submitting to your supervisor or manager, including those which do not result in injury;
- Ensure that the vehicle is serviced at recommended intervals in line with the service manual or when mechanical attention is required;
- Report all motor vehicle accidents / incidents;
- Be medically fit to operate the vehicle;
- Comply with instructions for mobile phone use as below;
- Ensure all loads carried on utilities, trucks and trailers are all securely tied down and do not exceed the load capacity of the vehicle;
- Stop, revive, survive, it is recommended that a break should be taken after two hours driving;
- Smoking is not permitted in company vehicles;
- Spouses, family members or acquaintances are not permitted to use company vehicles.

Responsibilities as a PCBU (Employer)

The PCBU will not require workers to drive under conditions which are unsafe and/or likely to create an unsafe environment, physical distress, fatigue etc.

The PCBU will do this by:

- Giving priority to safety features when selecting new vehicles such as ABS braking systems, visible colours, air conditioning, load barriers for commercial vehicles;
- Buying or hiring late model vehicles;
- Fitting vehicle with a first aid kit, fire extinguisher, emergency triangle and other safety devices as may be required;
- Ensuring that all vehicles are well maintained and serviced at recommended intervals;
- Setting up systems (pre start checklists) to ensure workers check the vehicles' oil and water levels, tyre pressures and general cleanliness;
- Maintaining service records on the equipment database;
- Notifying the vehicle custodian of an impending service due;
- Collecting, investigating and analysing data collected from Incident Reports;

- Monitoring work schedules to ensure they do not encourage unsafe driving practices;
- Providing information on the company's Safe Driving Policy during induction;
- Discouraging the use of 'hands free' cell phones in vehicles;
- Not paying staff speeding or infringement fines;
- Ensure safe transport is available to and from work social events;
- Providing non-alcoholic and low alcoholic drinks at work functions;
- Ensuring current drivers licence is sighted at employment and details entered on the personnel database.

Instructions for mobile phone use

Mobile phones can cause distractions in two ways whilst driving:

- Taking your hands off the wheel;
- Becoming engrossed in a conversation and losing concentration on the road.

Reaction times increase and concentration levels reduce with the use of mobile phones whilst driving. There is also very little difference between the use of hand held and hands free in this regard.

Workers should adopt the following policies:

- Do not use mobile phone when driving (turn off and divert to voicemail and check messages regularly when it is safe to pull over);
- Do not make calls, dial numbers or text when driving;
- Pull over to the side of the road when it is safe before making or answering a call.

Driving long distances

Up to 25% of road accidents are caused by driver fatigue, which may manifest itself in the form of slow reactions to emergency situations or it may result in the driver falling asleep. Fatigue may be caused by the driving activity itself, work undertaken immediately prior to driving, long work days which combine driving and working, sustained periods of long work hours in the days and weeks prior to driving, and disrupted sleep patterns.

- Workers shall not be permitted to drive for more than ten (10) hours in any twenty-four (24) hour period.
- Workers shall not be permitted to drive where the combined period of driving and working would exceed fourteen (14) hours in that working day or in a twenty-four (24) hour period

Audit Records

Vehicle Inspection Form 30.1
Pre-start checks

32. Contractor Management

Purpose

To ensure full and total compliance to high standards of WHS practices.

The management of contractors may be defined as the total management of all companies providing contractor services to Show Support Pty Ltd

It is a process which begins at the commencement of the selection process and continues until the completion of the project/job involved.

Policy

It is Show Support Pty Ltd's intent to provide a safe working environment and safe systems of work for all workers, persons, including visitors, licensees, and client's needs, regardless of location of work.

We acknowledge the need to examine individual contracts to ensure that we have the equipment, environment, trained personal, standard work procedures and appropriate personal protective equipment to complete the job safely.

Show Support Pty Ltd will put procedures in place to manage our legal and moral obligations concerning a safe and healthy working environment for external personnel and will endeavour to effectively control the risks involved whilst working either on or off site.

To ensure the safety of all persons performing work for or on behalf of the organisation, the following responsibilities will be undertaken.

Responsibilities

Managers and Supervisors

- The Company will include appropriate WHS clauses in all contracts to remind personnel of their WHS obligations and legislative requirements as applied to the work under the contract.
- The Company will ensure particular risks associated with the work site will be effectively communicated to all personnel performing work on behalf of Show Support Pty Ltd
- The Company will provide information regarding site specific and standard work procedure which apply to Show Support Pty Ltd personnel and will communicate these to all personnel involved prior to the commencement of work under the contract.
- Company Directors shall be responsible for ensuring that their workers are conversant and trained in this policy and follow the procedures outlined in the Sub-Contractors Safety Procedure.
- Company Directors will ensure all responsible staff receive appropriate training to effectively implement the Sub-Contractors Safety Procedure. The Company will ensure all Sub-Contractors receive appropriate training to effectively and safely manage all tasks associated with specific contract.
- The Company will ensure that each Health and Safety Representative is responsible for providing advice assistance to personnel in respect to all HSE Injury Management matters.

- The Company must be informed of incidents and injuries occurring on the company premises, Sub-Contractors, or to company workers so that health and safety performances can accurately be gauged.

Workers

- have a duty to take the care of which they are capable for their own health and safety and of others affected by their actions at work;
- should comply with the safety procedures and directions agreed between management, contractors and workers with nominated or elected health and safety functions;
- must, in accordance with agreed company procedures for injury and incident reporting, report potential and actual hazards to their health and safety representatives.

Contractors

- have a duty to take the care of which they are capable for their own health and safety and of others affected by their actions at work;
- should comply with the safety procedures and directions agreed between management, contractors and workers with nominated or elected health and safety functions;
- must not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare by client workers; and
- notify Show Support Pty Ltd of any injury, incident, potential and/or actual hazards as soon as possible whilst on the nominated site.

Audit Records

Subcontractor Assessment Form 32.1
Contractor Induction Checklist Form 6.2

33. Working Near Water

Purpose

This work procedure is intended to reduce hazards to personnel who work over or near water and to prevent injury or fatality from falling into the water.

Definitions

Nil

Responsibility

All Show Support Pty Ltd.'s workers who are required to perform work over or near water must comply with this work procedure.

Procedure

1. Perform visual inspection of area noting potential overhead and other hazards that are not in the normal field of vision.
2. For work to be performed near water and more than four feet from pool edge, erect sufficient barricades four feet away from the pool edge by using traffic cones, hoardings, plastic fencing, or caution tape to serve as a warning system when a worker unintentionally approaches the water's edge.
3. For work to be performed above water and/or within four feet of water edge, another worker who can immediately summon emergency rescue must stand guard.
4. Certified and properly sized floatation devices must be worn by all workers working above water or within four feet of pool edge. Prior to each use, the floatation devices must be inspected for defects which would alter their strength, buoyancy, or fastening capability. Defective units must be taken out of service immediately.
5. Workers must know how to use rescue equipment such as "pole & life hook" and "ring buoy
6. Use caution when walking on wet surfaces.
7. Personal Protective Equipment must be worn as required by the task being performed. In addition, workers working within four feet of water edge must wear certified floatation device.

Audit Records

Risk Assessment Form 2.2
Hazard Report Form 3.1
Training Records