Show Support Pty Ltd.
736 Old Princess Hwy,
Sutherland NSW 2232,
Australia

Show Support Health and Safety and Policy Handbook 01/09/2026

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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 (SHS) 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 and Show Support Safety Committee 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.

INTRODUCTION

Introduction

SHOW SUPPORT
“Safety First at All Times"

Safety matters to everyone at Show Support. The principle of responsibility means that we all have responsibility for our own safety and that of our colleagues. As a company we try to make jobs as safe as we can. However, we will only be incident free if each one of us, whatever our positions within the company, accepts their accountability for following the rules and works safely and sensibly to avoid risks.

Show Support is also referred to as SHS.

The booklet has a number of purposes:

- To describe the SHS Health and Safety Policy.
- To make all SHS Safe Work Policies, Procedures and SWMS (Safe Work Method Statements) known to all employees, found under: https://www.showsupport.com.au/whs/
- To explain the Company's organisation concerning Safety and to outline employees’ responsibilities.
- To give guidance as to the arrangements for assuring safety onsite and for dealing with an emergency should it arise.
- To overview our Health and Safety guidelines.
- To summarise our approach and to encourage discussion and analysis to improve our Safety Performance.

Please read this booklet carefully. Ensure you know and apply the safety systems and procedures relevant to your job.

Above all, help us make our company safe as well as efficient and successful. Management welcomes any other thoughts or ideas that would increase the safety of our workplace.

Note: Show Support Pty Ltd reserves the right to modify, revise or supplement policies and portions of this handbook as appropriate. Employees will of course be notified in writing of any such changes to the employee induction handbook as they occur.

Legal Position

While we recognise our legal position, the way we run our company means that we regard our legal obligations as the minimum standard that we expect to achieve.

We all share in this duty and as individual employees, in a venue or at a client's premises we have additional duties to:

- With the assistance of the company where possible take care of our own health and safety and that of others who may be affected by what we do.
- Comply with company safety procedures, safe work method statements and policies.
- Not misuse or interfere with anything provided for our health, safety and welfare.

Organisation

Our policy clearly states our commitment to high standards of health, safety & welfare.

Employees are asked to take on responsibility for their own & others' health & safety, exercising initiative and making decisions as their tasks require.

To achieve this, managers are responsible for ensuring:

- That all employees look at their own area, identify any specific risks & act accordingly
- That job supervision & standards of performance deal in detail with the safety requirements
- & systems particular to their area.
- That associates working in their area receive appropriate training
- That visitors & contractors are properly safeguarded.

The following sections outline the safety responsibilities of all employees.

Responsibilities

Managing Director and Operations Managers

At any level have the responsibility and authority to ensure that the company's objectives are achieved. They will identify and support measures to eliminate unsafe acts, procedures, conditions, equipment and safety issues of all kinds.

Managing Director and Operations Managers must:

- Promote and maintain an ongoing commitment to our work health and safety management system.
- Be aware of the current legislation and obligations of Show Support Pty Ltd in the area of Work Health and Safety.
- Formally approve the company work health and safety policy, policies, procedures, safe work method statements and inductions and review them as necessary in consultation with the elected SHS Safety Committee.
- Formally approve all WHS documentation accessible to all SHS employees and found online under: https://www.showsupport.com.au/whs/ and review when necessary in consultation with the elected SHS Safety Committee, including:
    - SHS Site Induction
    - Venue Safety Inspection
    - Orientation Induction
    - Competency Assessment
    - Policies
    - Procedures / SWMS
    - Recruit Induction
    - Tool Box Talk
    - Report Safety Issue form
    - Incident Report Form

Section Managers, Field Managers & Crew Chiefs

Are responsible for the prevention of incidents and illnesses arising from the work methods and environment. Their performance as a Section Manager, Field Manager or Crew Chief includes their ability to identify, reduce and prevent incidents and control safety issues.

Section Managers, Field Managers & Crew Chiefs must:

- Ensure that the mechanisms for identifying risks are in operation and effective.
- Use approved procedures for atypical operations and ensure that they are efficiently planned and authorized.
- Provide adequate training that is properly coordinated and recorded.
- Follow up health/safety suggestions and incidents promptly and report these to SHS Operations on 1300973016 and/or via the Feedback Form which can be found online at: https://www.showsupport.com.au/feedback/ or via the Incident Report Form which can be found online at: https://www.showsupport.com.au/crew/incident-report-form/
- Ensure appropriate disciplinary action is taken when safety practices are contravened.
- Ensure consistent high safety standards are met.
- Consult with management on plans to eliminate safety issues at source.

SHS Crew Members

In carrying out their job, all Crew Members must assume responsibility for their own safety and for that of their workmates by supporting the WHS Program, by using Safety equipment provided and identifying & correcting unsafe acts and unsafe conditions.

Crew Members must:

- Work together with all colleagues on matters relating to safety.
- Wear the correct PPE on ALL Shifts – Steel cap safety shoes
- Bring the correct PPE to ALL Shifts and wear when instructed – SHS Hi Vis Safety Vest

and Hard Hat

- Not to act in a manner to endanger themselves or others.
- Ensure that contractors and visitors for whom they are responsible comply with company procedures.
- Report incidents, near misses and any unsafe situations to their Crew Chief/Field Manager/Section Manager and/or report by calling SHS Operations on 1300973016 and/or report by using the Incident Report Form https://www.showsupport.com.au/crew/incident- report-form/
- Identify and evaluate safety risks and recommend action.
- In the event of immediate danger the operation must be stopped and the Crew Chief /Field Manager/Section Manager informed immediately and SHS Operations called on 1300973016

SHS Safety Representatives

- All employees are eligible to become elected as Safety Representatives.
- Are members of the SHS Safety Committee.
- Provide a good example to others by their behaviour.
- Participate in enactment of Safety Policy. E.g. Audits, investigations, meetings.
- Participate in the development of safety policies, procedures and SWMS.
- Formally approve safe work policies, safe work procedures and safe work method statements (SWMS) found online at: https://www.showsupport.com.au/whs/
- Exercise their roles in a responsible way.
- Encourage other employees to be involved in safety programs and to report any unsafe conditions

SHOW SUPPORT POLICIES

In this Handbook “we”, “our”, “the Company”, “Show Support” and “SHS” are all references to Show Support Pty Ltd.

All workers of the Company are required to comply with this Handbook. Any breach of a policy will be treated seriously and may result in disciplinary action including termination of employment or, for contractors and subcontractors, the termination or non-renewal of contractual arrangement

WHS POLICIES

1. Health and Safety Policy 001

You can also read this policy online at https://www.showsupport.com.au/policy/health-and-safety/.

1.1. 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.

In this Handbook, “Safety Issue” means any issue or potential issue relating to the health and safety of a worker or any personnel.

1.2. Scope:

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

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd.

1.3. 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 that they continuously contribute to improving work health and safety within the Show Support Pty Ltd business (**Objective**).

1.4. 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 issues 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.

1.5. Responsibilities:

As noted above, Show Support Pty Ltd further recognises its responsibility to provide a safe and healthy work environment for workers, clients, visitors and the public.

Workers also have a responsibility to ensure that the work environment is safe and health for them and all workers, clients, visitors and the public. To achieve the above stated Objective of this Policy, 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;
- notifying SHS Management immediately if they discover any health or safety issue;
- following the instructions of all SHS Management with respect to any health or safety issue; and
- ensuring that they carry out their work duties in a safe and health manner;
- considering health and safety as an integral part of their work.

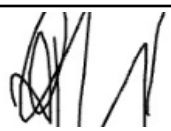
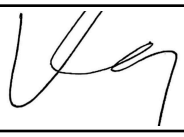
It is the responsibility of workers to demonstrate a personal commitment to our Health & Safety policy.

AUTHORISED BY:

David Neil DATE : 01.12.2025

Managing Director

Show Support Pty Ltd

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

2. Incident Reporting Policy 002

You can also read this policy online at https://www.showsupport.com.au/policy/incident-reporting/.

2.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers, visitors and the public. In order to achieve this, we require that all incidents, work-related injuries and illnesses, and near-miss events are reported immediately in order for the appropriate actions to be taken and for preventative measures to be implemented to avoid reoccurrence.

In this policy, the following definitions apply:

- "incidents" means any event, circumstance and/or situation that is not business as usual and results in, or has the potential to result in, a worker suffering a health and safety issue or a member of the public suffering a health and safety issue due to an actor omission from a worker.
- "work-related injuries and illness" means a worker suffering an injury and/or illness while carrying out any work for SHS.
- "workers" means all employees and contractors of Show Support.
- "managers" and "supervisors" are references to workers that have a manager or supervisor position within Show Support.

2.2. Aims and Objectives

Show Support will establish and regularly maintain incident and work-related injuries and illness report procedures, that all workers must follow (Objective). The procedures will include timeframes for reporting, details to be recorded, investigation findings and other things, that the worker must fill out accurately.

2.3. Responsibilities

To achieve the Objective, managers and supervisors will ensure that –

- all incidents (including near-misses) are recorded promptly upon discovery or notice, but in any event not more than five (5) days from that date of discovery and/or notice; and
- all work-related injuries (including first aid) and illnesses are recorded when reported upon discovery and/or notice, but in any event not more than five (5) days from that date of discovery and/or notice.

To achieve the Objective, Workers are required to –

- report any incident to their supervisor or manager immediately or as soon as possible following the incident;
- report all incidents (including near misses), work-related injuries and illnesses (including first aid injuries), serious safety incidents, accidents, policy breaches or near misses as soon as practicable following the event, but in any event not more than five (5) days from the date of the event;
- complete an Incident Report Form within the Job Details section of the CrewCard App for any serious incident, accident, near miss, injury, illness, or breach of Show Support safety or employment policies; and
- cooperate with managers and supervisors in the recording and investigation of incidents.

Verbal notification to a Crew Leader, supervisor or manager alone does not satisfy this reporting requirement.
All workers are responsible for ensuring that an Incident Report Form is completed within the Job Details section of the CrewCard App within the required reporting timeframe.

Workers and non-workers must refrain from interfering with the site of an incident unless permitted to do so by management, unless it is necessary to prevent further injury, damage or illness, to relieve suffering, or to rescue trapped persons.

Any worker, at any time, must report all incidents and work-related injuries or illnesses to Show Support management using the Incident Report Form within the CrewCard App.

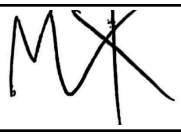
All workers are required to assist an inspector or police officer who is investigating any incident or work-related injury or illness. This includes answering all questions posed to them truthfully, accurately and in full.

2.4. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/).

2.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	

David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

3. Emergency Management Policy 003

You can also read this policy online at https://www.showsupport.com.au/policy/emergency-management-policy/.

3.1. Policy Statement

As part of Show Support's commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers, visitors and the public. This commitment extends to the recognition that emergencies in the workplace can affect people both physically and psychologically, and to ensure that procedures are in place to eliminate or minimise the risk of any adverse impact of an emergency in the workplace.

3.2. Aims and Objectives

We will identify and assess all potential emergency situations, whether natural or man-made, that may arise in a company workplace or as a result of our operations or activities. We will develop and implement procedures to deal with any foreseeable emergency, and ensure that all workers are trained in the implementation of those procedures should an emergency arise.

3.3. Responsibilities

We will establish a system of response for emergencies and recovery for critical incidents. To achieve this, we will –

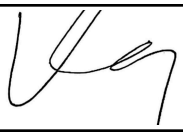
- establish a system that ensures and maintains the coordination and control of responses to emergency situations;
- Establish, test and maintain systematic procedures to enable a rapid, appropriate and comprehensive response at the time of an emergency;
- Ensure that emergency recovery management achieves the needs of those persons affected by an incident, and to facilitate and ensure a rapid return to normal operations; and
- Ensure that review mechanisms are comprehensive and properly

reported. All employees and contractors must:

- fully understand the emergency procedures for their workplace, and know the identity of key personnel;
- participate in any and all training for emergencies, and in any practice for an emergency;

- comply with any and all directions given by members of the emergency response team;
- report any incident (or potential incident) immediately; and
- follow workplace emergency procedures should an emergency occur.

3.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

4. Risk Management Policy 004

You can also read this policy online at https://www.showsupport.com.au/policy/risk-management/.

4.1. Policy Statement

As part of the Company's commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, customers, visitors and the public. This commitment also extends to ensuring that risk management is an integral part of the Company's approach to decision making and accountability, and that all personnel within the Company are responsible for the management of risks that relate to their particular area of work.

In this policy, "workers" means all employees and contractors of Show Support Pty Ltd.

4.2. Aims and Objectives

We recognise that risk is inherent in all company functions, and must be managed so as to maximise business opportunities and minimise adverse consequences. The company will ensure that workplace safety issues are identified and that risks associated with them are assessed to allow appropriate controls to be implemented to eliminate, or, where a risk cannot be eliminated, minimise the likelihood of injury, illness, loss and/or damage so far as is reasonably practicable.

The word "Hazards" may be substituted for "Safety Issues" in Show Support incident report forms, risk assessments, inductions, inspections, policies, procedures and safe work method statements in order to improve understanding and adherence by workers.

4.3. Responsibilities

Show Support will implement suitable systems of workplace health and safety management to ensure that workers are not exposed to risks associated with the workplace or from activities associated with the workplace. To achieve this, we will –

- eliminate risks to health and safety so far as is reasonably practicable; and
- if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

To properly manage exposure to risks, we will –

- identify Safety Issues which will give rise to a risk;
- assess the risks that may result as a consequence of the Safety Issues;

- decide on appropriate control measures to prevent, or minimise, the level of the risks
- implement appropriate control measures; and

- monitor and review the effectiveness of the control measures regularly.

Where it is not reasonably practicable to eliminate a risk, the hierarchy of controls will be applied, with a higher ranked control measure implemented wherever practicable. The SHS Safety Committee will be consulted in the identification of potential Safety Issues and the appropriate control measures to be included in safe work method statements (SWMS).

Workers will be instructed and trained in methods and procedures of safe work, developed and implemented for work situations where there is an inherent risk of a Safety Issue(s). These procedures will be developed in consultation with those who carry out the work, and must be adhered to at all times.

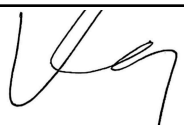
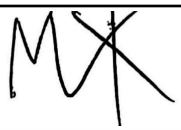
Safety Issues may be reported to Show Support management by any workers, any time, using the Report Safety Issue form.

4.4. Forms

Report Safety Issue (https://www.showsupport.com.au/report-safety-issue/).

4.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	

Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

5. Stop Work Policy 005

You can also read this policy online at https://www.showsupport.com.au/policy/stop-work-policy/.

5.1. Policy

It is a policy of the company that:

Every Crew Member has the responsibility and authority to Stop Work IMMEDIATELY, without fear of reprisal, when the Crew Member believes that:

1. any person has requested them to perform a task they consider to be unsafe and/or unlawful; or
2. the current conditions pose a danger to the health and safety of workers, the public and/or any personnel onsite; or
3. if the current conditions continue to exist, they could adversely affect the safe operation of, or could cause serious damage to, a facility or equipment.

In this policy, “Stop Work” means a worker ceasing all work activities whether onsite or otherwise, when they believe any of the above stated situations is occurring and “workers” means all employees and contractors of Show Support Pty Ltd.

When stopping work, workers must ensure they do so in safe manner that does not result in injury to death to any person.

5.2. Reporting Safety Issues

Crew Members must report any potential Safety Issues to their Crew Chief, Senior SHS Crew Members and Client Contact. Additionally, the Crew Member should report the matter to a Safety Officer if there is one present at the time of the Safety Issue.

Where a Crew Member is unable to contact any of the abovementioned people, the Crew Member is to call the Show Support office on (02) 9556 2011 immediately to report the Safety Issue.

A Crew Member when reporting a Safety Issue, must complete an Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/) found on the Show Support website under the WHS tab.

Resolution of the Safety Issue resides with the responsible Client Contact, Crew Chief, Senior SHS Crew Member, SHS Office and/or Safety Officer.

Right to a Safe Workplace

Any Crew Member who reasonably believes there is a Safety Issue that requires control

measures, may Stop Work without fear of reprisal by management or coworkers and is entitled to have the Safety Issue addressed prior to resuming work.

5.3. Resume Work Procedure

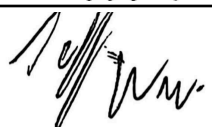
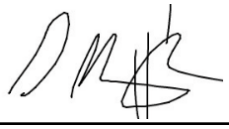
Once the Safety Issue has been identified and a safe way to perform the required task has been agreed upon between all relevant and affected parties, in other words control measures have been implemented, the Crew Member must resume work and complete the duties required of them in the agreed upon manner.

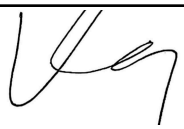
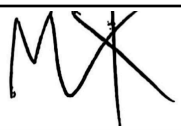
Example of a Safety Issue and implementation of a control measure

Safety Issue – You are requested to lift items that are too heavy for one person.

The control measure – Arrange a team of two or more people to lift the items or use available equipment, such as a forklift.

5.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	

Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

6. Safe Working Policy 006

You can also read this policy online at https://www.showsupport.com.au/policy/safe-working-policy-p004/.

6.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers, visitors and the public. This commitment extends to ensuring that all activities and tasks undertaken by SHS Crew Members are assessed for the detection of Safety Issues. If a Safety Issue is identified, the associated risks are then eliminated or, where it is not reasonably practicable to eliminate the risks, workers must use reasonable endeavours to eliminate or minimise the risks as far as possible.

6.2. Aims and Objectives

We will ensure that all activities and tasks that pose a health and safety risk due to Safety Issues are identified and analysed, and appropriate control measures to eliminate or minimise the risk are documented and implemented, in accordance with our hierarchy of controls. Consultation for the implementation of the best, adequate, practical and effective control measures will be made with SHS Crew Members who will carry out the work.

Safety Issues may be reported to Show Support management by any member of staff at any time, using the Report Safety Issue form (https://www.showsupport.com.au/report-safety-issue/).

6.3. Responsibilities

Show Support will ensure that safe work procedures are developed in accordance with the requirements as set out in relevant regulations, codes of practice and standards. All safe work procedures will be documented and used in the development of SWMSs. SHS will monitor the implementation of the safe work procedures to ensure that they are being applied correctly. SHS will periodically review safe work procedures to assess their on-going effectiveness, and update them when new or previously undetected Safety Issues, or when changes are made to the materials or substances used, the workplace where the work is being carried out, or where required to do so by applicable law.

Permit to work systems will be implemented for operations that SHS deems to be high risk, including but not limited to, working at heights, machinery operation and work involving hazardous materials and/or chemicals. These will be based on high-risk licenses issued by government authorities and risk assessments carried out by competent persons, which will adhere to safety requirements documented in regulations, codes of practice and relevant standards. SHS Crew Members carrying out high risk work, will be trained and instructed in accordance with the relevant safe work methods, and will be required to adhere to them in the

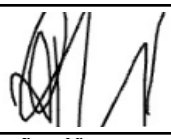
performance of their tasks.

SHS Crew Members will be trained in safe work procedures through inductions, the Tool Box Talk (https://www.showsupport.com.au/whs/tool-box-talk/) (toolbox talk) and will be required to follow the procedures when carrying out their work. SHS Crew Members must report any Safety Issue or risk that may become evident in the course of their work and/or training.

6.4. Forms

Tool Box Talk (https://www.showsupport.com.au/whs/tool-box-talk/).
Report Safety Issue (https://www.showsupport.com.au/report-safety-issue/).

6.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

7. Working at Heights Policy 007

You can also read this policy online at https://www.showsupport.com.au/policy/heights-policy/.

7.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers, visitors and the public. This commitment also extends to ensuring the safety of persons working at heights by providing safe access to workplaces above ground, and in ensuring that adequate means of preventing persons falling from heights are provided.

In this policy, “persons” means any employee and/or contractor of Show Support.

You must not climb any ladder or otherwise work at height if you are not properly qualified and experienced to do so.

7.2. Aims and Objectives

We will ensure that

- adequate means of preventing persons from falling when working at heights are provided at a workplace;
- all workers engaged in working at heights are fully trained in the proper safe working practices for working at heights;
- any work at heights is carried out in the prescribed manner; and
- all equipment necessary for the safe working at heights is safely erected, used and maintained.

7.3. Responsibilities

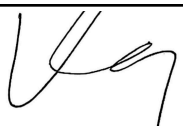
We will identify and manage, so far as is reasonably practicable, risks to health and safety associated with a fall by a person from one level to another that is reasonably likely to cause injury to the person or any other person.

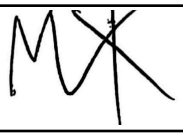
- If a risk is found, we will ensure, so far as is reasonably practicable, that any work that involves the risk of a fall is carried out on the ground or a “solid construction”.
- We will conduct risk assessments at our workplace where we have identified a risk of a

person falling, especially if that workplace area presents abnormal health and safety issues. The length of time that a person would have exposure to a potential fall will not be considered when evaluating the safety issue, but may be considered when determining the appropriate control measures to adopt.

- The hierarchy of preferred fall control measures that will be implemented are as follows:
  - a stable and securely fenced work platform (such as scaffolding or other form of portable work platform); or
  - if a stable and securely fenced work platform is not reasonably practicable, secure perimeter screens, fencing, handrails or another form of physical barrier that is capable of preventing the fall of a person; or
  - if screens, fencing, handrails or barriers are not reasonably practicable, other forms of physical restraints that are capable of arresting the fall of a person from a height of more than 2 metres.

7.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

8. First Aid Policy 008

You can also read this policy online at https://www.showsupport.com.au/policy/first-aid/.

8.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers, visitors and the public. This commitment also requires that all SHS Clients provide workers with first aid facilities at allocated SHS workplaces, and Crew Chiefs are aware of first aid facilities and are trained in administering first aid.

In the policy, the following definitions apply:

- "workers" means all employees and contractors of Show Support.
- "SHS Client(s)" means a client that has entered into an agreement with Show Support Pty Ltd for the provision of services.
- "Crew Chiefs" is any employee or contractor of Show Support that has a position of Crew Chief for a particular SHS Client and a Venue.
- "Venue(s)" means the location where a SHS Client needs services to be carried out by SHS.

8.2. Aims and Objectives

In order to ensure that all workers receive the appropriate treatment at a Venue, all SHS Clients must provide all Crew Chiefs at their Venue, with appropriate first aid facilities and must ensure that all Crew Chiefs at their Venue are made aware of the qualified first aid officer on site (Objective).

8.3. Responsibilities

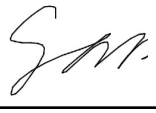
In order to achieve the above Objective, all SHS Clients must provide First aid facilities to Crew Chiefs and training to workers at a Venue on how to administer first aid services in the workplace.

SHS Clients will provide Crew Members with information on the location of first aid facilities, and the identity and contact details of qualified first aid officer at the Venue, together with details of emergency contacts (ambulance, medical centre, etc.).

Crew Chiefs and any other authorised personnel with first aid qualifications, can request a new First Aid Kit by emailing ops@showsupport.com.au or by calling 0295562011 if their first aid kit needs to be renewed.

All workers must cooperate in relation to any safe aid matters.

8.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

9. Rehabilitation and Return to Work Policy 009

You can also read this policy online at https://www.showsupport.com.au/policy/rehabilitation-and-return-to-work-policy/.

9.1. Policy Statement

This Company encourages all workers who suffer a work-related injury, illness or disability to Return to Work through the process of occupational rehabilitation, and through the appropriate rehabilitation and Return to Work procedures of Show Support Pty Ltd.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd and “Return to Work” means a worker who has suffered a work-related injury, illness or disability resumes their duties and roles at Show Support, upon medical advisement.

9.2. Aims and Objectives

We aim to effectively and carefully assist workers who have suffered a work-related injury, illness and or disability to Return to Work safely and as soon as possible. This will be achieved through the implementation of Show Support Return to Work procedures, or alternatively, provide access to a Show Support approved occupational rehabilitation provider to consult on the best option for the worker to return to a role more suitable and with similar qualifications, either with the Company or with another company.

Our objectives are:

- to establish a systematic approach to occupational rehabilitation services for all workers;
- to develop and encourage the expectation that it is Show Support practice following a work- related injury, illness or disability for workers to return to a meaningful, productive employment at the earliest possible time;
- to establish that rehabilitation is the usual course of action, and, when appropriate, the managed, safe and early return to meaningful, productive employment should begin at the earliest possible time; and
- to appoint a case manager from within the Company or to obtain the services of an approved rehabilitation provider to oversee the workplace rehabilitation process

(collectively, Objectives)

9.3. Responsibilities

To achieve the above Objectives, We, as a Company will:

- commence all reasonable actions to assist workers to Return to Work as soon as possible, in a manner consistent with medical advice;

- provide all reasonable assistance required to any worker who has suffered a work-related injury, illness or disability to Return to Work in the shortest possible time provided that it is safe and practicable to do so;

- provide reasonably suitable alternative work options which will not jeopardise the well-being and recovery of the worker;.
- implement measures for a safe and healthy working environment;
- notify the required authorities and insurers relevant to the work-related injury, illness or disability within the required time frame
- participate in the development and implementation of a worker's Return to Work plan and provide all support necessary;
- upon medical advisement, provide suitable duties for an injured worker in a timely manner;
- make a worker who have suffered a work-related injury, illness or disability aware of their rights and responsibilities, including but not limited to, the right to choose their own doctor, and the responsibility to provide accurate information about the injury and its cause;
- consult with workers, doctors and occupational rehabilitation providers to ensure that the Return to Work program operates as smoothly as possible;
- maintain the confidentiality of all worker records; and
- Show Support must not dismiss a worker as a result of a work-related injury, illness or disability within the time frame as set out in applicable legislation.

To achieve the above Objectives, workers are expected to:

- assist and cooperate in ensuring that this policy is properly followed;
- actively participate in the occupational rehabilitation and Return to Work process, as agreed between the Company, the worker, their treatment provider, and their occupational rehabilitation coordinator or case manager;
- Use their best endeavours to prevent work injuries to themselves and others;
- notify Show Support of a work-related injury, illness or disability as soon as possible;
- lodge a claim as soon as possible with the relevant authority and insurer;
- participate in the development and the completion with your Return to Work plan by proving full cooperation;
- provide current medical certificates;

- ensure that all information provided regarding a work-related injury, illness or disability, is accurate, current and truthful;
- notify your insurer and/or any other relevant person, if you are offered a job outside of your employment with Show Support or if you earn an extra income from your from your other place of employment while you are receiving weekly benefits for a work-related injury, illness or disability from Show Support;
- attend all medical and occupational rehabilitation assessments, tests and appointments, as required;
- co-operate with any workplace changes that we may implement to assist other injured workers; and

- acknowledge and understand that if the worker does not comply with the Return to Work plan, the agent and/or insurer may suspend that workers benefits.

9.4. Notification of Injuries

- If a worker suffers a work-related injury, illness or disability, they must notify their supervisor as soon as possible.
- All work-related injuries, illness and disability must be recorded using the Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/).
- A workers compensation agent and/or insurer must be notified of a worker-related injury, illness or disability within 24 hours of it occurring.

9.5. Recovery

- Show Support will ensure that a worker who has suffered a work-related injury, illness or disability, receives appropriate first aid and/or medical treatment as soon as possible and is transported to a Show Support nominated medical professional, who will be responsible for the medical management of the worker and assist in developing a Return to Work plan for the worker.
- All workers who have suffered a work-related injury, illness or disability are required to undergo a drug and alcohol test administered by the medical professional during the first consultation after the incident.
- In the event that a worker who has suffered a work-related injury, illness or disability elects to visit a medical professional other than a Show Support nominated medical professional, the worker's compensation insurance company may be notified at our discretion.

9.6. Return to Work

As means of assisting a worker who has suffered a work-related injury, illness or disability to Return to Work, we will:

- Arrange a suitable person to explain the Return to Work process to the worker;
- If not provided by the insurer, ensure that the worker is offered the assistance of an approved workplace occupational 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; and
- Arrange for the worker's early Return to Work (subject to medical and the occupational

rehabilitation providers' advice).

9.7. Suitable Duties

Show Support will:

- Develop an individual Return to Work plan when the worker according to medical advice, is capable of returning to work; and
- Provide a suitable duties plan that is consistent with medical advice and that is meaningful, productive and appropriate for the worker's physical and psychological condition, depending on the individual circumstances. Example of suitable duties include:
  - a change in worksites;
  - modified work hours and duties;
  - a different job; and/or
  - full time or part time working arrangements.

9.8. Dispute Resolution

In the event a dispute arises between a worker who has suffered a work-related injury, illness or disability and Show Support, Show Support will:

- Work together with the worker to resolve any disagreements about the Return to Work plan or suitable duties that has been arranged;
- If disagreements cannot be resolved between the worker and the Company, involve other parties such as the worker's treating medical professional, the agent or insurer, an approved occupational rehabilitation provider or an injury management consultant to provide guidance and advice; and
- If this does not satisfactorily resolve the issue, Show Support Pty Ltd can make the final decision at its absolute discretion, taking into account the worker's health and safety.

9.9. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/).

9.10. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

10. Smoke-Free Workplace Policy 010

You can also read this policy online at https://www.showsupport.com.au/policy/smoke-free/.

10.1. Policy Statement

It is a policy of this Company is provide a workplace that is free from health risks that are associated with the exposure of passive smoking and emissions from tobacco or tobacco related products (including but not limited to electronic cigarettes and vaporisers).

In this policy, “smoking” means the act of inhaling, exhaling or vaping the smoke of tobacco or any other drug, “workplaces” means any site, office, venue, vehicle or area that a worker enters to perform their duties and “workers” means all employees and contractors of Show Support Pty Ltd.

10.2. Aims and Objectives

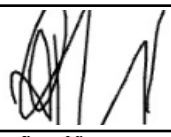
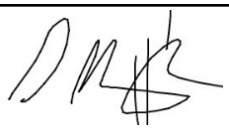
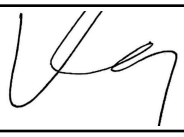
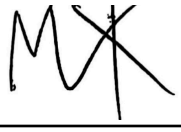
Smoking is strictly prohibited in all enclosed workplaces, including but not limited to inside or around trucks when loading and/or unloading or in areas where another person may be exposed to tobacco smoke, regardless of whether or not the other person also smokes. This prohibition extends to every worker who works at or visits a workplace. Smoking is also prohibited in SHS Client vehicles, regardless of the absence of another person in the vehicle, or whether other persons in the vehicle are also smokers. The prohibition on smoking does not extend to persons who wish to smoke outside of a workplace or company premises, during their own time, outside of their working hours.

10.3. Responsibilities

Persons who smoke in contravention of this smoke-free workplace policy, will be subject to immediate appropriate disciplinary action at the discretion of Show Support.

10.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	

David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

11. Fitness to Work Policy 011

You can also read this policy online at https://www.showsupport.com.au/policy/fitness-to-policy/

11.1. Policy Statement

It is a policy of this Company to ensure that we fulfil our duties under health and safety laws in ensuring that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to safety issues arising from the adverse effects of alcohol and/or drug use, or impairment from fatigue, stress and/or other medical or physical conditions.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd.

11.2. Aims and Objectives

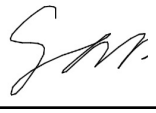
We will strive to ensure that all workers engaged by this Company, either as employees or contractors, are in a fit condition to safely carry out their work, or that workers are not impaired in any way by the effects of alcohol and/or drug use, fatigue and/or stress. To achieve this, no worker or person will be allowed to enter a workplace or carry out work while impaired by alcohol or drugs, or suffering adverse effects of fatigue or stress, illness, injury and/or other medical or physical impairment.

11.3. Responsibilities

All workers must ensure that when they report or commence to work, they are in a physical, mental and behavioural condition that will allow them to perform their duties competently and in a manner that does not place themselves or others at the workplace at risk. This will require workers to ensure that they are able to comply with Company policies relating to alcohol and drugs at work, and that that they obtain sufficient rest before commencing work to ensure that they can carry out work during their shift in a safe and effective manner.

Any workers who are suffering a medical or physical illness, injury or other condition must inform their supervisor prior to commencing work. Their supervisor must make an assessment of the workers’ ability to carry out their work in a manner that will not affect their work health and safety and the health and safety of others. In cases where an assessment by a medical practitioner is necessary to assess whether a worker is unable to carry out their duties, the costs of the medical appointment will be paid by the Company.

11.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

12. Drugs and Alcohol Policy 012

You can also read this policy online at https://www.showsupport.com.au/policy/drugs-alcohol-policy/

12.1. Policy Statement

It is a policy of this Company to ensure that we fulfil our obligations as an employer under applicable health and safety legislations, by ensuring that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to health and safety issues arising from the use or abuse of drugs and/or alcohol, either in the workplace or in other circumstances which may adversely affect the health and safety of themselves or others at work.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd.

12.2. Aims and Objectives

We will strive to ensure that all workers engaged by this Company are in a fit condition to safely carry out their work, and that workers are not impaired in any way by the effects of drugs and/or alcohol use or abuse. To achieve this, no worker and/or person will be allowed to enter a workplace or carry out work whilst suspected of being under the influence of, or suffering from adverse effects of alcohol and/or drugs.

Instances of willful abuse of substances, whether legal or illegal, or trafficking of substances that are illegal and/or detrimental to the safe conduct of work are strictly prohibited, and are causes for immediate termination of employment and the removal of the affected person(s) from the workplace.

12.3. Responsibilities

All workers must comply with this drugs and alcohol policy when in a workplace covered by this policy. Workers must not exceed the blood alcohol content (BAC) limits set by the Company when on or in Company workplaces. Random alcohol screening tests may be carried out to enforce this policy, as will testing of any person reasonably suspected to be affected in any way by alcohol and/or drug use. Offenders will be subject to immediate appropriate disciplinary action. Workers must advise their supervisor if they are using any medication, and whether taking (or failing to take) the medication is likely to affect their safety or the safety of others at the workplace.

The consumption of alcohol while at work is not permitted, except for authorised work functions when the consumption of alcohol is sanctioned by senior management of the Company, who will ensure that adequate supplies of low alcohol and non-alcoholic beverages (including water) are available. All persons attending such functions are expected to consume any alcohol in a responsible and socially-acceptable manner.

Any use of illicit drugs or misuse of legal drugs will be considered as rendering a person unfit for work. Random drugs screening and/or testing may be carried out of any person reasonably suspected to be adversely affected in any way by drug use to enforce this policy, and offenders will be subjected to immediate appropriate disciplinary action. The possession and/or supplying and/or trafficking of illicit drugs, will result in immediate dismissal and removal from Company workplaces.

Managers and Supervisors

All managers and supervisors of Show Support are required to:

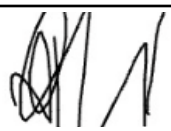
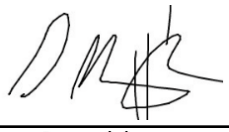
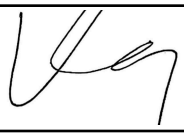
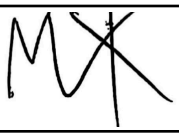
- Implement the requirements of this Drug and Alcohol Policy;
- Implement and communicate procedures for identifying workers who are found to be under the influence of drugs and/or alcohol whilst at work; and
- Make available external resources to assist workers who are found to require

help. Workers

All workers must acknowledge that:

- Workers have a duty of care to protect and 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:
  - Notify their supervisor of any concerns regarding their ability to perform their work safely as a result of being under the influence of drugs and/or alcohol or due to the adverse effects of any prescription medication they may be taking; and
  - Ensure that they do not operate any machinery if under the influence of drugs, alcohol and/or prescription medication which may affect their ability to do so safely.
- The sale and/or supply of any prescription drugs in the workplace by a worker may result in termination of employment.
- The sale, supply and/or possession of illegal drugs in the workplace by a worker may result in termination of employment.
- The unauthorised sale, supply and/or possession of alcohol in the workplace by a worker may result in termination of employment.

12.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

13. Whistleblower Protection Policy 013

You can also read this policy online at https://www.showsupport.com.au/policy/whistleblower-protection-policy/

13.1. Policy Statement

This company is committed to maintaining a work environment that is free from harassment, retaliation and discrimination, and to the promotion of an atmosphere where employees feel safe to engage in frank, honest and open communication and raising questions and issues at any time without fear of retaliation. The company will treat all such disclosures in a confidential and sensitive manner, and the identity of the person making the allegation will be kept confidential so long as it does not hinder or frustrate any investigation.

13.2. Aims and Objectives

The company strictly prohibits any form of retaliatory action or behaviour against employees who raise issues or ask questions, make reports, participate in an investigation, refuse to participate in suspected improper or wrongful activity, or exercise workplace rights protected by law. We will strive to protect the rights of any individual who makes such a report to the company in good faith, including the right to anonymity. However, the investigation process may reveal the source of the information and the person making the disclosure may need to provide a statement as part of the evidence required.

13.3. Responsibilities

Management of the company will implement systems to allow employees to raise concerns internally and at a high level and to disclose information that the individual believes shows malpractice or impropriety. These concerns could include (but are not limited to):

- Discrimination or harassment
- Fraud
- Unethical or unprofessional business or work conduct
- Non-compliance with company policies or procedures, including any applicable code of conduct
- Real or potential threats to company property, workers or the health and safety of the public
- Violations of local, state or commonwealth laws and regulations, or

- Any other illegal or improper practices or policies.

On receipt of a complaint, the staff member who receives and takes note of the complaint must pass this information as soon as possible to the appropriate officer of the company for action.

Employees should exercise due care to ensure the accuracy of any information provided, and that any report made is done so in good faith, and is based on credible and accurate grounds. The company will not take any action against an individual who makes an allegation in good faith should it not be confirmed by subsequent investigation; however, if an individual makes malicious or vexatious allegations, and particularly if he or she persists in making them, disciplinary action may be taken against that individual.

Employees may use the Feedback Form (https://www.showsupport.com.au/feedback/) or the Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/) on the Show Support website to disclose any matter, discretely, any time.

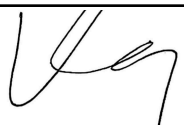
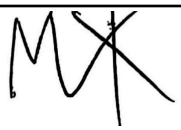
13.4. Forms

Feedback Form (https://www.showsupport.com.au/feedback/

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

13.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
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Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

14. Workplace Bullying and Harassment Policy 014

You can also read this policy online at https://www.showsupport.com.au/policy/bullying-harassment/.

14.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers, visitors and the public. This commitment also extends to ensuring that no person is placed at risk to their health and safety as a result of bullying and/or harassment in the workplace.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd and “managers” and “supervisors” are references to workers that have a manager or supervisor position within Show Support Pty Ltd.

14.2. Aims and Objectives

We will use our best endeavours to provide a safe and healthy work environment that does not risk the well-being of workers by controlling workplace bullying and occupational violence, and by ensuring that workers are not subjected to harassment in any way, while at their place of work.

14.3. Harassment/Bullying

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

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

- abusive, insulting and/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; and/or
- sabotaging a person’s work performance by withholding information or by giving incorrect information.

What is not considered unreasonable behaviour:We would like to provide a follow-up on the ongoing investigation regarding the push notification and delayed email delivery concerns reported by staff.

Our team is continuing to review system logs and test notification flows to identify any inconsistencies. At this stage, no system-wide issue has been confirmed; however, we are actively monitoring and further testing is still in progress to ensure all scenarios are covered.

We appreciate your continued support in sharing any specific examples (such as shift numbers, dates, or affected users), as this will help us narrow down the investigation more effectively.

We will keep you updated as soon as there are any new findings or progress to report.

- setting reasonable work tasks and timelines;
- reasonable rostering and/or work arrangements;

- deciding not to select a worker for promotion when 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; and/or
- taking disciplinary action, including suspension or terminating employment on reasonable grounds.

Show Support Pty Ltd has a legal responsibility to take reasonable steps to prevent harassment from occurring in the workplace. This involves educating workers about harassment, implementing policies (such as this), setting behavioural standards, implementing grievance and complaint handling procedures, and ensuring compliance of all Company policies and procedures by all employees.

Harassment in the workplace can create an unpleasant and even hostile work environment. Harassment makes work difficult for everyone, i.e. the person being harassed, as well as workers witnessing the harassment. The harasser also is not concentrating on their work when he or she engages in this type of behaviour. It can also damage the reputation of the Company.

Harassment outside the Workplace

Workplace harassment can take place off-site. Examples would be harassment occurring at a work Christmas 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 SHS clients, customers, business partners and/or suppliers 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.

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 as it is a criminal offence.

14.4. Responsibilities

We have a workplace culture where bullying and violence is not tolerated. We have counselling and disciplinary procedures are in place in the event that bullying and/or occupational violence occurs. We will also ensure, so far as is reasonably practicable, that no employee and/or person within the workplace harasses or attempts to harass any another employee and/or person.

It is the responsibility of Show Support Senior Crew Members and Show Support Crew Chiefs to identify and take any appropriate action in any event that bullying and/or occupational violence occurs in areas under their control. This includes ensuring that all parties involved receive appropriate counselling.

We adopt a policy of zero tolerance for all forms of bullying and harassment. This policy will be clearly communicated to all workers, customers, clients, business partners and/or suppliers and be supported by regular training and information sessions in workplaces where bullying and occupational violence exists (or has the potential to exist). A range of administrative measures to assist in controlling the risks (including vulnerability audits, reporting systems, and appropriate interventions accompanied by formal evaluation procedures) will be adopted by the Company.

In the event that in a single incident a behaviour is deemed to be a of harassing type, that single incident does not constitute workplace bullying. For the avoidance of doubt, single incidents must not be ignored and allowed and will be investigated. Well-managed intervention in response to single incidents will assist in preventing a potential situation from escalating.

All incidents are to be reported and recorded, and investigative procedures must be followed and implemented. Any reported cases of harassment must be taken seriously, and immediate action must be taken to investigate and resolve the issue. A statement from the person who is alleged to have bullied or harassed and from the victim must be recorded, and if verified, acted upon to prevent the harassment from occurring again. Situations where a history of violence exists, will be monitored to assess the effectiveness of the strategies adopted, or by determination by the Company, further intervention exists.

Managers and Supervisors

Managers and Supervisors must:

- ensure that they do not harass and/or bully workers, other managers or supervisors, clients, customers business partners and suppliers;
- ensure that all workers have been provided with information regarding their rights and responsibilities in relation to workplace harassment; and
- ensure all workers have the appropriate training in handling workplace harassment complaints, including an understanding of both informal and formal complaint resolution options and procedures.

All Workers

All workers must:

- ensure they do not engage in harassing and/or bullying behaviour towards other workers,

managers or supervisors, clients, customers, business partner and suppliers;

- be aware that they can be held legally responsible for their unlawful acts. Workers, who aid, abet and/or encourage other persons to harass and/or bully can also be held legally liable;

- raise any issue or concern relating to workplace harassment with their Manager or Supervisor; and
- ensure they have an understanding of the options available to resolve workplace harassment issues.

14.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

15. Sexual Harassment Policy 015

You can also read this policy online at https://www.showsupport.com.au/policy/sexual-harassment-policy/

15.1. Applicability

This policy applies to:

- all Show Support Workers;
- all aspects of employment, recruitment, conditions and benefits, training and promotions, task allocations, shifts, hours, leave arrangements, workloads, jobs and bookings;
- on-site and off-site work, before, during and after work hours, work-related functions, conferences, meetings, client locations, venues and events; and
- Worker treatment of other employees, clients, contractors, subcontractors, and the public encountered in the course of carrying out their duties for Show Support, relating to Sexual Harassment.

Note that this policy must be read in conjunction with any applicable Code of Conduct and or Disciplinary Policy and related procedures and processes as well as any applicable federal, state and or territory legislation and law.

15.2. Policy Statement

SHS recognises the right of every Worker to be able to attend work and to perform their duties without being subjected to any form of Sexual Harassment.

It is the obligation and responsibility of every Worker to ensure that the workplace is free from Sexual Harassment.

SHS is fully committed to providing a safe, flexible and respectful environment for all Workers and clients and to its obligation to eliminate Sexual Harassment in the workplace.

15.3. Definition

Sexual harassment is a specific and serious form of harassment. It occurs when there are unwelcome sexual behaviours and advances, unwelcome requests for sexual favours, or any other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated. Sexual harassment can be physical, oral and/or written.

Examples of sexual harassment include, but are not limited to:

- staring or leering.
- unnecessary familiarity, such as deliberately brushing up against a person or unwelcome

touching.

- suggestive comments or jokes.
- insults or taunts of a sexual nature.

- intrusive questions or statements about another person's private life and/or appearance.
- 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 an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Behaviour that is based on mutual attraction, friendship and respect and that is consensual is not sexual harassment.

"Worker(s)" means any employee who is employed by the Company. It also includes any work experience students, contractor, employee of a contractor, sub-contractor, employee of a sub-contractor, volunteer, outworker, client or employee of a client.

15.4. Policy

SHS will not tolerate Sexual Harassment under any circumstances. Responsibility lies with every manager, supervisor and Worker to ensure that Sexual Harassment does not occur at Show Support Pty Ltd.

Both federal and state legislation provide that Sexual Harassment is unlawful and in some cases criminal and that companies must establish minimum standards of behaviour for all employees.

This policy applies to conduct that takes place in any work-related context, including but not limited to conferences, work functions, social events and business trips.

No Worker at any level should subject any other Worker, volunteer, customer or visitor to any form of Sexual Harassment. Volunteers, customers and visitors have the same rights and responsibility in relation to sexual harassment.

A breach of this policy will result in disciplinary action, up to and including termination of employment, at the discretion of the Company.

SHS strongly encourages any Workers who feels they have been sexually harassed to take immediate action. If a Worker feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The Worker should identify the harassing behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stop immediately.

Alternatively, or in addition, a Worker subjected to Sexual Harassment may and should report the behaviour in accordance with the relevant procedure in order to ensure that appropriate action is taken.

There are several ways to report aSexual Harassment incident, including:

- Reporting to a Crew Chief, Field Manager or State Manager
- Calling 1300 973 016
- Emailing ops@showsupport.com.au
- Completing the Feedback Form (https://www.showsupport.com.au/feedback/)
- Completing the Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Once a report is made the Company has the right to determine how the report should be dealt with in accordance with its legal obligations and this policy and will inform the parties involved of its decision.

Employees who do not feel safe or confident to take such action may seek assistance from the National Operations Manager for advice and support or action their behalf.

Any reports of Sexual Harassment will be treated seriously, promptly and with sensitivity. Such reports will be treated as completely confidential up to the point where a formal or informal complaint is lodged against a particular person, at which point that person must be notified under the rules of natural justice. A counselling session may be required in accordance with the SHS Counselling and Discipline Policy.

The alleged harasser also has the right to have support or representation during any investigation, as well as the right to respond fully to any formal allegations made. There will be no presumptions of guilt and no determination made until a full investigation has been completed.

No Worker will be treated unfairly as a result of rejecting unwanted advances. Disciplinary action may be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment, or against any Worker who has been alleged to be a harasser.

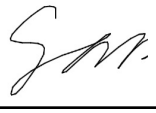
All Workers have the right to seek the assistance of the relevant tribunal or government body to assist them in the resolution of any concerns.

Managers or supervisors who fail to take appropriate corrective action when aware of harassment of a person will be subject to disciplinary action.

15.5. Further Information

Any Worker who requires further information about this policy should contact any member of the Management Team.

15.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Matthew Richard Johnston	1st December 2025	
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Sam Davis	1st December 2025	

16. Anti-Discrimination Policy 016

You can also read this policy online at https://www.showsupport.com.au/policy/anti-discrimination-policy/.

Policy

The Company will use its best endeavours to provide a workplace that is fair and equitable for all employees, and where all individuals and groups will be treated with respect and dignity. We recognise that any distinction, exclusion or preference which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation constitutes an offence under the *Australian Human Rights Commission Act* and, in certain circumstances, the *Work Health and Safety Act.*

Aims and Objectives

It is an objective of the Company, that no persons, whether worker, employee, visitor, client or business partner, will be subjected to discrimination on the grounds listed in this policy, in the course of their employment, contract, engagement or similar with Show Support (Objective).

Responsibilities

Show Support employers, recruiters, managers and supervisors must treat all of their job applicants and employees equally and on merit and must not any other basis. Any Show Support person involved in the Company's recruitment process must only evaluate candidates based on their merits and suitability for the role. For the avoidance of doubt, this includes the recruitment of trainees and apprentices.

All persons of Show Support are expected and required to avoid discriminating, harassing and/or bullying any person.

- All Show Support persons are prohibited from discriminating or vilifying another person (either directly or indirectly) on the following grounds: age;
- disability (including intellectual, physical or psychiatric) whether actual or perceived, and either present or past;
- marital status;
- race, colour, nationality or ethnicity; and/or
- sex, sexuality, sexual preference or pregnancy.

We will ensure that no person is subjected to discriminatory, harassing, coercive or

misleading conduct in relation to any rights, duties or powers under the *Work Health and Safety Act 2011* and the Australian Human rights Commission Act 1986 (Cth).

All workers are required to:

- Assist and cooperate in ensuring that all provisions of this policy is followed and maintained; and
- Actively participate in the adherence of the Company to the achievement of the Objectives stated above.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
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Sam Davis	1st December 2025	

17. Employee Assistance Program Policy 017

You can also read this policy online at https://www.showsupport.com.au/policy/employee-assistance-program-policy/.

17.1. Applicability

This policy sets out the Company's intention to provide an Employee Assistance Program(EAP) for all employees. This will enable employees to effectively and efficiently resolve personal matters that may be adversely affecting their work performance.

In this policy the following words have the following meaning:

- "employee" means any person employed by Show Support Pty Ltd.
- "personal matters" means matters relating to an employee that is non-work related.
- "Employee Assistance Program (EAP)" is a Company designed intervention program to provide support services to employees who are underdoing personal matters to enhance their wellbeing.

17.2. Objectives of this Policy

It is an objective of this policy that:

- the Company recognises that personal matters can have a serious effect on the work performance and safety of employees, colleagues, clients and others within the Company.
- the Company provides support services for all employees to enable them to effectively and efficiently resolve personal matters that are adversely affecting their work performance; and
- to ensure that all employees are able to access support services via the EAP regardless of their position within the Company.

17.3. Policy

It is a policy of the Company that:

- the EAP program will assist in the early identification and referral for help for employees whose work performance is impaired because of personal matters;
- qualified and professional counselling will be provided in confidence to enable employees to return to full productivity to work as quickly as possible;

-

- the Company expects employees to address most workplace issues in accordance with the policies and procedures of the Company. Employees should always approach their manager as a first step towards accessing assistance and support by the Company for personal matters;

- the EAP does not replace the Company's normal management and disciplinary

procedures;

- the EAP is available to all permanent full time employees of the Company.

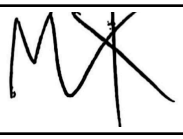
- the Company will provide at a maximum of two, one hour counselling sessions of charge to those employees who access services under the EAP. These counselling sessions will be provided by the services provider in which the Company procures the EAP from and will be bound by confidentiality and will maintain all records and discussion with the employee. Further paid counselling sessions may be provided where necessary and at the sole discretion of the Company; and

- participation in the program will be entirely at the sole choice of the employee.

Guidelines on the EAP referral process are set out on the following page. The EAP may be changed from time to time, employee who require further information are asked to contact their manager or any member of the Management Team.

Safety Committee

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18. PSYCHOLOGICAL HEALTH AND PSYCHOSOCIAL HAZARDS POLICY P041

18.1 PURPOSE

Show Support Pty Ltd is committed to providing a safe workplace, including the management of psychological health and psychosocial hazards.
The Company recognises that psychosocial hazards may contribute to psychological injury, physical injury, illness, reduced wellbeing and reduced work performance.

18.2 SCOPE

This policy applies to all Crew Members, Supervisors, office staff and visitors engaged by Show Support Pty Ltd.
This policy applies to all work performed for Show Support, including at client sites, Company offices, during training, inductions, work-related travel and work-related communications.

18.3 PSYCHOSOCIAL HAZARDS

Psychosocial hazards may include:

- Workplace bullying
- Harassment or discrimination
- Sexual harassment
- Workplace violence, threats or intimidation
- Aggressive or abusive behaviour
- Exposure to traumatic incidents
- Excessive workloads
- Fatigue arising from long shifts or insufficient rest
- Poor communication
- Lack of role clarity
- Repeated conflict between workers
- Client misconduct towards workers

18.4 SHOW SUPPORT SPECIFIC RISKS

The Company recognises that psychosocial risks may arise from:

- High-pressure event environments
- Tight deadlines during Sets and Outs
- Night work and early morning starts
- Long shifts and fatigue
- Aggressive clients, patrons or members of the public
- Stressful incidents occurring on client sites

• Difficult interpersonal interactions between workers, clients or other personnel

18.5 RESPONSIBILITIES

Management must:
• Take reasonable steps to identify and manage psychosocial hazards.
• Ensure workers know how to raise concerns.
• Investigate reported concerns where appropriate.
• Provide workers with reasonable support where appropriate.
• Take reasonable corrective action where required.

Workers must:
• Treat others with respect.
• Follow lawful and reasonable directions.
• Refrain from bullying, harassment, intimidation, threatening behaviour or workplace violence.
• Cooperate with Company investigations and safety processes.
• Report psychosocial hazards in accordance with Incident Reporting Policy P002.

18.6 REPORTING

All psychosocial hazards, psychological health concerns, workplace violence incidents, bullying allegations, harassment allegations, fatigue concerns and other psychosocial risks must be reported in accordance with Incident Reporting Policy P002.
Psychosocial hazards are considered safety incidents for the purposes of reporting and investigation.

18.7 INVESTIGATION

The Company may investigate reported psychosocial hazards and may obtain witness statements, review communications, review incident reports, review CCTV or other evidence, and conduct interviews where appropriate.
Workers must cooperate fully with any investigation.

18.8 REASONABLE MANAGEMENT ACTION

Lawful and reasonable management action carried out in a reasonable manner does not constitute bullying, harassment or a psychosocial hazard.

Examples include:

• Counselling and discipline
• Investigations
• Disciplinary processes
• Allocation of work
• Rostering decisions
• Supervision and direction of workers

• Safety audits and inspections
• Monitoring compliance with Company policies and procedures
• Enforcement of workplace rules and safety requirements
• Decisions regarding hiring, promotion, deployment, leadership positions, discretionary allowances and operational requirements

18.9 SUPPORT

Workers experiencing work-related psychological concerns are encouraged to raise those concerns with management as early as possible so that appropriate support measures can be considered.

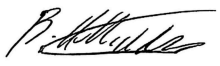
18.10 NON-RETALIATION

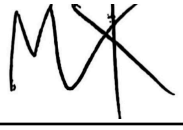
No worker will be disadvantaged for making a genuine report regarding a psychosocial hazard. Knowingly false, malicious or deliberately misleading complaints may result in disciplinary action. Nothing in this policy prevents the Company from conducting investigations, managing performance, enforcing safety requirements or taking any other lawful and reasonable management action.

18.11 REVIEW

This policy will be reviewed periodically and whenever a significant psychosocial incident occurs.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	

Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

EMPLOYMENT POLICIES

18. General Policy 018

You can also read this policy online at https://www.showsupport.com.au/policy/general-policy/.

18.1. Overview of this General Policy

Here are some terms that are used throughout this General Policy and in other Show Support Policies.

Term	What it means
"You" or "your"	means you, a Show Support employee
"Operations"	"Operations" refers to Show Support office and office staff, including Operations Assistants, Operations Managers, Duty Assistants, Duty Managers or Duty Supervisors, or anyone authorised by Show Support Pty Ltd to manage bookings and staff in the field.
"Policy" or "Policies"	Refers to any Show Support policy document, including this General Policy.
"Supervisor"	may refer to your Crew Chief, or Field Manager, or Section Manager, depending on the situation.

18.1.1. About Show Support

- Show Support Pty Ltd (Show Support) has been operating for over 21 years. During that time, we've been providing crewing services support for gigs, ranging from high profile corporate events and functions, to individual celebrity performances and huge festivals.
- Show Support now leads the crewing services market, providing steady work for crew, in great conditions.
- Show Support is committed to providing the best possible service in the market, without compromising on Worker Health and Safety. Every Show Support employee is committed to the delivery of positive experiences and excellence, and that's why our clients come back and ask for us.

18.1.2. This General Policy

- Because we engage in complex work, there are a number of Policies that set out

Show Supports expectations of you while you're on the job.

- This General Policy is the starting point for understanding all of your responsibilities. It sets out in simple shortened form the ground rules about how you should be doing your job. The detailed expectations and processes are then further expanded upon in specific Policies that deal with the specifics of various subjects.

Key takeaway messages are underlined and in bold font like this. You are expected to be especially aware of, and to abide by, any such underlined directions.

You are expected to be across the contents of this General Policy, as well as the various individual Policies that you can find on our website.

18.1.3. Show Support Core Values

At Show Support, we want our crewing services team to keep in mind two key core values. These are quite simple:

- Work Hard
- Stay Positive

18.1.4. Core Value #1: Work Hard

- Show Support is committed to adhering to an excellent working standard. We will go above and beyond for our clients. You should show initiative wherever possible, rather than waiting around and being told what to do. Part of what sets Show Support apart from the competition is that you have the required experience, skills and work ethic, and you can put those talents to good use with some common sense to make the client happy.
- Clients notice, and we do get feedback about specific employees all the time. Employees who work to not only do the minimum but who think and work smart for the client are more likely to be requested by clients for future jobs. Show Support promotes a collaborative working environment, with an emphasis on teamwork. It is expected that you will always help others in trouble.

In practice, this means, when you're on a gig, understand that Show Support has been hired to do the hard work. When directed to complete tasks, you should do them as quickly and effectively as possible.

Once each task is finished, let your Crew Chief, supervisor or client know immediately, so they can assign you with a new task.

18.1.5. Core Value #2: Stay Positive

- Show Support understands that the nature of some of the gigs you work will be hard. A client is paying us to deal with these challenges—it is literally a key aspect of the job to stay positive.
- It is often the case that the only reason the client has booked Show Support is because we're able to do these harder tasks, and because we have the reputation of getting it done while maintaining the positive attitude.
- Of course, if you're concerned about your health and safety, we want you to tell your supervisor or Operations immediately. Otherwise, you are hired for a job, and every role has a part to play. This means that in practice you might, as part of your squad's designated workload, be the one to be carrying equipment up and down stairs, or doing safety checks repeatedly.

You are expected to follow all lawful and reasonable directions from your supervisor or the client. If you are so instructed, you must not argue with the client, refuse to follow those directions, or act in a way that could damage Show Support's reputation with the client.

Raise any concerns with your supervisor or Operations without unnecessarily disrupting the gig. If you believe a direction is unsafe or unlawful, stop the affected work and report the concern immediately. Nothing in this direction prevents you from making a lawful complaint or inquiry about your employment.

While you are at a gig, you are always expected to be cool and professional, even in the face of adversity.

While at a gig, discuss operational concerns professionally and discreetly where practical.

You may raise employment or safety concerns with Show Support, a regulator, a representative or another appropriate person at any time.

18.2. The Effect of Show Support Policies

18.2.1. Stay on top of Policies

- This General Policy, along with other policies, are all available on the Show Support website. The policies are password protected. Please check your SMS confirmation messages for the current password or check with Operations.

This General Policy, as well as other Show Support Policies, are lawful and reasonable workplace directions by Show Support. Your obligation to follow Policies falls under your general obligation to follow your employer's reasonable and lawful directions.

- It is a part of your job to make sure that everything you do is in accordance with the applicable Policies.

18.2.2. Some Notes About Policies

- Neither this General Policy, or any other Show Support Policies, is a contractual document, or intended to form a part of your employment contract. They are lawful and reasonable directions to you from your employer, which you are expected to follow as a general duty of your employment.

- This General Policy does not replace existing Show Support Policies, but acts as a supplement and overview to other Policies. This General Policy is intended to make it easier for employees to be able understand and act in accordance with Show Support policies.

- This General Policy, along with any other Policies, can be changed from time to time at the discretion of Show Support. It's part of your job to stay on top of these changes.

18.2.3. What if you breach the Policies?

- If you do not act in accordance with these Policies, you are acting in breach of these Policies. The main downside of breaching Policies is that it will adversely affect your Ranking.

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- However, depending on the seriousness of your breach, it may result in:
  - you being removed from a work site.
  - you being issued a formal warning, which will go on your employment file.
  - your scheduled gigs being cancelled
- Serious or repeated breaches may lead to further disciplinary action, up to and including termination of employment. Summary dismissal will be considered only where justified by the circumstances and applicable law, following a fair review.
- Some other Policies that you should consult for more detail include:
  - Counselling and Discipline Policy (P016) (https://www.showsupport.com.au/policy/counselling-and-discipline-2/)

18.3. Probation

All new SHS recruits are employed on a trial basis for a period covering at least their first 20 shifts. During their trial period new recruits will be supervised and assessed by senior SHS crew and by clients. New recruits who perform poorly or are unsuited for the work at any point during their trial period, will not be considered for further shifts with Show Support.

18.4. Ranking and Feedback

18.4.1. How the Ranking System works

- Show Support keeps tabs of feedback in relation to you and how you do on the job.
- Your Ranking generally goes up when:
  - We hear good things about you from clients or your peers
  - Your supervisors report that you are performing well
- Your Ranking generally goes down when:
  - You are difficult to work with
  - We get complaints from clients or your peers

- You engage in substantiated misconduct that damages a client relationship; lawful complaints, inquiries and safety reports will not be treated as misconduct
- When you don't follow procedures or do things that unnecessarily complicate things for Operations (such as not notifying us properly that you are going to pull out of a gig, or not reporting your hours properly after a gig).

- Rankings are important because:
  - A low ranking might mean you don't get as many shifts or privileges as other employees.
  - You might not get offered gigs which are in high demand.
  - You might not be offered high duty (or higher paying) gigs.

18.4.2. Feedback and Complaints

- Show Support is committed to improving processes and takes complaints and feedback seriously. If you have a complaint about your employment, you may contact Operations in writing, use the Feedback Form, contact the Managing Director or raise it with an appropriate external body. Operational calls are best made during business hours, but a complaint may be submitted at any time.

- As the saying goes though, the "show must go on.

Your supervisor may reasonably and lawfully direct you to get on with your job and indicate that we can deal with your complaint as soon as practicable

- Similarly, if you have positive feedback or general comments about your supervisor or clients, you can also provide it to us through the Feedback Form. Positive feedback is just as important, as it helps us make decisions about how to run the business and make things better for everyone.
- Some other Policies that you should consult for more detail include:
  - Incident Reporting Policy (P002) (https://www.showsupport.com.au/policy/incident-reporting/)

18.4.3. Health and Safety Concerns

- Nothing in this General Policy or other Show Support Policies is meant to discourage you or prevent you from exercising your rights in relation to serious concerns about health and safety. If you have a health and safety concern, you should contact your supervisor or Operations as soon as possible.
- Please see the following Policies for more detail, as applicable:
  - Health and Safety Policy (P001) (https://www.showsupport.com.au/policy/health-and-safety/);
  - Risk Management Policy (P004) (https://www.showsupport.com.au/policy/risk-management/);
  - Stop Work Policy (P005) (https://www.showsupport.com.au/policy/stop-work-policy/);
  - Safe Working Policy (P006) (https://www.showsupport.com.au/policy/safe-working-policy/);
  - Working at Heights Policy (P007) (https://www.showsupport.com.au/policy/heights-policy/);
  - Incident Reporting Policy (P002) (https://www.showsupport.com.au/policy/incident-reporting/);
  - First Aid Policy (P008) (https://www.showsupport.com.au/policy/first-aid/);
  - Show Support General Safety Guidelines PROC005

18.5. Booking You for Gigs

18.5.1. Responding to Bookings for Gigs

- When clients hire Show Support for gigs, Show Support Operations will figure out what kinds of work need to be done, and book in employees to work on the gig.
- Show Support will usually make you an offer by:
    - CrewCard app updates and notifications;
    - SMS;
    - by telephone call;
    - in some instances by email.

If you receive an offer to work on a gig, please respond as soon as reasonably practicable, preferably within 2 hours, including letting us know if you are unavailable by updating your unavailability in the CrewCard app. Offers may be allocated to another available employee if we do not hear from you in time. This expectation is subject to the Right to Disconnect section of this Policy.

18.5.2. Double Bookings

- Occasionally, if you are in high demand due to good feedback, our notification system might actually book you for more than one gig in the same period of time.

If you receive another booking or commitment that might conflict with your existing booking, you need to telephone Operations and let them know as soon as possible.

- Provided that Show Support has two (2) working days' notice, we may at our discretion:
  - cancel one of your bookings; or
  - if it is your desire to do both bookings, we might work with you to come to some arrangement where you can do both. For example, we might be able to give you a solid guarantee that you may leave one gig by a certain time.
- Note that these sorts of arrangements are done on a case by case basis. As previously mentioned, the extent to which we will try to make special accommodations to help you get the shifts you want will depend on your work history. As such, any special arrangements that might be available to you are not the same as the ones that might be offered to other workers.

Don't leave shifts until you have checked with your supervisor that you've got the right finish time! If ever in doubt, Operations is there to sort things out with you.

18.5.3. Confirmation of Shifts

• If you accept a shift, but do NOT receive a confirmation, you must contact Operations before undertaking the work. Any work actually performed will be assessed and paid in accordance with applicable law. Confirmation messages are sent via SMS or Email to those who are booked on the shift. These messages start with the word "Confirmed". Shifts will also be confirmed via your Crew Portal. Our system logs allow us to verify if and when you were confirmed on a shift. If you are in doubt about whether or not you are confirmed on a shift, call the Show Support office.

• Make sure that you are working for the correct client. The name of the client will be displayed in your Confirmation Message, Crew Portal and App. In some cases there may be several Show Support clients working on the same event. It is your responsibility to ensure you are working for the correct client. If you arrive for the wrong client, contact Operations immediately for instructions. Any work actually

performed will be assessed and paid in accordance with applicable law. If you are unsure about which client you are working for, call the office.

18.5.4. Confirmation Calls and Pre-Shift Contact

Because Show Support provides time-sensitive crewing services to clients, Operations may need to contact you before a scheduled shift, including on the day before a shift. Operations may contact you by telephone, SMS, email or in-app notification for legitimate operational purposes, including to:

- confirm that you will attend your scheduled shift;
- confirm your Scheduled Start Time, meeting point or other booking information;
- provide further information about the client's requirements;
- advise you of changes to the job, venue, meeting point or operational requirements;
- confirm equipment, PPE, qualifications or other requirements; or
- deal with another reasonable operational matter relating to your booking.

Where reasonably practicable, Operations will contact you during ordinary business hours. A confirmed booking is not automatically cancelled because you do not respond to a further confirmation request. Where Operations reasonably needs confirmation that a shift will be covered, has made reasonable attempts to contact you and cannot obtain that confirmation in time, Operations may make alternative arrangements to cover the client's booking. Where reasonably necessary, this may include replacing you on, or removing you from, that particular shift. Operations will consider the circumstances, including the information already confirmed, any known attendance concerns, the time remaining before the shift and any reasonable explanation received.

This section operates subject to the Right to Disconnect section below. Show Support will not remove you from a shift solely because you lawfully exercise your right to disconnect.

18.5.5. Reserve Shifts

- In some situations, you may be booked as a "reserve". Usually this is when Show Support is working for a client on larger gigs, and in situations where the client's work requirements might be a bit unpredictable. Reserve shifts are there to help us adjust on the fly, for example if the client needs more done than originally anticipated, or if one of your teammates calls in sick at the last minute.

- If you are booked to work as a reserve, the following applies:
  - **you must attend the booked shift and work for at least your minimum call time, paid at your normal general rate.**
  - **if you are asked by Operations or your supervisor to replace another crew member, you must work until their shift finishes.**

- **if you are specifically asked to stay by Operations or your supervisor in some other circumstance, you must work as long as you are reasonably asked.**
- **if you are not specifically asked by Operations or your supervisor to replace another crew member or stay longer, you must finish your shift and leave the site as soon as your minimum call time elapses. Minimum call times are three (3) hours from Mondays to Saturdays and four (4) hours on Sundays for general work. As much as it would be nice to have more people on site to share the load, clients set a very specific budget and plan for specific contingencies, and any work that falls out of those causes severe problems to Show Support.**

- Keep in mind that because of the special nature of a Reserve shift, and being told on very short notice (sometimes during the Reserve shift itself) that you will have to stay longer, you should not accept a Reserve shift unless you are ready, willing and able to actually stay back for an entire shift.

- **If you accept a Reserve shift, and then try to refuse to stay back when we actually tell you that it's converting to a full shift, this is bad for everyone. You should not accept a Reserve shift unless you are ready, willing and able to actually stay back for an entire shift.**

18.5.6. "Stand By" Shifts

- We know that there are some gigs that workers really want to work. Some of these are performances that might go in the history books, and you just really want that chance to be a part of it. While being a part of these occasions is one of the great perks of working with Show Support, it's not always possible to give everyone the shifts they want, and there may be limited work to go around due to client specifications.

- In order to give you those opportunities though, Operations may, from time to time, offer you the chance to volunteer to be on Stand By for new offers of work. You have no obligation to agree to be on Stand By. If you volunteer to be on Stand By, this isn't a guarantee of a shift, but you will be granted priority to be offered new bookings if they become available.

If you volunteer to receive Stand By offers, let Operations know when you are generally available. Operations may offer you work at short notice, but unless you separately agree to a rostered or paid availability arrangement, you are not required to monitor your phone or accept an offered shift. If Operations cannot reach you when work becomes available, it may offer that work to someone else.

- Volunteering to receive Stand By offers is an expression of interest and does not create a

confirmed shift or an obligation to remain available. Any separate arrangement requiring availability will be explained and paid where required by applicable law or the Enterprise Agreement.

- Please keep your stated availability up to date. If you decline an offered shift or cannot respond in time, Operations may offer that shift to another available employee. Declining an offer or lawfully exercising your right to disconnect will not, by itself, be treated as misconduct..

18.5.7. Cancellation of Shifts

- If Show Support cancels your shift for client or operational reasons within two (2) hours of your Scheduled Start Time, you will be paid a cancellation fee equal to your minimum call time. In some cases, you may be paid cancellation fees for shifts cancelled with more notice than two (2) hours. This cancellation fee does not apply if your shift is cancelled because you fail to attend, withdraw from the shift or arrive too late to be used, provided you have not commenced work.
- All cancellations will be sent to you in a Cancellation SMS. If you do not receive a Cancellation SMS, then you must attend for the duration of your minimum call.
- If you are unsure about any details concerning your shift, **then call the Show Support office immediately**. You must contact the Show Support office for final instructions before leaving site, not client representatives or other managers onsite or otherwise.
- If you do not attend a shift or leave without written permission, you will not be paid for time you did not work. All hours actually worked and applicable entitlements will be paid in accordance with the law.
- If you have been provided an incorrect meeting point, **you must call the Show Support office immediately** and make all reasonable attempts to attend the correct meeting place.
- If your client contact does not appear and / or does not answer their phone, **then call the Show Support office immediately**. Do not leave site without written permission from the Show Support office. You will be expected to stay for the duration of your minimum call.

18.5.8. Shift Redirects

- From time to time, your supervisor and/or Operations may redirect you to another shift. Some of the most common examples where this can happen are when:
  - Your shift has been cancelled;
  - A client has made a booking error;
  - A client is running late to the venue.
- We understand that that these sorts of situations are inconvenient for you and they can be a bit of a letdown—we take your time seriously, just as we take our clients' time seriously. Show Support will always try to minimise the need for redirects wherever possible, but in many cases, the only reason why we would do this is under extenuating

circumstances.

- Sometimes, you may be redirected when you are booked as a Reserve, and you finish your minimum call—you might be redirected to work another shift.
- For more information on bookings and gigs, please see the following policies:
  - Absenteeism Policy (P030) (https://www.showsupport.com.au/policy/absenteeism-policy/);
  - Hours of Work Policy (P032) (https://www.showsupport.com.au/policy/hours-of-work-policy/); and
  - Reasonable Additional Hours Policy (P040) (https://www.showsupport.com.au/policy/additional-hours-policy/).

18.5.9. Right to Disconnect

Show Support respects employees' rights under the Fair Work Act 2009 (Cth) to refuse to monitor, read or respond to work-related contact outside their working hours where such refusal is not unreasonable.

Show Support respects employees' rights under the Fair Work Act 2009 (Cth) to refuse to monitor, read or respond to work-related contact outside their working hours where such refusal is not unreasonable.

Show Support may contact employees outside working hours when there is a legitimate reason, including urgent operational or safety matters. Such contact does not itself require an employee to monitor or respond. Whether a refusal to respond is unreasonable depends on all relevant circumstances, including the reason for contact, how disruptive it is, any compensation for availability, the employee's role and personal circumstances. Contact required by law is treated in accordance with the Fair Work Act 2009 (Cth).

Volunteering to receive Stand By offers does not create a general obligation to monitor or respond. Any separate arrangement requiring availability must be agreed and administered in accordance with applicable law and the Enterprise Agreement.

Show Support will, where reasonably practicable, communicate with employees during ordinary business hours or while employees are rostered to work. Whether any refusal to respond outside working hours is unreasonable depends on the circumstances under the Fair Work Act 2009 (Cth). An agreement to be available and any operational need for contact will be considered in accordance with that Act.

18.5.10. Timesheets

- Show Support uses an SMS system and the CrewCard app to keep track of who worked when. We do this because nowadays, everyone's expected to have a mobile phone, and it's a lot more reliable than relying on web pages or the internet. It also means that you don't have to physically go to Operations just to hit a punch-clock.
- You must use the CrewCard App to Check In and Check Out of your shift, including breaks, and report your times within one (1) hour of completing your shift. If you are unable to use the app, either SMS or email are acceptable ways to report your times.
- We often are collecting these timesheets just after events (which might be at some point in the middle of the night) so it's important that we keep things efficient and systematic.
- In many situations, Show Support tries to deal with payroll shortly after a gig is concluded, oftentimes because of clients' demands.

Please see Timesheets for more info.

You must report the times you worked by SMS or the Staff App through to Operations within one (1) hour of completing your shift.

- If you fail to report your times to us within one hour of completing your shift, it becomes very hard for us to keep our records up to date. It is thus imperative that, before you do anything after your work is completed, such as hang out with friends or make other plans, you should as a priority send in that SMS with your hours worked immediately if you can. It may be available to you to submit this information by the Show Support App or website.
- Late reporting can make it harder to verify your hours and may affect your Ranking. Show Support will verify and pay all hours worked and applicable entitlements in accordance with the law, even if your report is late.

18.5.11. Accurate Reporting of Hours

You must accurately report all hours that you work, including your start and finish times and breaks. You must not knowingly or recklessly give Show Support false, inaccurate or misleading information about those times, your attendance or other information used to calculate your working time or pay.

Deliberately falsifying, fabricating or knowingly misrepresenting working hours is a breach of this General Policy and may constitute serious misconduct. Depending on the circumstances and after a fair review, it may result in disciplinary action, including a formal warning, cancellation of scheduled gigs or termination of employment.

An accidental reporting error is not the same as deliberate falsification. If you become aware of an incorrect time or break, notify Operations and correct the record as soon as possible. Show Support remains responsible for keeping accurate time and wage records and paying all amounts legally due.

18.5.12. Unavailability

Show Support provides a Crew Portal where you must enter your unavailability for shifts.

18.6. While at a Gig

18.6.1. Attendance

- When Show Support agrees to fill a job with a client, the client is expecting the completion of that job. You can no doubt understand that “No Shows” are terrible for Show Support’s reputation in the long run, and may be catastrophic to the client at the actual gig.
- Not showing up for a shift you are booked on without notifying the office, known as blowing out a gig, is unacceptable.

If you accept a booking for a gig, you must attend that booking. If you need to cancel, or you can’t make it, you need to call Show Support office as soon as possible.

Cancelling an accepted shift with less than two working days’ notice may create serious problems for Show Support. We will consider your reason, the circumstances and your work history when assessing attendance or future bookings, subject to your workplace rights.

- If you are not going to be able to make your shift or need to cancel, you need to telephone and inform Operations immediately.

In an emergency where you cannot attend your shift, you must telephone Operations to inform them you will not be able to attend your shift.

- For more information see the following Policies:
  - Absenteeism Policy (P030) (https://www.showsupport.com.au/policy/absenteeism-policy/); and
  - Abandonment of Employment Policy (P034) (https://www.showsupport.com.au/policy/abandonment-policy/).
  - Show up Fit For Work
- You must not attend work under the influence of alcohol or drugs.
- It is your responsibility to ensure that you obtain sufficient rest before commencing work, so that you can carry out work during your shift in a safe and effective manner.

- Please see the following Policies for more detail:
  - Drugs and Alcohol Policy (P014) (https://www.showsupport.com.au/policy/drugs-alcohol-policy/);
  - Fitness to Work Policy (P013) (https://www.showsupport.com.au/policy/fitness-to- policy/);

18.6.2. Supporting Evidence for Absences and Shift Cancellations

If you cannot attend a shift you have accepted, notify Operations as soon as possible and provide a reasonable explanation for the absence or cancellation. Show Support may reasonably ask for supporting evidence, particularly where:

- you cancel a shift at short notice;
- you cancel multiple or consecutive shifts;
- there is a pattern of absences or cancellations;
- the circumstances reasonably require verification; or
- Operations reasonably needs evidence to assess the absence.

For illness or injury, evidence may include a medical certificate, statutory declaration or other information reasonably supporting your inability to attend. For other reasons, suitable evidence may include a booking confirmation, receipt, repair document, correspondence or other document reasonably capable of supporting your explanation. We will consider what is reasonably available in your circumstances.

You do not need to provide unnecessary private information unrelated to the reason for your absence. Where appropriate, you may redact unrelated personal, medical or financial details. Show Support will handle evidence with appropriate confidentiality and limit access to those who need it for a legitimate employment purpose.

If you do not provide reasonably requested evidence, Operations may take this into account when assessing your explanation, attendance, reliability and compliance with this Policy. The circumstances and any reason you could not provide evidence will also be considered.

18.6.3. Future Shifts Following Attendance Concerns

Show Support relies on employees who accept bookings attending them. Failures to attend, short-notice cancellations and repeated cancellations can create serious operational problems and affect our commitments to clients.

Where you fail to attend a confirmed shift, repeatedly cancel confirmed shifts, cancel at short notice, fail to follow the required notification procedure, or fail to provide a reasonable explanation or reasonably requested evidence, Show Support

may temporarily remove you from, or cancel, future scheduled shifts while the circumstances are reviewed.

Operations may seek your explanation and, where appropriate, supporting evidence before confirming or offering further shifts. We will give you a reasonable opportunity to respond where practicable. Any decision about future shifts or disciplinary action will consider the circumstances of the absence, your explanation and evidence, your previous attendance and work history, this Policy and applicable workplace laws.

Show Support will not take action against an employee merely because they have lawfully exercised an entitlement or workplace right, including making a complaint or inquiry about their employment or lawfully exercising the right to disconnect.

18.6.4. Behaviour while on a Gig

- Working for Show Support is a team effort, and we often engage in complex matters that need a lot of help from a lot of different people. We often work in a situation where we need to communicate properly, not just as a matter of efficiency, but as a matter of safety.

Bullying and harassment is taken very seriously by Show Support. If Show Support comes to the opinion that you have engaged in actions that are meant to bully, harass, or intimidate someone else, you may be subject to disciplinary procedures, including summary dismissal.

18.6.5. Investigations and Warnings

- If Show Support suspects that have you behaved inappropriately during a gig, we may request that you give your version of events as a part of an informal investigation.
- Depending on our findings, we may proceed to a more formal investigation, and may issue a warning or require that you review applicable Policies or perform additional training.
- Please see the following Policies for more detail:
  - Workplace Bullying and Harassment Policy (P017) (https://www.showsupport.com.au/policy/bullying-harassment/)
  - Counselling and Discipline Policy (P016) (https://www.showsupport.com.au/policy/counselling-and-discipline-2/);

18.7. Start and Finish Times

18.7.1. Scheduled Start Time (SST) and Recommended Show Time (RST)

- You must be onsite, and ready to start your shift at the Scheduled Start Time (SST). This means you are in uniform, with the correct personal protective equipment and tools, in full accordance with the Minimum Presentation Standards (https://www.showsupport.com.au/minimum-presentation-standards/).
- The client expects that you will be ready to begin your job at the SST, and this is why you are paid from the SST.

You must be ready to work by the SST. If you are not, your Ranking may drop, or you may be subject to other disciplinary action.

- Aiming to arrive early can help account for unexpected delays that may prevent you from commencing work at the SST. Show Support recommends arriving with enough time to park, have a coffee or something to eat, store your belongings or anything else you need to do, well prior to the SST.
- To help you out, when Show Support books you for a gig, we will usually provide you with a Recommended Show Time (RST) by SMS. This may change from job to job, and it is only a recommendation meant to help you, but it is generally 15 minutes prior to the Scheduled start time of your job.

18.7.2. Lateness to Shift

- Gigs are often time sensitive, and the client is relying on you to complete jobs within a certain time frame. Being late to a shift can result in significant loss to the client, which means they are less likely to book Show Support for further work.
- In situations where you are significantly late to a gig, Show Support may need to cover your shift with a reserve.
- When this occurs, Show Support may cancel your shift as they have had to book (and pay for) somebody else to fill the position. Show Support will try to contact you to see how late you will be prior to you being cancelled from your shift.
- In circumstances where you arrive at the gig after Show Support has engaged a reserve to cover your shift, you will not commence work on the gig. Show support may either:
  - Redirect you to work at another gig; or
  - Cancel your shift.
- If you arrive late and Show Support cancels your shift before you commence work, you will not be paid for that shift. Any time you have actually worked will be paid in accordance with applicable law.

Please see clause **Reserve Shifts** for more information.

18.6.3.Finish Times

- Each job is unique, and finish times will vary depending on the requirements of the client. When Show Support provides you with a quote detailing the job or booking, the finish times are our best estimate and can be shortened or extended. You will be paid until the actual time you finish your shift, not the estimated finish time. As a general guide, Show Support recommends you allow at least 3 hours after your scheduled finish time, in the event that the finish time changes.

You must not leave a shift until your supervisor or the client advises you that the job or booking is complete.

- Show Support understands that you may have other commitments from time to time, so where possible, Show Support can guarantee you finish by a certain time, provided you have negotiated this with Operations prior to accepting the job.
- This may not be appropriate in all cases, and Show Support may not be able to assign

you to a job if you cannot complete the required hours.

18.6.4.Stay for Minimum Call

- Sometimes a client maybe running late to the job. If this is the case, it is expected that you:
  - complete the minimum call time, regardless if your client is late;
  - be ready and on call to work another shift as you may be redirected to another shift at any time during your minimum call;
- Report to your Show Support supervisor before leaving site to report your hours and to check you are not required to perform further duties.
- Please see the following Policies for more detail:
  - Absenteeism Policy (P030); and
  - Hours of Work Policy (P032).

18.6.5.Breaks

- Breaks are generally taken four hours after your start time, unless your shift finishes within five hours, in which case you won't get a break.

When taking a break, you need to get approval from your supervisor or client prior to taking it.

- This is not only a courtesy that shows the client your professionalism, it is also a good practical way for us to manage workflow, and ensure your health and safety. It is not appropriate to have unannounced breaks without telling your supervisor or the client, as we need to be aware of where you are at all times for safety reasons and in the case of an emergency.

18.8. Special Conditions of Certain Gigs

18.8.1. Inductions

- Some venues require you to complete access registration, obtain credentials or satisfy other entry requirements before you can access the venue. Complete these venue access requirements before attending your shift.

18.8.2. Toolbox Talks, Pre-Start Acceptances and Knowledge Checks

Crew members acknowledge that Show Support Pty Ltd may require toolbox talks, Pre-Start Acceptances, briefings and periodic knowledge-check questions or quizzes to confirm understanding of safety and site requirements.

Where required, these activities may be completed within the first few minutes of your paid shift, including at or immediately following check-in.

Crew members acknowledge and agree that:

- Toolbox talks, Pre-Start Acceptances, briefings and knowledge checks are completed during paid shift time and not outside working hours.
- These activities form part of the start-of-shift process and must be completed when directed.
- Time spent completing these activities during your paid shift is included in your paid shift time.
- If Show Support requires you to complete job-related training or a safety briefing outside a paid shift, that time will be paid in accordance with applicable law.

Crew members agree that acceptance of this policy forms part of their engagement with Show Support Pty Ltd.

You are responsible for completing venue access registration, credentialing and entry requirements before attending a shift, in your own time and at your own cost, subject to applicable law. This does not include compulsory job-related training or safety briefings, which will be paid in accordance with applicable law.

18.8.3. Venue Access

- We're part of the support service who help these events run smoothly. That means that, while on the job, you're not a typical member of the public.
- Some things to keep in mind:
  - When entering a venue, you must always enter the venue via the correct staff entry.
  - Never walk through the front entranceway that punters, guests and delegates use.
  - Find out the staff entry routes and sign in at security when required.
  - If you are unsure of the correct staff entry for a venue, ask your workmates or contact Operations for an explanation.

18.8.4. Change of Activity

- When you are assigned a shift, you will be given a description of the activity you are performing. Sometimes, the client may require you to change the activity you are performing. This is the nature of the job, and Show Support's employees need to be flexible. So long as a direction to change your activity is lawful and reasonable, you will be expected to perform it.

You must not change the activity you perform on a shift without the client's instruction and confirmation from Operations. This allows Show Support to confirm the client's requirements and the correct rate before the work begins.

- If a client wants you to perform another activity that pays a higher rate, such as Forklift Driving, you must wait until the client has confirmed the change with Operations and Operations has authorised you to perform that activity. You must not assign yourself to a higher-rated activity. Any work actually performed will be recorded and paid at the rate required by the Enterprise Agreement and applicable law.

18.9. Outside of Gigs

18.9.1. Travel to and from Work

- The Employees are, needless to say, Show Support's greatest asset. For this reason, we want you to take care that you arrive safely, and go home safely every day.
- While how you get to and from work is up to you, you should exercise due care when traveling to and from work.
- If you ride a pushbike to work, you must have the appropriate lights, reflective materials and helmet. In addition, you should wear your hi vis safety vest as an extra precaution.

18.10. Appearance and Reputation

18.10.1. Public representations and social media

- Reputation is what we've been building over the last 14 years, and we need to keep building on that. Be aware that you have the privilege of dealing with some very prestigious events, literally behind the scenes. Clients trust us to manage things, and to be discreet.
- Be conscious that when you are wearing a Show Support uniform, your behaviour reflects on the company, even when you're not on the job.

When speaking publicly or posting on social media, do not disclose confidential client or business information without authority, make knowingly false or defamatory statements, harass or threaten others, or misrepresent that you speak on behalf of Show Support.

This section does not prevent you from lawfully discussing your pay or conditions, making a complaint or inquiry about your employment, reporting a safety issue, contacting a regulator or seeking advice or representation.

- Please see the following Policies for more detail:
  - Social Media Policy (P019).

18.10.2. Presentation

- If Show Support has has provided you with a Show Support uniform, you are required to always wear your Show Support uniform when working for Show Support on your shift, job and/or booking. The uniform is required to be worn before arrival onsite, and during each shift. The uniform needs to be kept in good condition and worn correctly

(often as directed by supervisors).

- The uniform normally consists of:

Shirts:

- black Show Support polo shirt; or
- black Show Support dress shirts which are mandatory for all corporate events.

Bottoms:

- long black pants for all jobs;
- black steel capped safety shoes or boots; and
- your Show Support waist pack, which contains your tools (or wear tools on your belt).

18.10.3. Hot Weather

- Show Support understands that working conditions in the summer months can be very hot. When working outdoors, you can wear:
  - Black unbranded Sun hats;
  - Appropriate black protective clothing including black pants

- **Between 1 September to 30 April each year, when it is especially hot, you may be permitted to wear neat black shorts on outdoor jobs. However, you must get prior approval of your supervisor or Operations. As such, you should always bring black pants with you, and not assume that you are allowed to wear shorts. Part of this is because there may be scenarios where, for safety reasons or other client reasons, shorts are not appropriate**

18.10.4. Wet Weather

- During outdoor jobs in wet weather you can wear:
  - Orange Hi-Vis raincoats; or
  - Suitable raincoat with a Show Support safety vest over the top.
- Please see the following Policies for more detail:
  - Crew Uniform, PPE and Tools Policy (P012) (https://www.showsupport.com.au/policy/uniform-policy/).

18.10.5. Personal Hygiene

- As a Show Support employee, every time you attend a new job, you are a representative of Show Support. From a different angle, the general public will regard you as a representative of our clients.
- It is integral to both Show Support, and the clients that you look your best on each job, and present as a representative of each company accordingly. This ensures that Show Support upholds its reputation across the industry and increases the likelihood that clients will hire us again, and recommend us to other people.
- Accordingly, you are expected to meet accepted standards with respect to personal grooming and hygiene including well-groomed hair and facial hair. Your uniform and work clothing must be in a clean and tidy condition and laundered regularly. For more information see the Personal Health and Hygiene Policy.
- Please see the following Policies for more information:
    - Personal Health and Hygiene Policy (P023) (https://www.showsupport.com.au/policy/personal-health/).

18.10.6. Tools

- It is a condition of your employment that you must always carry tools on your person. Show Support may provide you with your own Show Support waist pack to keep your tools in, which at a minimum is:
    - one (1) 19:24 “podger” ratchet wrench;
    - one (1) shifting spanner; and
    - one (1) multitool (leatherman, gerber or equivalent).
- Other useful items you may wish to include in your waist pack are:
    - screwdrivers;
    - sharpie;
    - tape measure;
    - torch;

- allen keys;
- pliers, connector;
- electrical tape; and
- any other items you deem necessary and safe.

- You must have tools visibly on your person, either in your Show Support waist pack or on your belt. Alternate tool pouches may be worn at the discretion of your supervisor or Operations and must display a Show Support embroidered logo patch, on request if provided by Show Support.
- Please see the following Policies for more detail:
    - Crew Uniform, PPE and Tools Policy (P012) (https://www.showsupport.com.au/policy/uniform-policy/).

18.11. Work Health and Safety

18.11.1. Your responsibility to work health and safety

- Show Support is committed to providing a safe and healthy working environment for employees, contractors, visitors and clients. Show Support wants to ensure that you get home safely every day, and adhere to the highest possible safety standards.
- Everyone, including you, is responsible for upholding these standards.

18.11.2. PPE (Personal Protective Equipment)

- Wearing Personal Protective Equipment (PPE), helps reduce risk, and ensures that our safety standards are being met. It's your responsibility to wear PPE on every shift you work.
- You are required to wear the following items as part of your PPE:
    - **Steel Caps** – You must arrive to working wearing black safety shoes or boots in good condition and wear them for the duration of all shifts, jobs or bookings.
- You are required to bring the following items as part of your PPE:
    - **Safety Vests** – You must bring your safety vest to all shifts, jobs or bookings. You must wear the safety vest when instructed by your supervisor, client, venue manager or safety officer. You must wear the safety vest in the colour designated by your supervisor.
    - **Hard Hats** – You must bring your hard hat or safety helmet (ANSI approved) to all shifts, jobs or bookings. You must wear the hard hat when instructed by your supervisor, client, venue manager or safety officer.
- Please see the following Policies for more detail:

- Crew Uniform, PPE and Tools Policy (P012) (https://www.showsupport.com.au/policy/uniform-policy/).

18.11.3. Hydration

- It's important that you stay hydrated during your shifts.
- Show Support recommends that you bring a large bottle of water to work with you to your shift, job and/or booking.

18.11.4. Extreme Weather

Some clients may be hosting events outdoors, and this can sometimes mean that you will be exposed to extreme weather conditions. This can mean working during the heat, or during the rain.

- Show Support recommends that you:
- Bring appropriate sunblock and protective clothing, and wear it when necessary;
- Bring wet weather or cold weather clothing and wear it when necessary; and
    - Any of the clothing specified in the Crew Uniform, PPE and Tools Policy (https://www.showsupport.com.au/policy/uniform-policy/).
- Please see the following procedure for more detail:
    - Working in Extreme Weather Conditions Procedure (PR027) (https://www.showsupport.com.au/procedure/show-support-working-hot-conditions/).

18.11.5. Improvements protocol

- If you reasonably believe that any SHS Policy is inconsistent or contravenes the *Work Health and Safety Act 2011* (NSW) or any other applicable law, you must make Show Support aware of this by contacting Show Support office immediately, so that we may amend the relevant Policy and take appropriate steps.

18.12. Chain of Command

18.12.1. How the chain of command works

- In order to ensure that everything runs as smoothly as possible, Show Support has a Chain of Command that outlines different roles, and the responsibilities that come with them. You need to be aware of the Chain of Command, and you need to follow the directions of anybody above you.
- The Chain of Command is as follows (from top to bottom):
    - Managing Director
    - Operations
    - Section Manager

  - Field Manager
  - Senior Crew Chief
  - Crew Chief
  - Squad Leaders
  - Crew

- Squad Leaders are essentially members of Crew, chosen by the Crew Chief (or other supervisor) on the day of a gig. Usually Squad leaders are normal Crew employees, but they might have a bit more experience, or they might have a better Ranking. For organisational purposes, they have a bit more “rank” to help keep communications about work requirements open.

18.13. Conduct During Shifts

18.13.1. Solicitation

- Sometimes clients may ask you for your contact number or details. All of these clients are working with Show Support, and you are not allowed to give out your details or work for the clients outside of Show Support.
- All communications with clients must be made via the Show Support office.
- Do not give out your contact details to clients if they ask you, and do not volunteer your contact details.
- You are allowed to work for other production companies in some cases. For example:
  - Where you were working with a Show Support client prior to working with Show Support;
  - You work for a company that is not a client of Show Support; or
  - You have written permission from Show Support.

18.13.2. Mobile Devices

- Any environment can be dangerous, and your best safety device is your own common sense.
- Your environment has many hazards. While the client will do what they can, you are taking reasonable steps to ensure your own safety, and that of your fellow crew members, and of other members of the general public. Being caught unaware or in an accident is one thing—but if you are as aware as you can be, you can prevent a lot of accidents.
- A large part of that ongoing and persistent obligation to safety is you being aware of your surroundings at all times, and that is impossible when your attention is on a mobile device.
- You must not use your mobile phone during your shift, job or booking unless you:
  - are on a break;
  - are communicating with Operations; or

- need to contact someone in the case of an emergency.

All social media, smart phone use, personal calls and text messaging must be done outside your shift, job or booking.

For similar reasons, you should not be using any sorts of headphones or handsfree devices (unless this is a part of your job).

- Please see the following Policies for more detail:
  - Mobile Phones Policy (P024) (https://www.showsupport.com.au/policy/mobile-phones-policy/)

18.13.3. Photographs

- Some of the jobs you are working at might be really cool or interesting. It can be tempting to take photographs of certain sets, or venues.
- This can be a serious breach of a client's privacy, confidential information, intellectual property, or all of the above.
- This can seriously negatively affect Show Support's reputation, and worse, could result in litigation against Show Support or you.

In some circumstances it may be appropriate for you to seek approval from your client and supervisor to take photographs at the site. You can only take photographs if you are given the approval from both the client and the supervisor.

18.13.4. Return to Factory

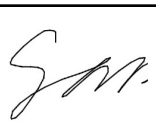
- At Show Support we like to go the extra mile for our clients.
- Where the client asks, you are required to accompany the client back to their warehouse and assist them with unloading their equipment.
- In the event that a client leaves you in a difficult location after hours, you may ask Show Support for approval to get a taxi or Uber out of that area to the nearest public transport.

18.14. Reimbursements

- You may be entitled to the reimbursement of some expenses you have incurred personally. This can only occur where you have written approval from Show Support and a valid tax invoice.
- Transportation expenses for you to get to and from jobs will not be reimbursed by Show Support. These include but are not limited to:
  - Parking;
  - Public transport;
  - Uber or Taxi Fares;
  - Motor vehicle expanses; and

- Fuel.

18.15. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

19. Crew Uniform, PPE and Tools Policy 019

You can also read this policy online at https://www.showsupport.com.au/policy/uniform-policy/.

Policy Statement

This policy applies to workers working as Crew Members and Operators working on behalf of Show Support.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd.

Aims and Objectives

The Company aims to achieve the following:

- ensure its employees, particularly those who are in contact with our customers, project a professional and workplace appropriate image; and
- ensure rules relating to Company apparel are applied consistently across the Company.

(collectively referred to as, Aims)

Crew Onsite

When a Show Support worker is working on a client site, they must wear the following, as is applicable to their job and the client:

- black SHS polos (unless black SHS Dress Shirts are required). SHS polos must be tucked in with the first two buttons done up;
- black SHS dress shirts are mandatory uniform for all jobs in corporate venues, jobs that require Show Blacks and all jobs for corporate clients, or when specified by the office;
- long black pants are mandatory uniform for all jobs. Black work pants and cargo pants are acceptable. (Jeans and tracksuit pants are NOT acceptable);
- black safety shoes must be worn on all jobs. Steel capped shoes or boots must be black and in good and polished condition and must be worn before arrival onsite. Any worker not wearing steel caps will be sent offsite immediately;
- a hard hat must be brought to all jobs (recommended that hard hats are coloured blue);

- orange SHS safety vests must be brought to all jobs;

- SHS waist pack and Podger are mandatory for all jobs. SHS waist pack must be worn at all times during every job worked for Show Support containing a minimum of one shifting spanner and a multitool. In addition, a 19:24 ratchet wrench ‘podger’ must be worn on your toolbelt at all times during every job;

- facial hair must be trimmed;
- piercings and tattoos must never be visible. Workers with tattoos on their forearms must wear black long sleeves (plain black, unbranded) under their SHS polo shirts or can wear SHS dress shirts;
- hair must be neat, with long hair tied back and away from the face;
- hats may not be worn indoors
- black unbranded sun hats can be worn on outdoor jobs with sunscreen and appropriate black protective clothing; and
- orange hi-vis raincoats can be worn on outdoor jobs in the event of wet weather, or suitable raincoat with the SHS safety vest worn over it.

EXCEPTION: Including and between the months of September to April, neat black shorts may be worn on outdoor jobs, with the prior approval of the SHS office. Long black pants must be brought to work in the event shorts are not approved by the client.

Disciplinary Consequences

When a worker disregards our dress code, their supervisor (Crew Chief, Field Manager or Section Manager) or a member of the Show Support Operations team may reprimand them and the worker should start respecting our dress code immediately. In some cases, supervisors may ask a worker to return home to change into SHS appropriate work attire.

Workers may face more severe consequences up to and including termination, if:

- their appearance causes irreparable damage, like loss of a major client; and/or
- they repeatedly violate our dress code; and/or
- they have received two warnings from a member of the Show Support Operations team or a supervisor (Crew Chief, Field Manager or Section Manager).

Reminder

Important:

All crew must maintain a good standard of personal hygiene and cleanliness.

Body odour must be kept to acceptable levels.

All uniform items must be kept in good condition and cleaned before each shift.

Contact supplies@showsupport.com.au for any new uniform requests.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

20. Promotions Policy 020

You can also read this policy online at https://www.showsupport.com.au/policy/promotions-policy/

20.1. Overview of the Policy

Here are some terms that are used throughout this Promotions Policy and in other Show Support Policies.

Term	What it means
"You", "your" or "Crew Member"	means you, a Show Support employee
"Operations"	"Operations" refers to Show Support office and office staff, including Operations Assistants, Operations Managers, Duty Assistants, Duty Managers or Duty Supervisors, or anyone authorised by Show Support Pty Ltd to manage bookings and staff in the field.
"Policy" or "Policies"	Refers to any Show Support policy document, including this Promotions Policy.
"Supervisor"	may refer to your Crew Chief, or Field Manager, or Section Manager, depending on the situation.

20.2. Guidelines for Promotion of Staff (LPA)

- According to the Show Support Enterprise Agreement which covers employees under the Live Performance Award, base pay rates depend on the skill levels, reliability, conduct, performance and years of experience of Employees.
- These descriptions are guidelines of milestones for typical career progression in general.
- Ultimately management has the discretion as to which categories crew fall under.
- Actual service is only one of the factors taken into account when Show Support exercises its discretion to promote crew members. Skills and responsibility are relevant factors in determining pay rates.
- Show Support often pays crew at higher rates than their experience level would indicate when we come to an overall view that they deserve it, such as when they are especially reliable.

- Management may decide to advance a Crew Member slower than the above experience levels or not at all in the case that the Crew Member is not performing well in other areas such as performance / productivity, work ethic, attitude, reliability or dedication to Show Support.

20.3. LPA Base rates of Pay for General Work

LPA base rates for pay are calculated as follows:

Years of Service	Rate
< 1 year	Basic Rate
> 1 year	Intermediate Rate
> 2 years	Advanced
> 3 years	Expert

20.4. LPA Base rates of Pay for General Work

A Show Support year of service is defined as 1,824 hours, based on 38 hours per week over 48 weeks. This is calculated purely on total hours worked, regardless of the actual time the worker takes to accumulate those hours. Show Support base rates for pay are calculated as follows:

Years of Service	Rate
< 1824 hrs	Basic Rate
> 1824 hrs	Intermediate Rate
> 3648 hrs	Advanced
> 5472 hrs	Expert

20.5. Base Rates of Pay for Awards Other than the LPA

Please see the Individual Flexibility Agreement or consult the relevant Modern A.

20.6. Loyal Crew

“Loyal Crew” are those specially handpicked by Show Support due to their dedication, reliability, and strong work ethic. These Crew Members may, at the sole discretion of Show Support, be paid a higher rate of pay in recognition of their loyalty and performance.

This Loyal Crew rate is entirely discretionary, may be applied or removed at any time for any reason determined by Show Support, and is not permanent or guaranteed.

Crew Members acknowledge that the Loyal Crew rate is well above any rate that Show Support is required to pay under the Enterprise Agreement or applicable Awards, and that Show Support is under no obligation to maintain or continue this rate.

20.7. Crew Leadership Positions

Show Support may, from time to time, designate certain Crew Members to leadership positions and or apply rates of pay above those required under the Enterprise Agreement or applicable

Awards. All such titles, responsibilities and remuneration are entirely discretionary, non-permanent and do not form a guaranteed or ongoing entitlement.

Show Support reserves the right, at any time and for any reason, to apply, vary or remove any leadership designation, responsibilities or associated remuneration and to replace any Crew Member in such roles at its sole discretion.

The requirements, duties, expectations and any applicable remuneration for leadership positions will be separately communicated to the Crew Member by Show Support. Any such communication, whether by email, SMS, app message, in-app notification or verbal instruction from Operations, shall form part of this agreement.

Crew Members acknowledge that any remuneration associated with leadership positions is above any rate that Show Support is required to pay under the Enterprise Agreement or applicable Awards and that Show Support is under no obligation to maintain or continue any such designation or rate.

No past or current application of any title, responsibility or rate creates any expectation or entitlement to its ongoing or future application.

Nothing in this policy constitutes a variation to any employment contract unless expressly confirmed in writing by Show Support.

20.8. Section Leader

“Section Leaders” are experienced Crew Members selected by Show Support to provide informal leadership and support within a specific work area on a job. Section Leaders will generally be chosen from high performing Crew Members, including those recognised as Loyal Crew, Expert level crew or similarly highly rated personnel.

The role of a Section Leader is to continue performing their normal duties while assisting less experienced Crew Members and helping coordinate a defined section of the workforce on larger jobs. This may include, but is not limited to, managing a contingent of audio crew, lighting crew, video crew, LED crew, backline crew or other specialist areas as required.

Section Leaders are not responsible for the overall management of the job. Ultimate

responsibility for the coordination and delivery of the entire job remains with the Crew Chief.

The Section Leader position is not compulsory and is voluntary in nature. Experienced Crew Members may step up to perform Section Leader responsibilities where appropriate. Demonstrating capability in this capacity may be taken into account by Show Support when assessing suitability for future leadership roles, including Crew Chief positions.

No additional remuneration is guaranteed or expected for the Section Leader designation. Any applicable rate is considered to be inclusive of the responsibilities of the role.

Section Leader responsibilities do not constitute a promotion.

The Section Leader designation is entirely discretionary, may be applied or removed at any time and is not permanent or guaranteed.

20.9. Crew Chief / Senior Crew Chief

“Crew Chiefs” are Crew Members selected by Show Support based on their leadership, experience and ability to supervise and coordinate crew on site. “Senior Crew Chief” is a designation that may be applied to recognise long standing, highly experienced Crew Chiefs.

There is no material difference in duties, responsibilities or remuneration between a Crew Chief and a Senior Crew Chief. The “Senior Crew Chief” title is an acknowledgement of experience, tenure and respect within the organisation only.

Crew Chiefs are responsible for directing crew, maintaining standards, liaising with clients and Show Support Operations and overseeing the successful delivery of the entire job. Ultimate responsibility for the coordination and execution of the job rests with the Crew Chief.

The requirements, duties and expectations of the Crew Chief role will be separately communicated to the Crew Member by Show Support. Any remuneration applicable to the Crew Chief role will also be separately communicated and is determined solely by Show Support. Any such communication, whether by email, SMS, app message, in-app notification or verbal instruction from Operations, shall form part of this agreement.

The Crew Chief / Senior Crew Chief designation and any associated remuneration are entirely

discretionary, may be applied, varied or removed at any time for any reason determined by Show Support and are not permanent or guaranteed. Show Support reserves the right to replace or remove a Crew Member from this role at any time.

20.10. Field Manager

“Field Managers” are Crew Members specially selected by Show Support based on their experience, leadership, reliability and operational capability. These Crew Members may, at the sole discretion of Show Support, be assigned Field Manager responsibilities and may receive additional remuneration in recognition of performing this role.

The requirements, duties and expectations of the Field Manager role will be separately communicated to the Crew Member by Show Support. Any remuneration applicable to the Field Manager role will also be separately communicated and is determined solely by Show Support. Any such communication, whether by email, SMS, app message, in-app notification or verbal instruction from Operations, shall form part of this agreement.

The Field Manager designation and any associated remuneration are entirely discretionary, may be applied, varied or removed at any time for any reason determined by Show Support and are not permanent or guaranteed. Show Support reserves the right to replace or remove a Crew Member from the Field Manager role at any time.

Crew Members acknowledge that the Field Manager rate is well above any rate that Show Support is required to pay under the Enterprise Agreement or applicable Awards, and that Show Support is under no obligation to maintain or continue this rate.

20.11. Section Manager

“Section Managers” are Crew Members selected by Show Support based on their demonstrated leadership, expertise and ability to oversee specific operational areas. These Crew Members may, at the sole discretion of Show Support, be assigned Section Manager responsibilities and may receive additional remuneration in recognition of performing this role.

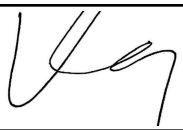
The requirements, duties and expectations of the Section Manager role will be separately communicated to the Crew Member by Show Support. Any remuneration applicable to the Section Manager role will also be separately communicated and is determined solely by Show

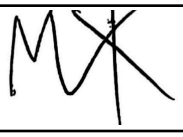
Support. Any such communication, whether by email, SMS, app message, in-app notification or verbal instruction from Operations, shall form part of this agreement.

The Section Manager designation and any associated remuneration are entirely discretionary, may be applied, varied or removed at any time for any reason determined by Show Support and are not permanent or guaranteed. Show Support reserves the right to replace or remove a Crew Member from the Section Manager role at any time.

Crew Members acknowledge that the Section Manager rate is well above any rate that Show Support is required to pay under the Enterprise Agreement or applicable Awards, and that Show Support is under no obligation to maintain or continue this rate.

20.12. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

21. Counselling and Discipline Policy 021

You can also read this policy online at https://www.showsupport.com.au/policy/counselling-and-discipline-2/.

21.1. Policy Statement

This Company is committed to the principles of fairness and equality in all matters relating to counselling and disciplining workers. Show Support will implement procedures to ensure compliance with guidelines provided by Fair Work Australia and establish best practices which are implemented and followed in all instances of counselling and disciplining of workers in Show Support Pty Ltd.

In this Policy, “workers” means all employees and contractors of Show Support Pty Ltd.

21.2. Aims and Objectives

We will ensure that all workers are instructed in and understand the rules and expectations of the Company in relation to work behaviour and performance, and in adhering to Company procedures.

Workers who are performing in an unsatisfactory manner determined at the discretion of the Company, are to be counselled so that they understand the standards expected of them. Show Support will provide assistance and guidance for a worker who is receiving counselling, to achieve these standards.

Confidential records of any counselling undertaken will be made and maintained by Show Support, and a worker who is receiving counselling will be shown and given a copy of the record with the opportunity to comment on its contents in writing or orally. The record will be placed securely on the worker’s personal file only after the worker has been given 48 hours to respond to the record, and add any notations regarding the contents of the record.

Workers whose performance or behaviour is deemed unsatisfactory at the determination of Show Support, will be given adequate time (as determined advised by the Company) to demonstrate a willingness to improve. If, in the opinion of the Company, the worker has not shown a willingness to improve, a final warning in writing is to be issued to the worker. This written notice will inform the worker that disciplinary action up to and including dismissal may be taken if the worker does not cease the unsatisfactory performance or behaviour immediately.

There is no set number of warnings that must be given regarding unsatisfactory performance or behavior, this is at the discretion of the Company. At least one warning will be given except for cases of serious and wilful misconduct, where the Company retains the right to summarily dismiss a worker.

21.3. Responsibilities

Management of the Company will ensure that workers are aware of counselling and disciplinary procedures, and of their rights under this Policy. Managers and supervisors of the Company will ensure that established procedures are adhered to at all times in all cases where counselling and disciplinary action is required.

21.4. Termination

Show Support may at its discretion and in accordance with applicable law, terminate the engagement of workers at any time, by providing written notice (provided that, unless the following paragraph applies, workers will be entitled to the minimum call for their final shift).

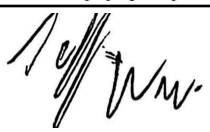
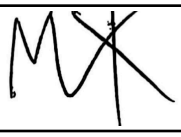
Show Support may terminate the engagement of workers immediately (without any need to pay the minimum call) where a worker:

- engages in serious, negligent and/or wilful misconduct;
- commits a serious or repeated breach of this handbook or of any obligation owed to SHS;
- is found guilty of any conduct that may bring Show Support into serious disrepute;
- misuses any of Show Support's or any client's equipment or systems (including information technology systems); or
- is imprisoned for any reason or convicted of a crime other than under the Road Traffic Acts.

Upon cessation of employment, workers are required to return any Company documents, equipment, clothing and other any items within their possession that belong to the Company within 24 hours.

21.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	

David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

22. Social Media Policy 022

You can also read this policy online at https://www.showsupport.com.au/policy/social-media/

22.1. Policy Statement

It is a policy of Show Support to operate its business in a manner that does not expose us or our clients or customers, to any risk of loss or damage through the use or misuse of social media. To achieve this, we expect SHS workers to maintain a certain standard of behaviour when using social media for work or personal purposes.

In this policy “workers” means all Show Support Pty Ltd employees, workers, contractors and/or subcontractors.

22.2. Aims and Objectives

This policy applies to all workers. In the content of social media, this policy applies to circumstances including but not limited to:

- maintaining a profile page for the Company on any social or business networking site (including, but not limited to LinkedIn, Facebook, or Twitter);
- making comments on such networking sites for and on behalf of the Company;
- writing or contributing to a blog and/or commenting on other people’s or business’ blog posts for and on behalf of the Company; and/or
- posting comments for and on behalf of the Company on any public and/or private web-based forums or message boards or other internet sites.

You must not post any content on social media on behalf of the Company without the prior written consent of the Managing Director of the Company.

22.3. Responsibilities

The Company acknowledges that workers have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by the Company. However, inappropriate behaviour on such sites has the potential to cause damage to the Company, as well as its employees, clients, business partners and/or suppliers. Workers of the Company must agree to not publish any material in any form which identifies themselves as being associated with the Company or its clients, business partners and/or suppliers, unless authorised or agreed to by the Company.

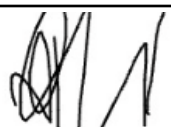
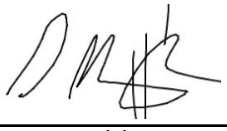
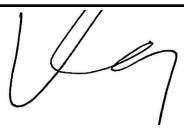
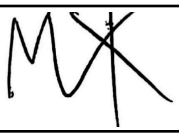
All workers of the Company must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to the Company or its clients, business partners and/or suppliers;

- is defamatory or could adversely affect the image, reputation, viability or profitability of the Company or its clients, business partners and/or suppliers; and/or
- contains any form of confidential information relating to the Company or its clients, business partners and/or suppliers.

All workers of the Company are required to comply with this policy. Any breach of this policy will be treated seriously and may result in disciplinary action including termination of employment or, for contractors and subcontractors, the termination or non-renewal of contractual arrangements.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

23. Privacy Policy 023

You can also read this policy online at https://www.showsupport.com.au/policy/privacy-policy/.

23.1. About This Privacy Policy

This Privacy Policy describes how Show Support Pty Ltd collects, holds, discloses and/or otherwise processes personal data and the steps that Show Support Pty Ltd takes to secure the personal data that it holds. In this Privacy Policy, “we”, “our” and “us” are all references to Show Support Pty Ltd ABN 42 112 726 833 of 152/10 Park Road, Hurstville NSW 2220 Australia.

We are committed to complying with our privacy obligations in accordance with all applicable data protection laws, including the Australian Privacy Principles contained in Schedule 1 to the Privacy Act 1988 (Cth) (the “Privacy Act”). We comply with the EU General Data Protection Regulation (“GDPR”) to the extent it applies to the personal data that we collect, hold, disclose and otherwise process (“GDPR Data”).

If we decide to change this Privacy Policy, we will post the updated version on our webpage and in this Handbook so that you will always know what personal data we gather, how we might use that information, and whether we will disclose it to anyone.

23.2. What is personal data?

In this Privacy Policy, “personal data” has the meaning given to the term “personal information” in the Privacy Act (except in relation to GDPR Data – in which case “personal data” has the meaning given to it in the GDPR)

The Privacy Act defines “personal information” as information or an opinion about an identified individual, or an individual who is reasonably identifiable (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not. Section 187LA of the Telecommunications (Interception and Access) Act 1979 extends the meaning of personal information to cover information kept under Part 5-1A of that Act.

Article 4(1) of the GDPR defines “personal data” as any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

23.3. The types of personal information we collect

Our policy is to minimise the amount of personal data we collect. Accordingly, we only collect personal data that is adequate, relevant and limited to what is necessary for the purpose for

which it is to be processed and only where we are entitled to collect it by law. We may also use

collected personal data for other related, directly related or compatible purposes (if and where permitted by applicable law).

We collect the following types of personal data:

Contact details, transaction, employment and payment data: We collect names, gender, job titles, next of kin name, telephone numbers, mobile phone numbers, email addresses, occupation, credit card details, ABNs, tax file numbers, bank account details, records of products and services supplied to a person, postal addresses, residential addresses, business addresses, information contained in resumes and employment records such as employment history, education, qualifications, medical certificates, academic transcripts, salary details, superannuation account detail, and criminal record personal data contained in comments and feedback and personal preferences. We also collect shift or times worked and scheduled for work, emergency contact details (that we use in case of an employee or contractor emergency or where we cannot get in contact with an employee or contractors), qualifications, skills, certifications and accreditations and photos of employees and contractors. We will process this personal data in order to administer our client, employment, contractor and business relationships, to answer questions about and to provide and manage our services, and to otherwise enforce our rights and comply with our obligations. As a labour provider company, it is also necessary for us to collect personal data from our employees and contractors so that we can arrange, manage and monitor their provision of services on our behalf to our clients.

Location data: We collect location data of employees and contractors when they are traveling to/from Show Support-managed events and while at such events or on breaks where they use smartphone applications that enable location tracking. Such location tracking may also include tracking of the times during which an employee or contractor was at a particular location while traveling to/from Show Support-managed events and while at such events or on breaks). Employees and contractors may disable location tracking via the settings on their smartphone operating systems.

Computer and network usage data: Subject to applicable laws, we may carry out electronic surveillance of our employees and contractors when they use our computer equipment, smartphone devices and networks to monitor compliance with company policies (including our Corporate IT Systems and Social Media Policy). This surveillance includes tracking and monitoring, reviewing and logging emails sent and received, websites visited, content viewed and files uploaded/downloaded. It also includes IP addresses, server names, database names, network names, serial numbers of equipment used, WiFi passwords, computer names, application names, browser history, user access logs, usernames, passwords, technical support log tickets, bandwidth used, error messages, social media handles, FTP server addresses, usernames and passwords, hostnames, subnet masks, router names and server addresses.

Website analytics data: We collect and process personal data known as analytics data for analytical purposes, designed to measure and monitor how our websites are being used and to highlight any areas for improvement, optimisation and enhancement of our websites, including user location, IP addresses, cookie data, information about devices accessing our

websites (IP address, the type of device used to access our websites and the operating system), the amount of time a user spent on our website and in which parts of it, and the path they navigated through it. We will process this personal data in order to monitor and detect unauthorised use of our websites, and to establish how our websites are used and to highlight areas for potential improvement of our websites. We often aggregate this data with other data. However, where the aggregated data is classified as personal information (or in the case of GDPR Data, personal data) we treat it in accordance with this Privacy Policy.

Cookies and other Tracking Technologies: We use cookies and other tracking technologies (such as traffic analytics) on our websites for website functionality, performance and advertising purposes. We will not place such tracking technologies on your computer, smartphone or electronic device without your consent, unless they are required in order for us to provide the functionality supplied by our websites. If they are not installed, features of our websites may be unavailable and your experience may be impaired as a result. Cookies are pieces of information that a website transfers to a computer's hard disk for record-keeping purposes. We may use session cookies, which are only stored for a limited amount of time and persistent cookies that remain indefinitely until they are deleted. Such cookies may be installed by us or by our third contractors. Cookies enable us to remember and recognise you to better facilitate your user satisfaction when you visit our websites by helping us tailor and improve the information we present to you. The use of cookies is common in the Internet industry, and many major websites use them to understand your usage of websites, to customise websites for you, for statistical purposes and to provide useful relevant features, products, advertisements and services. A cookie may be used to tell when your computer or device has contacted our websites and extracts information such as your IP address, browsing pattern, content that you have viewed and browser type.

23.4. Who we collect personal data about

We collect personal data of:

- any person who contacts us with enquiries about our services, whether by email, through contact forms on our website, face to face or by telephone
- people who download whitepapers and other content from our website
- our officers, agents, employees and subcontractors
- our clients (and their officers, agents, employees and subcontractors)
- other parties to a transaction or dispute that we or our clients have entered into or are considering entering into or negotiating, and their representatives
- our suppliers (and their officers, agents, employees and subcontractors)
- names of performers who are performing at client events

- individuals who participate in our surveys
- employees, potential employees, subcontractors, potential subcontractors and work experience applicants

- any person where it is necessary to do so in order to provide the services that we are engaged or instructed by our clients to perform
- the representatives of other service providers and other third parties who may contact us about our clients and who we deal with on behalf of our clients

23.5. How we collect personal information

We collect personal data in the following ways:

- when our clients and potential clients fill out forms with their personal data;
- when we take notes during meetings, interviews, telephone calls, conferences and events;
- through emails, letters and other correspondence and documents that we receive from clients, potential clients and others;
- when we are contacted by or communicate with any person online, through social media, email, communication tools such as Skype, online chat programs, blogs and the contact forms on our websites;
- when we are provided with completed surveys or questionnaires that we may distribute;
- when people apply for employment with us or offer to provide us with goods or services as suppliers and contractors (for example, potential employees and contractors will provide us with personal information that we will collect when they provide us with references, resumes and attend job interviews); we may collect this information in interviews, by telephone, from our websites (including via forms and cookies), by way of correspondence (including email) or where it is otherwise disclosed to us;
- when our employees, contractors and suppliers provide us with personal data;
- when our distributors, resellers and channel partners provide us with personal data that they collect about clients and potential clients;
- when we trade business cards with any person;
- when it is sent to us by our clients for the purpose of providing us with instructions or information necessary for us to process in order to provide services to our clients;
- when it is included in contracts that we enter into;
- through websites, public registers and directories such as telephone directories and

business name and company searches;

- when we obtain databases containing personal data that our clients provide us with so that we can provide services to them which rely on those databases;
- where any person voluntarily discloses it to us.

23.6. How we hold and use personal data

We hold personal data that we collect in our offices, computer systems, and third party owned and operated hosting facilities. We use personal data for the following purposes:

- in order to verify a person's identity when we are contacted to ensure that we know who we are communicating with;
- to communicate with our and our potential clients, employees, subcontractors, suppliers and colleagues, whether by telephone, email, post or otherwise;
- to provide clients with our services and to administer, maintain and answer questions about our services;
- in order to send newsletters and other communications to our clients concerning our services, events and business opportunities;
- to send marketing material to clients and other individuals in our newsletter database who we believe may be interested in the content of our marketing material;
- to enforce our rights and comply with our contractual and other legal obligations;
- to issue bills and invoices to our clients and others, and to enforce the payment obligations of our clients to pay our fees;
- in order to consider a person as a potential employee or contractor (for example, by checking a person's references or considering the persons' resume and arranging interviews) and to pay our employees and contractors their wages, salaries, service fees and other entitlements;
- when conducting publicity campaigns;
- to handle complaints;
- to manage employee, contractor and customer records;
- in order to process an application for our services;
- to identify customers and other individuals when we are contacted with questions or concerns regarding the products and services we provide;
- in order to configure a new service for our customers;
- when conducting research and development of our products and services;
- in order to conduct checks for credit worthiness;

- for direct marketing purposes.

23.7. Who we disclose personal data to:

To our suppliers who host our files and databases in the cloud – we store most of our computer files, software and databases in the cloud with our hosting providers who host those files, and that software and databases (including any personal data contained in them) on our third party hosting providers' computer servers located in their data centres;

To hosting providers who host our clients' databases and content – where necessary or practical to do so for the purposes of providing services to our clients or for the purposes of operating our business, we hold our clients' databases and content (including any personal data contained in them) on our and third party computer servers in the data centres of our hosting providers;

To other parties to a commercial arrangement where necessary in order to provide our services – for example we may need to supply your name to the professional advisors of other parties who you are dealing with , including but not limited to, where a client authorises us to do so;

To our resellers, distributors, agents and channel partners – we may appoint resellers, distributors, agents and channel partners to sell our products and services, or to manage parts of our business for us. In the course of those relationships, we may provide client or potential client personal data to them, or they may provide client or potential client personal data to us that they have collected for us;

So that we can obtain assistance from our suppliers and corporate group with the provision of our services – in which case we may disclose your personal data to our suppliers and subcontractors as well as to members of our corporate group who we may subcontract the provision of all or part of our services to. For example, we may use printing providers who print documents on our behalf which contain personal data, couriers who deliver documents on our behalf which contain personal data, and share computers which contain personal data with our related bodies corporate;

Conducting publicity campaigns – in which case we may disclose your personal data to our marketing suppliers;

Handling claims, legal disputes and complaints – in which case we may disclose your personal data to our insurers, lawyers, accountants and other professional advisors;

Sending out a newsletter – in which case we may disclose your personal data to our email and newsletter service providers;

In order to identify our Customers and end users – when we are contacted with questions or concerns regarding the products and services that we provide;

In order to record billing details and process payments from our clients – in which case we will provide client bank account, cheques and credit card details to our bank and merchant facility providers;

For professional advice – when providing information to our legal, accounting or financial advisors/representatives or debt collectors for debt collection purposes or when we need to obtain their advice, or where we require their representation in relation to a legal dispute;

If we sell the whole or part of our business or merge with another entity – in which case we will provide to the purchaser or other entity the personal data that is the subject of the sale or merger;

Where a person provides written consent to the disclosure of his or her personal data;

Where required by law.

We may also provide your personal data to our lawyers, insurers and professional advisors and any court or administrative body, for one or more of the following purposes:

- To obtain or maintain insurance;
- The prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
- To protect or enforce our rights or defend claims;
- Enforcement of our claims against you or third parties;
- The enforcement of laws relating to the confiscation of the proceeds of crime;
- The protection of the public revenue;
- The prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
- The preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of the court or tribunal.
- Where disclosure is required to protect the safety or vital interests of employees, end users or property.

23.8. Notifiable data breaches

Since 22 February 2018, data breaches that are likely to result in serious harm must be reported to affected individuals and the Office of the Australian Information Commissioner (OAIC), except where limited exceptions apply. For the purposes of the GDPR, certain types of data breaches must also be reported to affected individuals if the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms. In addition, the GDPR requires organisations to report certain types of data breaches to the relevant supervisory authority. We will notify affected individuals, the OAIC and relevant supervisory authorities of any data breach where we are required to do so in accordance with our legal obligations.

23.9. Automated decision making

We do not use automated-decision making in our business.

23.10. Lawful basis of processing

Under the GDPR, GDPR Data can only be processed where there is a lawful basis to do so.

We will only process GDPR Data where we have a lawful basis to do so. Except where specified otherwise in this Privacy Policy to the contrary or implied in this Privacy Policy to the contrary, we will only process personal data where necessary for our legitimate interests or the legitimate interests of a third party, or where we are required to do so pursuant to a contract or other legal obligation.

23.11. Third party websites and platforms

Our websites may include links to third party websites and platforms. Our linking to those websites and platforms does not mean that we endorse or recommend them. We do not warrant or represent that any third party website or platform operators comply with applicable data protection laws. You should consider the privacy policies of any relevant third party websites and platforms prior to sending your personal data to them.

You may interact with social media platforms via social media widgets and tools such as the Facebook Like button and the Facebook pixel that may be installed on our websites. These widgets and tools may collect your IP address and other personal data. Your interaction with such widgets and tools, and any single sign-on services such as Open ID is governed by the privacy policies of the relevant social media operators and single sign-on service providers – please read them so that you are aware of how they process your personal data.

23.12. Security

We take reasonable steps to protect personal data that we hold from unauthorised access, modification and disclosure and implement technical and organisational measures to ensure a level of protection appropriate to the risk of accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed, as follows:

- We perform security testing (including penetration testing of our websites), and maintain other electronic (e-security) measures for the purposes of securing personal information, such as passwords, anti-virus management, multi-factor authentication, firewalls and antivirus software.
- We maintain physical security measures in our buildings and offices such as door and window locks and visitor access management, cabinet locks, surveillance systems and alarms.
- We require all of our employees and contractors to comply with privacy and confidentiality terms and conditions in their employment contracts and subcontractor agreements that we enter into with them.
- We carry out security audits of our systems which seek to find and eliminate any potential security risks in our electronic and physical infrastructure as soon as possible
- If appropriate in the circumstances, taking into account the state of the art, the costs of implementation and the nature, scope, content and purpose of the processing, we pseudonymize and/or encrypt personal data
- We implement passwords and access control procedures into our computer systems
- We have data backup, archiving and disaster recovery processes in place

- We have anti-virus and security controls for email and other applicable computer software and systems in place
- We have processes in place to ensure integrity and resilience of systems, servers and personal data

- We have processes for regular testing, accessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing

23.13. If you refuse to provide us with personal data

If you do not provide us with your personal data, you can only have limited interaction with us. For example, you can browse our website without providing us with personal information, such as the pages that generally describe the services that we make available, and our Contact Us page. However, when you submit a form on our website, or become a client or otherwise enter into a business relationship with us, we need to collect personal data from you in order to identify who you are, so that we can provide you with services, and for the other purposes described in this Privacy Policy. You have the option of not identifying yourself or using a pseudonym when contacting us to enquire about our services, but not if you wish to actually obtain our services. It is not practical for us to provide you with our services if you refuse to provide us with personal data.

23.14. Spam E-mail

We do not send “junk” or unsolicited e-mail in contravention of the Spam Act 2003 (Cth). We will, however, use e-mail in some cases to respond to inquiries, confirm purchases, or contact clients. These transaction-based e-mails are automatically generated. Anytime a client or visitor receives e-mail it does not want from us they can request that we not send further e-mail by contacting us via email at: privacy@showsupport.com.au or using any ‘unsubscribe’ tool contained in any communication we send. Upon receipt of any such request, we will ensure that they cease to receive automated emails from us.

23.15. Offshore data transfers

We may transfer your personal data to our contractors and service providers who assist us with providing our products and services to you, and to assist us with the operation of our business generally, where we consider it necessary for them to provide that assistance.

Provided that we comply with applicable law, including the provisions of Australian Privacy Principle 8 (Cross-border disclosure of personal information), and the GDPR – in relation to GDPR Data, we may transfer your personal data to our offshore contractors and service providers as well, who may be located outside the European Union (EU) or the European Economic Area (EEA). At present, we do not transfer personal data out of Australia.

We will only engage new third parties to process GDPR Data that you instruct us to process as a processor on your behalf if you have authorised us to do so pursuant to a specific or general written authorisation and otherwise in compliance with the requirements of the GDPR.

23.16. Retention and de-identification of personal data

It is our policy to retain personal data in a form which permits identification of any person only as long as is necessary for the purposes for which the personal data was collected; and for

any other related, directly related or compatible purposes if and where permitted by applicable law.

We will only process personal data that you provide to us for the minimum length of time permitted by applicable law and only thereafter for the purposes of deleting or returning that personal data to you (except where we also need to retain the data in order to comply with our legal obligations, or to retain the data to protect your or any other person's vital interests). Where you require personal data to be returned, it will be returned to you at that time, and we will thereafter delete all then remaining existing copies of that personal data in our possession or control as soon as reasonably practicable thereafter, unless applicable law requires us to retain the personal data in which case we will notify you of that requirement and only use such retained data for the purposes of complying with those applicable laws.

Where the personal data is not GDPR Data and is personal information for the purposes of the *Privacy Act 1988 (Cth)*, instead of destroying the personal information we may take such steps as are reasonable in the circumstances to de-identify the personal information that we hold about an individual where we no longer need it for any purpose for which it may be used in accordance with this Privacy Policy if the information is not contained in a Commonwealth record and we are not required by Australian law (or a court or tribunal order) to retain it.

23.17. Your rights under the GDPR

Under the GDPR, you have a number of rights, including:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Please contact us if you wish to exercise any of your rights under the GDPR. We will handle all such requests in accordance with our legal obligations. If you withdraw your consent for processing, object to the processing of your personal data or request us to erase your personal data and as a result it is not possible or practical for us to continue providing you with our services, we may elect to terminate our business relationship with you.

23.18. How to access and correct personal data held by us

Please contact us if you wish to access the personal data that we hold about you, using the details set out at the end of this Privacy Policy. We will handle your request for access to your personal data in accordance with our statutory obligations. To ensure that we only obtain, collect, use and disclose accurate, complete and up to date personal data, we invite you to contact us and inform us if any of your personal details we hold change or if any of the personal data held by us is otherwise incorrect or erroneous. In exchange for your payment to us of a

reasonable fee, we will provide you (or if you wish, another controller) with a copy of the personal data they we hold about you in a structured, commonly used and machine readable format. However, we will not charge any fee to access your GDPR Data where the GDPR prohibits us from doing so.

23.19. Our contact details

We are Show Support Pty Ltd ABN 42 112 726 833 of 152/10 Park Road, Hurstville NSW 2220. If you wish to contact us for any reason regarding our privacy practices or the personal data that we hold about you, please contact us at the following address:

Privacy Representative

The Privacy Officer

Suite 152, 10 Park Road, Hurstville NSW 2220

ops@showsupport.com.au

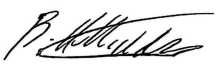
We will use our best endeavours to resolve any privacy complaint within ten (10) business days following receipt of your complaint. This may include working with you on a collaborative basis to resolve the complaint or us proposing options for resolution.

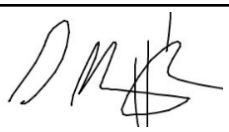
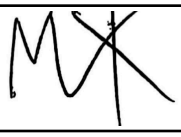
If you are not satisfied with the outcome of a complaint or you wish to make a complaint about a breach of the Australian Privacy Principles you make refer the complaint to the Office of the Australian Information Commissioner (OAIC) who can be contacted using the following details:

Call: 1300 363 992
Email: enquiries@oaic.gov.au
Address: GPO Box 5218, Sydney NSW 2001

In relation to GDPR Data, you may lodge a complaint with any relevant supervisory authority.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	

David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

24. Media Contacts Policy 024

You can also read this policy online at https://www.showsupport.com.au/policy/media-contacts-policy/.

24.1. Applicability

This policy specified the rules for employees making statements to the media on behalf of the Company.

In this policy, the following words have the following meanings:

- "employee" means any person employed by Show Support Pty Ltd.
- "statement(s)" means any communications, quotes, written or verbal correspondence, blogs and/or any other forms of messages.
- "media" means any means of mass communication (including but not limited to broadcasting, publishing to posting on the internet).

24.2. Objectives of this Policy

The following are objectives of the Company for this policy:

- to ensure that all employees in the Company are aware of the polices and Company expectations around making of statements to the media on behalf of the Company; and
- to ensure that proper processes and procedures are followed by all employees when requests for statements are received from the media.

24.3. Policy

It is a policy of this Company that:

- no employee other than the Managing Director of the Company may have direct contact with the media regarding any issue relating directly or indirectly to the business of the Company, unless the Managing Director specifically instructs an employee to act as a spokesperson on behalf of the Company;
- if the media approaches any employee for a comment or statement regarding any matter which could be related to, or impact directly or indirectly on the Company, they should:
    - state that they are unable to comment, but will contact the relevant spokesperson;

- immediately contact the Managing Director to advise him or her of the approach from the media;
- follow the instructions of the Managing Director regarding any further contact with the media; and
- under no circumstances, continue to discuss issues with the media, unless directed to

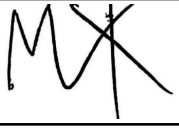
do so by the Managing Director.

- no employee may contact the media regarding issues or events relating directly or indirectly to the Company, without the express permission of the Managing Director.

24.4. Further Information

Any employee requiring further information about this policy should contact their manager or any member of the Management Team.

24.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

25. Intellectual Property Protection Policy 025

You can also read this policy online at https://www.showsupport.com.au/policy/intellectual-protection/.

25.1. Policy Statement

It is a policy of this company to operate our business in a manner that does not expose us or our clients or customers to any risk of loss or damage through the unauthorised use or disclosure of intellectual property. To achieve this, we reserve the right to exercise control over the manner in which intellectual property is accessed, used and protected in order to ensure that intellectual property is not disclosed without the authority or approval of the Company.

In this policy, “Intellectual property” means all Show Support and Show Support client copyright, trademark rights, patent rights, and design rights, whether registered or unregistered and all other rights to intellectual property as defined article 2 of the convention establishing the World Intellectual Property Organisation and “confidential information” means information that is marked as confidential or is deemed confidential by law.

25.2. Aims and Objectives

We will develop and implement procedures to ensure that the intellectual property of the Company is protected from unauthorised disclosure and/or misuse and that confidential information regarding to Show Support and customers, clients and other stakeholders is maintained.

25.3. Responsibilities

Management and supervisors of the Company must ensure that only authorised workers and/or other persons are given access to information of a sensitive or confidential nature and, where deemed necessary, require that those workers and/or other persons provide or execute a written non-disclosure undertaking or confidentiality agreement.

To protect intellectual property and confidential information, management and supervisors should ensure by exercising their discretion that only confidential information which is for the fulfilment of a task is provided to the worker and/or persons carrying out the task.

Workers and/or other persons who have access to the intellectual property of the Company (including trade secrets), may be required to sign a confidentiality agreement, binding them to obligations to not disclose or reveal intellectual property or trade secrets of the Company that they have been provided with or have gained knowledge of by other means and in the course of their employment.

In cases where highly sensitive or critical information may be at risk of disclosure, the Company reserves the right to require persons applying for a position with the Company to provide additional background information (in accordance with applicable privacy laws) which may be required for a position that requires less handling of sensitive information.

26. Personal Health and Hygiene Policy 026

You can also read this policy online at https://www.showsupport.com.au/policy/personal-health/.

26.1. Policy Statement

It is the expectation of this Company that all workers will respect the rights of other persons in the workplace, so that all workers and persons have a workplace that is conducive to their personal health and comfort. We expect that all workers will adhere to accepted community standards of hygiene (both bodily and clothing) whilst at work in a Company workplace, and to adopt hygiene practices to reduce the risk of spreading illness and/or infections whilst at work.

All SHS personal hygiene management practices and policies will reflect the standards and requirements as set out in applicable health and safety laws.

Failure to adhere to these standards may result in the offender refused to start work until they have met these standards to the satisfaction of their supervisor and Company management. Persons working in public interface areas are expected to maintain a suitable standard of bodily cleanliness at all times. In this policy, “workers” means all employees and contractors of Show Support Pty Ltd

26.2. Aims and Objectives

All workers are expected to meet accepted standards or guidelines with respect to personal grooming and hygiene including bathing and oral hygiene, not using heavily-scented perfumes, colognes or lotions and clean, well-groomed hair (including facial hair).

Clothing worn by a worker at work should be appropriately clean, and should be laundered regularly. Clothing must not be heavily soiled or have a displeasing smell at the beginning of any shift, and workers are encouraged to change from work clothing to clean personal clothing for travel, especially if using public transport. Any clothing identified with Company logos or name must be in a clean and tidy condition when worn.

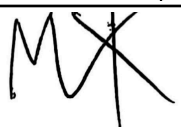
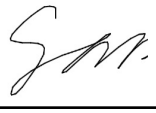
It is important that all workers adopt healthy hygiene practices that will reduce the risk of spreading of illness and infections, such as following rules to cover the nose and mouth when sneezing, covering the mouth when coughing, disposing of used tissues in bins, and washing hands frequently, especially before using kitchen utensils, crockery and cutlery. All persons must wash hands thoroughly after using the toilet and before eating.

26.3. Responsibilities

The Company will ensure that all workers are fully informed of the intent, aims and objectives of this policy and its implementation.

All workers are required to comply with this policy and procedures at all times. Any worker failing to meet the requirements of this policy will be liable to action under Company counselling and disciplinary procedures.

26.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

27. Mobile Phones Policy 027

You can also read this policy online https://www.showsupport.com.au/policy/mobile-phones-policy/.

27.1. Applicability

This policy explains the Company's standard and procedures in relation to mobile phone use whilst at work during the employee's paid working time.

A reference a "Show Support Manager" means the supervisor and /or manager that an employee reports to within the Company and a reference to "an employee's paid working time" means a rostered shift or job allocated to an employee by the Company.

27.2. Objectives of this Policy

The Company aims to achieve the following Objectives:

- to ensure personal mobile phone use whilst at work does not interfere with the performance of an employee's work-related responsibilities;
- to ensure personal mobile phone use is not disruptive to other employees; and
- to ensure the rules relating to personal mobile phone use are applied consistently across the business and all employees.

27.3. Policy

The following are the procedures and principles that must be following pursuant to this policy**:**

- the Company understands the importance of mobile phones for security purposes and for urgent contact by family members. However, general, non-urgent personal mobile phone use is distracting and is not permitted during paid working time;
- during an employee's paid working time, employees are not permitted to use any other functionality provided by their mobile phone including, but not limited to, personal messaging (whether by text or voice), internet browsing facilities, personal emails, playing music, downloading material and/ or taking photographs or video recording, unless instructed by a client or their Show Support Manager for business purposes;
- during an employee's paid working time, employees are permitted to use their mobile phone for emergencies or for any other appropriate reason, provided that prior approval has been granted by their Show Support Manager;

- during an employee's paid working time, or in any work-related setting, mobile phone use is subject to the standard expectations of employee conduct. In particular, you should pay careful attention to your volume and be considerate of those working nearby. This requirement applies whether or not the phone is your personal mobile phone or a

company issued mobile phone;

- conduct in regards to employee mobile phone usage, also refers to the content of messages, verbal comments, emails and any other form of communication that refers to Company;
- inappropriate conduct in regards to employee mobile phone usage, refers to messages or communications that may be perceived by the receiver as discriminatory, bullying or harassing, or that may breach their privacy or any other rights they have; and
- breaches of this policy will be dealt with in accordance with the Company's Disciplinary Procedure and cases of serious misconduct may result in dismissal, at the discretion of the Company.

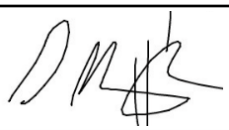
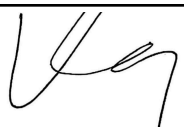
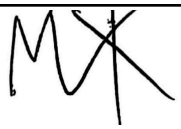
27.4. Further Information

Any employee requiring further information about this policy should contact their Show Support Manager or any member of the Management Team.

For further information about what behaviour constitutes discriminatory, bullying or harassing, or a breach of privacy, please see the Company's 'Anti-Discrimination, Bullying and Harassment' and Privacy Policies.

27.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

28. Personal Relationships in the Workplace Policy 028

You can also read this policy online at https://www.showsupport.com.au/policy/personal-relationship-policy/.

28.1. Applicability

This policy applies to all employees of Show Support Pty Ltd.

An reference to “employee” means any person employed by Show Support Pty Ltd.

Definition

In this policy, Personal Relationship means:

- a relationship that goes beyond the bounds of a platonic and/or personal friendship or a working relationship, and includes being a relative, a family member, or personally involved, i.e. dating, romantic relationships, sexual or a similar close personal relationship that may be consensually undertaken by both individuals; or
- a relationship which gives rise to a real or potential or perceived conflict of interest, including by reason of familial or financial connections.

28.2. Policy

It is a policy of the Compact that, the Company is committed to maintaining a culture of inclusion, trust and respect. The Company does not discriminate against relatives of, or people in a close personal relationship with a co-worker, or employee of any client of the Company, provided that such a relationship does not create a real or perceived conflict of interest, or unduly influence practices in the workplace, and the requirements of this policy are met.

Disclosure requirements

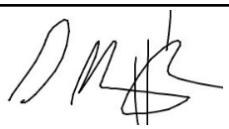
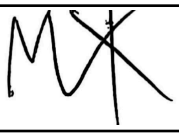
Pursuant to the obligations in this policy, an employee is required to comply with the following disclosure requirements:

- the Company requires all employees to disclose any actual, potential or perceived conflict of interest arising from the existence of a personal relationship with a co-worker or employee of any client of the Company;
- the requirement to disclose the existence of a relationship is based on the potential for, or perception of, a conflict of interest, such that there is the possibility that a decision may be biased or prejudiced, either in favour of or against, an employee with whom there is a personal relationship.

- employees of the Company who are or become involved in personal relationships are required to disclose the relationship to the Managing Director of Show Support Pty Ltd;

- failure to disclose personal relationships in the workplace may result in disciplinary action, at the discretion of the Company; and
- failure of an employee to disclose a personal relationship, as referred to in this policy and associated procedures, or impropriety found as a result of a personal relationship in the workplace, will be reviewed by the company and may lead to disciplinary action on the grounds of misconduct.

28.3. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

29. Conflicts of Interest Policy 029

You can also read this policy online at https://www.showsupport.com.au/policy/conflicts-of-interest-policy/.

29.1 Applicability

This policy sets out what is expected of employees with regard to conflicts of interest during the course of the their employment with Show Support Pty Ltd. This policy also explains the requirement for employees to devote all their time to the interests of the Company and to declare any actual or potential conflicts of interest to the Company as soon as they are made aware of the conflict.

29.2 Definition

The following words have the following meaning for the purposes of this “Conflicts of Interest” Policy:

- “conflict of interest” is where an employee’s non-work or work related activities may unduly influence decisions and conflict with the proper performance of an employee’s duties, or are simply incompatible with the impartial fulfilment of their duties.
- “employee” means any person employed by Show Support Pty Ltd.
- “Show Support Manager” means the supervisor and /or manager that an employee reports to within the Company.

29.3 Objectives of this Policy

The Company aims to achieve the following:

- ensure conflicts of interest do not jeopardise the business;
- ensure managers and employees of Show Support are able to identify and respond to actual or potential conflict of interest situations; and
- ensure the rules relating to conflicts of interest are applied consistently across the Company

(collectively referred to in this policy as Objectives).

29.4 Policy

It is a policy of the Company that:

- conflicts of interest may arise when an employee's personal or private involvement in some outside activity (such as another business venture or their connection to some other person or organisation) is perceived as being to the detriment of the employee's obligations to the Company, are strictly prohibited;

- employees must not own, operate, or otherwise be involved in a business that is in

competition with the Company;

- employees are required to give their full commitment to their duties with the Company. To this end, employees are required to disclose, in writing, and gain consent from their Show Support Manager prior to commencing any work, activity or association with any business that is substantially similar to, or likely to be in conflict with, any business which is undertaken, or likely to be undertaken, by the Company;

- any other situation, such as voluntary participation in sports, community or charitable organisations, that could be perceived to be a conflict of interest (e.g. by requiring time off during working hours) should be disclosed by the employee concerned to the relevant Show Support Manager who will determine whether a conflict of interest exists and/or how the situation should be managed. All information disclosed by the employee shall be recorded on the employee's personal file and remain confidential;

- employees must not use Company assets or resources, including time, tools and/or materials, for personal benefit or private gain. Any such unauthorised use is in direct contravention of the Company Rules as defined in the Code of Conduct and may result in disciplinary action;

- where a conflict of interest exists, or is perceived to exist, the circumstances will be investigated by the relevant Show Support Manager and, where necessary or appropriate, action will be taken in accordance with the Company's Disciplinary Policy; and

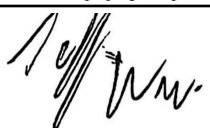
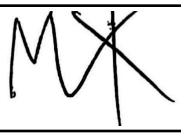
- the employment of relatives can sometimes create the potential for a conflict of interest to the detriment of the Company. Guidelines on the employment of family members are covered in a separate company policy entitled 'Employing Relatives' which must be adhered to.

29.5 Further Information

Any employee who requires further information about this policy should contact their Show Support Manager or any member of the Management Team.

29.6 Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	

David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

30. Motor Vehicle Policy 030

You can also read this policy online at https://www.showsupport.com.au/policy/motor-vehicle-policy/.

30.1 Policy

In this Policy, “vehicle(s)” refers to any Show Support Pty Ltd motor vehicle driven by any persons.

As part of the Company’s commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for employees, workers, contractors, customers and the public. This commitment also extends to ensuring the safe use of motor vehicles.

30.2 Aims and Objectives

It is the objective of this company that all motor vehicles will be provided and maintained in a safe and roadworthy condition, and that persons operating vehicles will be holders of the appropriate class of licence for the vehicle, and that vehicles will be driven in a safe and responsible manner in accordance with the road rules (Objective).

30.3 Responsibilities

In order to achieve the above Objective, Management and supervisors of Show Support must ensure that:

- all vehicles must be roadworthy and registered with an approved insurance company;
- all vehicles must be serviced and maintained in a safe condition by a qualified mechanic;
- all drivers must hold the appropriate class of licence; and
- any persons operating a vehicle other than on a public road are assessed as competent to do so.

All motor vehicles must be operated in a safe and responsible manner and in accordance with all road and traffic rules. Traffic and parking infringement notices will be the responsibility of the driver, and not the Company. Any persons who breach road and/or traffic rules may be prohibited from further operation of Company vehicles at the discretion of the company.

Before any person uses a vehicle, an appropriate pre-start check of the vehicle should be made (when directed by the Company). This includes but is not limited to checking:

- fluids (including oil, coolant, fuel, hydraulics etc.);

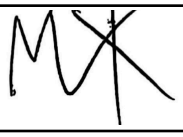
- leaks of any kind;
- tyres;

- engine;
- electrics (including light, horn, reversing beeper etc.); and
- the overall operation of the vehicle.

Only authorised persons approved by Show Support can conduct repairs on vehicles. Where required, a log book for the vehicle should be completed and maintained specifying the details of distances travelled, the purpose of the use, fuel gauge and any other service or maintenance details. Tax invoices detailing the nature of the fuel and/or goods purchased must be obtained for reimbursement of all purchases and expenses.

30.4 Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

31. Subcontractor Management Policy 031

You can also read this policy online at https://www.showsupport.com.au/policy/subcontractor-management-policy/.

31.1. Purpose

To ensure full and total compliance with high standards of Work Health and Safety (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.

31.2. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers, visitors and the public. This commitment extends to ensuring that the operations and activities of contractors and subcontractors are carried out in a manner that does not place the health and safety of any person, property or the environment at risk of injury, illness or damage.

It is our intent to provide a safe working environment with a comprehensive set safe systems, for all workers and persons, including visitors, licensees, and clients regardless of the location of work.

We acknowledge the need to examine individual contracts between workers, person and other appropriate parties, to ensure that we have the equipment, environment, trained personnel, standard work procedures and appropriate PPE 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 and/or minimise the risks involved whilst working either on or off-site.

31.3. Aims and Objectives

All contractors and subcontractors engaged by or on behalf of Show Support must ensure they are competent, and agree to fulfil their WHS duties by complying with any Act, regulation, code of practice or standard that may apply to the work or workplace, and to comply with SHS company policies, procedures, standards and instructions at all times

31.4. Responsibilities

Contractors and subcontractors must have preventative measures and procedures in place in all of their areas and workplaces under their control, to ensure and minimise the exposure of

health and safety risks associated with their operations or activities.

Additionally, we require that all contractors and subcontractors will:

- provide a current Public Liability certificate of currency for the minimum amount of $AUD20 million, with Show Support Pty Ltd noted on the policy;
- exclude Show Support Pty Ltd from any “hold harmless” liability clauses in their terms and conditions and sign Show Support’s Terms and Conditions instead;
- provide a current Workers Compensation certificate of currency or relevant income protection insurance;
- provide a compliant Safe Work Method Statement (SWMS) for any high-risk construction work;
- maintain their workplace in a safe and healthy manner for themselves and others in the area;
- ensure that instructions and supervision from the Company are understood and complied with;
- communicate regularly with Company supervisors or project management;
- adhere to methods which conforms to approved SWMS;
- use safe plant, tools, equipment and systems of work;
- ensure that electric power tools and equipment are regularly inspected and tagged in accordance with the relevant inspection standard;
- ensure that a current Safety Data Sheet is provided and available for any chemicals used in their area or workplace;
- address all safety issues, risks and near-miss events immediately and in any event, not more than five (5) days from the date of occurrence;
- report any incidents, injuries, illnesses or diseases to their appointed company supervisor;
- raise any issue that is or may become a health, safety, environmental and/or core business concern to their company supervisor; and
- ensure that all workers, visitors and other personnel do not enter a workplace unless

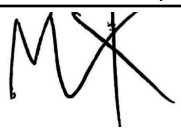
properly inducted and required to do so.

Contractor's Workers

All contractor's must ensure that their workers:

- have and use a level of care and use due diligence in approaching health and safety as well as in dealing with others at work;
- comply with the safety procedures and directions agreed between management, contractors and workers with nominated or elected health and safety functions; and
- act in accordance with agreed company procedures for injury and incident reporting, and report potential and actual safety issues to their health and safety representatives.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

32. Absenteeism Policy 032

You can also read this policy online at https://www.showsupport.com.au/policy/absenteeism-policy/.

32.1. Policy Statement

Definition

Absenteeism occurs when an employee does not attend a Show Support workplace during their scheduled working time, whether or not it is authorised or unauthorised. A “Show Support workplace” means the Show Support office or any other location as advised by us from time to time. “Employee” and “you” in this policy means all persons employed by Show Support Pty Ltd.

Objectives of this policy

The following are the collective objectives of the Company regarding absenteeism.

- To ensure that absenteeism is dealt with effectively and efficiently.
- To ensure compliance with all legal requirements.
- To ensure consistency throughout the business in dealing with absenteeism.

Policy

The Company expects that all employees will be punctual and will work their normal business day hours.

We recognise that, from time to time, the taking of leave is both appropriate and necessary for our employees. To facilitate this, our employment agreements contain a number of leave provisions and entitlements which allows you to take leave as and when appropriate.

Unsatisfactory attendance and/or unauthorised absence from the workplace is unacceptable and will be treated as a disciplinary matter which may, in certain circumstances, result in dismissal.

32.2. Aims and Objectives

The Company expects that all employees will be available for work every time they are expected or rostered to be.

Standards

An employee’s attendance will be regarded as satisfactory if he or she complies with the following:

- reports for work as and when required by the terms and conditions of his or her

employment agreement;

- is punctual and timely when reporting for work;
- is prompt in returning to work from meal and refreshment breaks;
- is conscientious and diligent by avoiding unnecessary interruptions, down-time or delays in carrying out the work he or she is contracted to perform;
- completes all necessary time-sheets and leave reports, as required;
- reports unavoidable absences from work at or before normal starting time on each day of absence; and
- works at least three hours after the scheduled finish time for all general crew shifts if required.

Notification of Absence

Employees must ensure that notification of their absence is given to their Manager as soon as they become aware of an issue and before their normal starting time on each day of any absence by calling 0295562011 and by emailing admin@showsupport.com.au and coping in md@showsupport.com.au to advise of the absence. Employees must advise the expected length of time of the absence (if possible). Further, employees are expected to provide a satisfactory reason for all such absences in the email and/or phone call.

We may require employees to provide reasonable evidence to support the reasons for their absence, including the requirement to provide a legitimate medical certificate signed by a medical practitioner. Email all medical certificates to admin@showsupport.com.au and copying in md@showsupport.com.au. We will monitor employee absences to detect those which are becoming frequent absences or forming a pattern. We will discuss these with the employee, and offer assistance as part of the standard disciplinary process if there is a valid reason for absences.

The employee must take all reasonable steps to schedule the medical appointment outside of regular work hours, so that a medical professional may assess if the employee is fit for work the following business day (without posing a risk of infection of a serious condition to other employees).

In cases where it is not possible to visit a medical practitioner outside of regular work hours, the employee must take all reasonable steps to perform their regular work duties before or after, or a combination of before and after, their medical appointment – provided the medical condition is not serious enough to reasonably prevent the worker from fulfilling his or her duties and the employee does not pose a risk of infection to other employees.

For routine medical or dental appointments, and with prior approval of your supervisor, office staff may visit a nearby medical centre and then return to work, by prior arrangement with a member of the Management Team.

Second Opinion

In those cases where an employee's absenteeism has raised the concern of a member of Show Support Management, it may be considered appropriate for the employee to be referred to another medical professional of the Company's choosing, for the purpose of obtaining a second opinion.

32.3. Responsibilities

Personal Difficulties

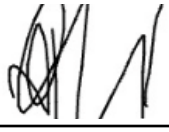
We understand that absenteeism may sometimes indicate an employee is experiencing personal difficulties. Where the manager believes an employee is experiencing such personal difficulties, he or she is advised to refer the employee to the Company's Employee Assistance Programme (EAP) [if one applies] and encourage the employee to take all reasonable steps necessary to address and resolve the personal difficulty. The well-being of our employees is our most important concern.

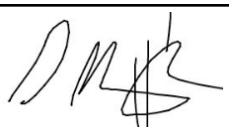
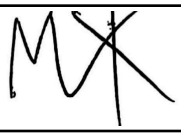
Employees will be encouraged to limit absenteeism to instances of genuine need, and will be required to advise any absenteeism at the earliest opportunity to minimise workplace disruption caused by their absence. Where applicable, employees will be required to provide valid documentary evidence to support their absence from work.

Further information

Any employee with questions regarding this policy should contact a member of the Show Support Management who will treat any information provided as strictly private and confidential and provide the appropriate guidance and assistance.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	

Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

33. Presenteeism Policy 033

You can also read this policy online at https://www.showsupport.com.au/policy/presenteeism-policy/.

33.1. Policy Statement

Definition

In this policy, “Presenteeism” is the practice of being present at one’s place of work for more hours than is required and refers to the presenteeism of “workers”, being all employees and contractors of Show Support Pty Ltd.

Possible reasons for presenteeism

The Company believes that the possible reasons for workers being present are:

- Workloads and job demands;
- Company culture;
- Workaholism;
- Health factors;
- Performance based self esteem;
- Job Insecurity; and
- Unethical behaviour.

Possible consequences of presenteeism

The Company believes that the possible consequences of presenteeism for workers are:

- Productivity loss;
- Poor health and exhaustion;
- Workplace epidemics;
- Low workplace morale;

- Excessive payroll costs for the Company;

Objectives of this policy

It is the objective of this policy:

- To ensure that presenteeism is dealt with effectively and efficiently.
- To ensure compliance with all legal requirements.

- To ensure consistency throughout the business in dealing with presenteeism.

Policy

We expect all workers will be at work during normal working hours. You should report to work punctually in order to meet both the needs of the business and the requirements of your employment with us.

We recognise that, from time to time, staff may work times outside of their regular rostered hours of work.

There are times when working after regular rostered hours is not desirable:

1. When the work places unnecessary stress on the worker;
2. When the work is not authorised (referred to as “Unauthorised Overtime”) or not permitted;
3. When the work is not in the interests of the Company. For example, when an office staff member works back late unnecessarily and without authorisation so that they may be paid more than they are entitled to, when other staff members could have performed their duties at less expense to the company.
4. When the worker is genuinely sick and presents a risk of infection of a serious condition to other workers.

33.2. Aims and Objectives

The company expects that all workers will not exceed the rostered hours of work that are expected of them. Presenteeism is the situation where a worker is at work for longer than is expected of them, or on rostered days off, or when they should be on sick leave as they pose a risk of infection of a serious condition to other workers. Presenteeism can disrupt or adversely affect our operations, and our aim is the minimisation of these occurrences.

Standards

An employee’s attendance will be regarded as satisfactory if he or she:

- Reports for work as and when required by the terms and conditions of his or her employment agreement;
- Does not present for work on rostered days off without authorisation from their Manager;
- Does not work longer than the rostered hours of work without authorisation from their Manager;

- Requests and receives written authorisation from their supervisor to work longer hours than their standard rostered hours on a per shift basis or on rostered days off;

- Does not come to work with a contagious medical condition that may pose the likely risk of infection of a serious condition to other workers; and
- Completes all necessary time-sheets as required.

Notification

Employees without a formal contract must ensure that any overtime requests are provided to their Manager as soon as they become aware of the need to stay back longer than their regular rostered hours of work by emailing admin@showsupport.com.au and CC md@showsupport.com.au to advise of the overtime. Employees must advise the expected length of time of the overtime and a satisfactory reason.

All employees must advise their Manager if they suspect they are experiencing a medical condition that may pose a risk of infection of a serious condition to other workers by emailing admin@showsupport.com.au and CC md@showsupport.com.au to advise of the condition and allow the Manager to make a decision as to whether the worker will be expected to attend their rostered hours of work for that shift. In the case of minor conditions, such as the common cold, it will not be necessary to take sick leave. For more serious contagious conditions it may be necessary for the employee to take sick leave in which case the Absenteeism Policy will apply.

If there is doubt as to whether the worker may possibly run the risk of infection of a serious condition to other workers, for example in an office environment, the worker may be referred to a medical professional of the company's choosing, in close proximity to the office, prior to attending the office for their regular start time.

Counselling

In those cases where an employee's presenteeism has raised the concern of a member of the Management Team, a meeting will be scheduled to discuss the issues of unauthorised overtime or attending work while possibly contagious. This could constitute grounds for the counselling and discipline process to continue. Repeat occurrences could be grounds for termination of employment.

33.3. Responsibilities

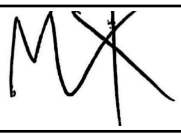
Personal Difficulties

We understand that presenteeism may sometimes indicate an employee is experiencing personal difficulties. Where the manager believes an employee is experiencing such personal difficulties, he or she is advised to refer the employee to the Company's Employee Assistance Programme (EAP) [if one applies] and encourage the employee to take all reasonable steps necessary to address and resolved the personal difficulty. The well-being of our employees is our most important concern.

Further information

Any employee with questions regarding this policy should contact a member of the Management Team who will treat any information provided as strictly private and confidential.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

34. Hours of Work Policy 034

You can also read this policy online at https://www.showsupport.com.au/policy/hours-of-work-policy/.

34.1. Applicability

This policy explains the Company's objective of ensuring that hours of work as agreed between an employee and Show Support comply with Australian employment awards and legislation. This policy also provides that part time, temporary and fixed term employees may be used to supplement the regular, full-time workforce of Show Support.

In this policy, "employee" means a person employed by Show Support Pty Ltd , "Business Hours" means 9:00am till 5:00pm Monday to Friday and "Position" means the role held and/or allocated to an employee by the Company.

34.2. Objectives of this Policy

It is a policy of the Company to ensure that hours of work as agreed between an employee and Show Support:

- are designed to provide optimum customer service for all Show Support clients;
- comply with employment agreements, employment awards and any other applicable legislation; and
- are applied consistently across the Company.

(collectively, the Objectives).

34.3. Policy

It is a policy of the Company that:

- in all cases an employee's employment agreement will specify the hours of work and breaks that apply to the employee;
- the Company's standard working hours are based on an average of 38 hours per week. This is subject to some work areas or departments may have different working hours depending on their particular requirements;
- from time to time reasonable additional hours of work may be required outside or in excess of the normal hours of work. All employees must work at the Company location and at any other location designated by the Company during Business Hours, for 38 hours per week and such additional hours as are reasonably required by the Company

to perform the requirements of the Position. An employee's remuneration has been set at a level having regard to the employee's obligations referred to in this clause;

- part-time employees, temporary or fixed term employee and contractors may also be used to supplement the regular full-time Show Support workforce to ensure the most effective

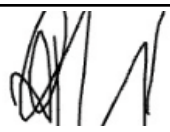
and efficient deployment of human resources within the business and to cater to business demands; and

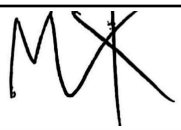
- unless otherwise specified in an applicable employment agreement, employment award or other applicable legislation, it is Company policy that employees have an unpaid meal break of 30 minutes duration after no more than five hours of work, with one paid refreshment break of 15 minutes between 10:00am and 11:00am or when appropriate depending on the task and client. Subject to the above, the timing of meal breaks and their duration shall be determined by the relevant manager in consultation with employees, having regard to the operational requirements of the work area and any client needs

34.4. Further Information

Any employee requiring further information about this policy should contact their manager or any member of the Management Team or consult the Company's Presenteeism policy for further guidance.

34.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	

Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

35. Employee References Policy 035

You can also read this policy online at https://www.showsupport.com.au/policy/employee-references/.

35.1. Applicability

This policy explains that the Company upon the request of an employee, will provide departing employees with a 'Certificate of Service' and not an employee reference. It also contains guidelines explaining when it is acceptable for a Show Support Manager to provide an employee with a personal reference.

In this policy, the following definitions apply:

- "Certificate of Service" is a document outlining your length of service at the Company and the position you held.
- "employee" or "you" means any person employed by Show Support Pty Ltd.
- "employee reference" means a document that endorses the skills, qualifications and/or experience of a Show Support employee and is used for the primary purpose of obtaining employment outside the Company.
- "Show Support Manager" means the supervisor and/or manager that an employee reports to within the Company.

35.2. Objectives of this Policy

The Company aims to achieve the following:

- to provide clear policy guidance to Show Support Managers on the provision of employee references to any employee and/or any third party
- to ensure employee references are issued in accordance with relevant legislation and in accordance with good management practices; and
- to ensure the rules relating to the provision of employee references are applied consistently across the business.

35.3. Policy

It is a policy of the Company that:

- unless specifically provided for in the employee's employment agreement, there is

no requirement upon the Company to provide an employee, or ex-employee, with an employee reference.

- as a general rule, this Company does not provide written employee references to employees, or ex-employees.

- the Company will, however, provide a 'Certificate of Service' to the employee on request. The certificate of service will state the role(s) held by the employee during their period of employment with the Company as well as the employee's length of service, including commencement and termination dates. Whether a Show Support Manager or other employee will act as a referee to the employee is a matter of individual choice for the Show Support Manager concerned. There is no obligation on a Show Support Manager to be a referee when asked by an employee; and

- should a Show Support Manager choose to provide an employee, or ex-employee, with an employee reference, they must adhere to the guidelines below.

35.4. Guidelines

A Show Support Manager who chooses to provide an employee or ex-employee with an employee reference must:

- ensure that they inform the employee seeking the reference that they are doing so in a personal capacity only, and not as a Company representative;

- act in accordance with Australian law, which makes it clear that an employer (or anyone representing the employer) has a duty of care to provide information that is both fair and accurate. Information must not be deceitful or defamatory; and

- whether verbal or written, must ensure that not only is the content of the reference factual and accurate, but also that the employee concerned has authorised the disclosure of their personal information.

35.5. Authorisation may be obtained in three ways:

A Show Support Manager can obtain the authorisation of an employee to discuss a reference with a prospective employer of an ex-employee, by any of the following**:**

- confirming the reference check with the employee, or ex-employee, on each occasion an employee reference is sought before disclosing any information; or

- obtaining from the employee, before he/she leaves the Company, a written authorisation permitting the organisation to provide an employee reference without being required to seek the employee's consent on each occasion.

If asked to provide information on an employee or ex-employee to a third party for employment related issues, the Show Support Manager should remember:

- there is no legal obligation to do so;

- information given must be fair and accurate;
- information given must relate directly to the questions being asked. Show Support Manager must not volunteer unsolicited opinions or information;
- the identity of the caller should always be confirmed. If the Show Support Manager is in

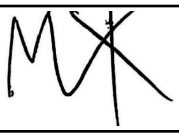
doubt, he or she should take the person's name and phone number and arrange to return their call at a later time after the caller's details have been confirmed; and

- if in doubt, be discreet rather than detailed when providing information to the caller.

35.6. Further Information

Any employee requiring further information about this policy should contact their Show Support Manager or any member of the Management Team.

35.7. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

36. Abandonment of Employment Policy 036

You can also read this policy online at https://www.showsupport.com.au/policy/abandonment-policy/.

36.1. Applicability

This policy applies to situations where an employee has not attended work for the Company for a specific period of time without the prior approval of the Company and without good cause. In these cases the employee is considered to have voluntarily ended his or her employment with the Company.

36.2. Definition

In this policy, the following words have the following meanings:

- "Abandonment of Employment" occurs when an employee, without written or verbal notification to the Company and without good cause, fails to attend a shift or job allocated to them.
- "employee" means any person employed by Show Support Pty Ltd.

36.3. Policy

It is a policy of the Company in regards to Abandonment of Employment that:

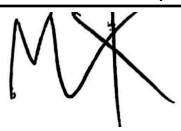
- if an employee is absent from the workplace without prior approval the Company shall make all reasonable attempts to contact the employee using their contact details and next of kin information supplied by the employee at the commencement of their period of employment;
- if the employee is absent for the period of time specified as specified above, and the Company was unsuccessful in contacting the employee or a next of kin, the employee shall be deemed to have abandoned his or her employment. An employee who is deemed by the Company to have abandoned his or her employment shall be notified of that decision by way of written correspondence sent to the employee's last known postal address; and
- Abandonment of Employment shall be treated differently from termination of employment. Abandonment of Employment shall be regarded as the employee resigning from his or her position.

36.4. Further Information

Any employee who requires further information about this policy should contact their manager

or any member of the Management Team.

36.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

37. Office Attire and Clean Workstation Policy 037

You can also read this policy online at https://www.showsupport.com.au/policy/office-attire-clean-workstation/.

37.1. Policy Statement

This policy applies to all office staff employees of Show Support. An “office staff employee” is a person employed by Show Support Pty Ltd for work to be undertaken in a Show Support Office, being any location or office as advised by the Company (including but not limited to SHS Ops, recruitment or administration).

37.2. Aims and Objectives

The Company aims to ensure that all office staff employees project a professional and consistent image while maintaining a clean and tidy working environment.

37.3. Office Attire

All office staff employees must present themselves professionally and in a manner compatible with the standards and expectation of the Company. All office staff employees must wear corporate attire which includes fully enclosed black dress shoes, long black pants and a SHS Polo or Dress shirt.

The following must also be followed by all office staff employees:

- Along with complying with the corporate attire requirement, all office staff employees must be clean and well-groomed;
- all clothes must be work appropriate. Clothes that are typically worn for workouts and outdoor activities are not allowed;
- all clothes must project professionalism in line with the Company standard. Clothes that are too revealing or inappropriate are not allowed; and
- must avoid clothes with stamps, prints or logos that are offensive or

inappropriate. For employees that are not office staff employees, the following applies:

- all employees must be clean and well-groomed;
- all clothes must be work appropriate. Clothes that are typically worn for workouts and outdoor activities are not allowed;

- all clothes must project professionalism in line with the Company standard. Clothes that are too revealing or inappropriate are not allowed;
- employees must avoid clothes with stamps, prints or logos that are offensive or inappropriate; and

- Business Casual Attire (see below) is mandatory for all shifts as a minimum unless a supervisor notifies an employee that business formal attire is required.

A reference to Business Casual Attire typically includes slacks, dress shirt or blouse, open-collar or polo shirt, optional tie or seasonal sport coat, a dress or skirt at knee-length or below, a tailored blazer, knit shirt or sweater, and loafers or fully enclosed black dress shoes that cover all or most of the foot.

37.4. Maintaining a Clean Workstation

It is a policy of the Company in regards to maintaining a clean workstation, that all employees (being any person employed by Show Support Pty Ltd regardless of position):

- must keep their workstation clean and organised at all times;
- must dispose of all rubbish in the rubbish bins provided;
- must be aware that bins within the office are for small items such as paper, envelopes etc. Any larger cardboard, plastic, rubber, styrofoam must be taken downstairs to the large bins;
- are responsible for any mess that they create and must be cleaned by the employee;
- are strictly prohibited from eating at their workstation, as it attracts insects. All employees must go to the shared common lunch area for meal breaks;
- must avoid keeping stacks of files at their desk to avoid a cluttered look. Employees shall keep all their paperwork in their respective drawers with a label on top of each file to avoid unnecessary searching;
- must ensure that passwords are not written on sticky notes and posted on or under a computer, or left written down in an accessible location visible to other employees;
- must ensure that no Company documents and documents with sensitive information are left on an employee's workstation unattended. All employees must store away all documents securely before leaving the office;
- shall ensure that printouts containing restricted or sensitive information are immediately removed from the printer; and
- must treat mass storage devices such as CDROM, DVD or USB drives as sensitive and secure them in a locked drawer at all times when not in use.

37.5. Disciplinary Consequences

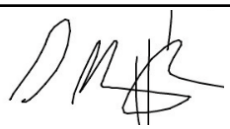
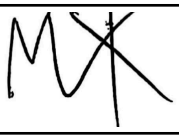
In the event that an employee disregards this policy, their supervisor and/or manager should reprimand them. The employee will be cautioned and notified that they must comply with the Company policies and in some cases, supervisors and/or managers may ask employees to return home to change to comply with this policy.

Employees may be subjected to more severe consequences in breach of this policy, up to

and including termination, if:

- their appearance causes irreparable damage, for example loss of a major client; and they repeatedly violate this policy.

37.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

38. Office Etiquette Policy 038

You can also read this policy online at https://www.showsupport.com.au/policy/office-etiquette-policy/.

38.1. Objectives of this Policy

This policy endeavours to outline Company-wide good practices and professional conduct guidance's that all employees should adopt and maintenance, particularly in an open office environment.

In this policy, "employee" means any person employed by Show Support.

38.2. Policy

The following subsections outline the best Companywide practices that should be adopts and maintained by all employees of SHS.

38.3. Communication

Guidelines for Communication within the Company, are as follows:

Email

Employees should have a clear email signature, containing the following information: Job title, address, email, phone number, and Department/Faculty web address). Employees may wish to add any other useful work-related information to their signature.

Telephone

The Company endeavours to project a professional and welcoming first impression to callers and clients of SHS. Please answer the phone with a friendly and consistent salutation, so crew and clients instantly recognise that they are speaking with a member of the team they are trying to reach.

As a matter of professional courtesy for other staff, you are expected to:

- promptly answer any telephone in the office when it is ringing;
- ensure that detailed messages taken for others are delivered promptly (ideally delivered via email);
- have consideration for people talking on the telephone by keeping conversations as quiet as possible; and
- ensure that any personal calls received are kept short and to a minimum. Calls to

the doctor, dentist and/or emergency calls may be made on the office phone.

Personal Mobile

If you need to make any other type of personal call, you should if possible use your own mobile and remove yourself from the office for as brief a time as possible. It is not permissible to carry out personal business during office hours. Employees must:

- keep personal texting to an absolute minimum, except on breaks; and
- turn off your personal mobile or set it to silent or vibrate, so as to reduce distractions

Open Plan Offices

The Show Support office is open plan in nature. It's important to remember that consideration and respect for others is essential in order to make this arrangement function efficiently. The guidelines below outline the issues employees should consider if you want your open plan office or workspace to be as productive and as harmonious as possible.

Showing consideration to colleagues in an open plan office will only work if all employees adopt a mutual respect for each other.

In this section, a reference to "you", "your" or "yourself" is a reference to a SHS employee.

Guidelines for Open Plan Offices, are as follows:

Desk/Local Area

- Allow yourself to be accessible to others but ensure that you complete your tasks.
- Keep your desk tidy. This is especially important if you are sharing an open plan desk and are dealing with sensitive or confidential information.
- Personalisation of your desk is fine, but do take into account those working around you to ensure the appearance, effectiveness and safety of the space is not compromised.
- You are encouraged to maintain storage and filing within agreed allocations and to regularly purge, re-cycle and/or archive material. All shared working areas should be cleared after use for the benefits of others.
- Coffee breaks may be taken at your desk.
- Pungent or bad odours are one of the most complained about aspects of working in an open plan office so it is important to consider the impact on colleagues of your decisions – e.g. avoid eating messy or strong smelling food in office spaces.

- It is advised that during scheduled breaks, employees are encouraged to get away from their PC and desk during their lunch break.
- You are also asked to wash and clear up in the kitchen and coffee areas after using it.

Breaks

- Show Support office workers may take a 15 minute morning tea break at any time of their choosing between 10:00am and 11:00am, or at any other time approved by a SHS manager.
- Show Support office workers may take a 30 minute lunch break at any time of their choosing between 12:00pm and 14:00pm.

Distractions

- Be careful when having conversations. Don't speak too loudly in shared workspaces as you may be interrupting a fellow worker from getting on with their work.
- Don't interrupt anyone, wait your turn to speak.
- Don't listen in to conversations that you are not a part of.
- Never butt into a conversation that you are not a part of.
- In general, do not speak out of turn.
- Never shout to a colleague who's at a workstation several feet away to attract their attention.
- Even within open plan workspaces, there will be designated aisles or walking routes to use. Use them and don't be tempted to take short cuts across other people's 'patches'. Never use anything which might cause disruption to others, e.g. a speaker phone or radio unless you've got express permission from fellow work colleagues that this is acceptable.
- You should avoid speaking openly about any issues of confidentiality.
- Please be respectful of others around you.
- If you do feel that someone is being unnecessarily noisy it is acceptable to ask them politely to quieten down. It is best handled in this way initially, rather than referring it to a manager, which may exacerbate the situation. (If however, it continues, do consult your manager.)

38.4. General

Information Technology (IT) Use

- Personal use of IT facilities should be undertaken only during unpaid breaks. This includes the use of any software and web based pages which have no direct relevance to your role and your tasks.
- You should safeguard confidentiality and protect your data by locking your screen when away from your desk (even briefly).
- Ensure that all key work documents created are backed up on a shared network drive so that they can be retrieved in your absence and for business continuity purposes.

Electronic Calendar

- In order to organise meetings as easily as possible everyone is expected to use the Company provided electronic calendar and keep it fully up to date so others can rely on this as an accurate source of information regarding your whereabouts and availability.
- It is also helpful to enter your approved annual leave as ‘daily notes’ in the calendar of your line manager.

Bringing Children into work

It is not appropriate to bring children into the workplace unless you have explicit permission from your manager. Alternative childcare arrangements should be made in the interest of both the children and colleagues.

In general, it’s quite easy to get along well in an open plan working environment. What you should always be thinking about is being accessible to people wherever possible, but still maintaining boundaries whenever you need to focus on work and showing consideration to others by being tidy and courteous. Remembering that not everybody will share exactly the same values as you is important but, in general, adopting a policy of treating people in the way you would like to be treated yourself.

Safety Committee

39. Responsible Procurement Policy 039

You can also read this policy online at https://www.showsupport.com.au/policy/responsible-procurement-policy/

39.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our purchasing and procurement procedures ensure that health and safety is considered in the purchasing and procurement process.

39.2. Aims and Objectives

We will ensure, so far as is reasonably practicable, that suppliers and sub-contractors conform to the company's health and safety standards and procedures in the supply of products and services to the company.

39.3. Responsibilities

Management and supervisors will ensure that –

- health and safety controls for goods and services supplied to the company are followed
- the purchasing system takes these health and safety controls into account in the selection of goods and services for use within the company, and that
- only those goods and services that conform to the health and safety controls set by the company are purchased or used within the company.

The ability of a supplier of goods and services to conform to controls must be taken into account when a decision is made to procure goods and services. Selection parameters will include –

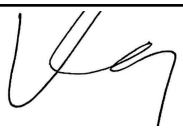
- compliance with legislated standards (e.g., design, installation and commissioning of plant, etc.)
- provision of information regarding plant, equipment, materials and substances,
- competency, training and safety performance of workers, and
- compliance with company rules and standards.

Authorisation to supply should only be made by persons to whom this responsibility has been delegated and who have a full knowledge of the controls required in the supply of the goods

and services. A list of preferred suppliers who meet all company criteria will be provided to allow competitive pricing.

Purchasing from providers outside of the list of preferred suppliers will be allowed only if the provider is able to meet all company criteria, or where the product or service to be provided is either superior to or is unavailable from the preferred suppliers.

39.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

40. Unpaid Leave Policy 040

You can also read this policy online at https://www.showsupport.com.au/policy/unpaid-policy/.

40.1. Applicability

This policy sets out clear guidelines on the granting of unpaid leave or leave of absence for employees by the Company. The granting of unpaid leave is not encouraged by the Company. However, in certain special cases by prior arrangement between the employee and the Company, leave without pay may be granted at the discretion of the Company.

In this policy, the following words have the following meanings:

- "employee(s)" means any person employed by Show Support Pty Ltd; and
- "unpaid leave" or "leave of absence" means a period of time that an employee is allowed away from work but are not paid for by the Company.

40.2. Objectives of this Policy

It is an objective of the Company to provide Show Support team leaders and managers with clear guidelines on the policy of granting unpaid leave or leave of absence for employees.

40.3. Policy

As noted in the Company's Annual Leave Policy, the granting of unpaid leave is not encouraged. However, in certain special cases by prior arrangement between the employee and the Company at its discretion, unpaid leave or leave of absence may be granted in the following circumstances:

- where the employee concerned requires unpaid leave or a leave of absence to attend to domestic or personal matters. However, this will only be granted if the employee has no outstanding annual leave entitlement and will usually not exceed one or two days in duration. Approval is subject to work pressures and is discretionary on the part of the relevant manager;
- where an employee seeks extended, unpaid leave or leave of absence, (e.g. for the purpose of overseas travel) this may be granted at the discretion of the relevant manager together with sign-off from the manager's manager. The terms and conditions under which any unpaid leave or leave of absence is taken, will be advised in writing by the relevant manager. Where it is not possible to guarantee employment upon return, it may be necessary to terminate employment with a recommendation for re-employment on return should a suitable vacancy be available, this will be at the discretion of the Company. This would cause a break in service of employment with the Company, and the years worked by an employee would not be accrued and eligible for the purpose of service-related entitlements; and

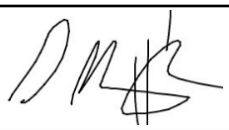
- Applications for unpaid leave or leave of absence should be submitted to an employee's

manager in writing.

40.4. Further Information

Any employee requiring further information about this policy should contact their manager or any member of the Management Team.

40.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

41. Annual Leave Policy 041

You can also read this policy online at https://www.showsupport.com.au/policy/annual-leave-policy/.

41.1. Policy

This policy governs all aspects regarding employees taking their annual leave. This includes, Company procedures, requirements and administration of annual leave.

In this policy, the following words have the following meanings:

- "annual leave" allows an employee to be paid while having time off from work based on their position.
- "employee" means any person employed by Show Support Pty Ltd who has accrued annual leave pursuant to their employee entitlements and position of employment.
- "employment contract" means the agreement entered into between the employee and the Company for employment.
- "full-time employee" means a person employed by the Company on a full time basis, meaning a 38 hour working week, plus any additional time advised by the Company from time to time.

41.2. Objectives of this Policy

The following are Company objectives for this Policy:

- to ensure all employees take their annual leave in a timely and appropriate manner;
- to ensure managers remain mindful and exercise proper authority and discretion in granting approval for annual leave, consistent with employee and Company needs; and
- to ensure the efficient and fair administration of annual leave by the Company to all employees.(collectively referred to as, Objectives)

41.3. Policy

In order for the Company to achieve the above Objectives, it is a policy of the Company that:

- the Company encourages employees to maintain a balanced lifestyle. The Company believes that annual leave plays an important part in maintaining an employee's wellbeing and employees are encouraged to take their full annual leave entitlement

within 12 months of its accrual; and that

- all specific annual leave entitlements are outlined in each employee's employment contract.

Unless otherwise specified in an employee's employment contract, full-time employees are

entitled to four weeks of paid annual leave per year of service. In granting annual leave, the following apply:

- managers are responsible for ensuring that employees take their annual leave in a timely manner and that such leave does not unduly impact the Company's operational requirements;
- annual leave should, in most circumstances, be taken at a time mutually agreed by the employee and his or her manager;
- the Company may direct employees to take annual leave in periods of shut down such as Christmas or New Years;
- the Company may encourage employees to take annual leave in periods of slow activity for the Company;
- where annual leave is not taken within 12 months of it being accrued, the Company may instruct an employee to take annual leave at a particular time;
- all applications for annual leave must be made in writing and submitted to the employee's manager for approval; and
- where an employee requests more annual leave than he or she has currently accrued, advance leave may be approved by the manager provided that the employee confirms in writing that repayment will be made in the event of termination, redundancy or resignation prior to that amount of advance leave being subsequently accrued. Leave granted in advance of an employee's entitlement is limited to no more than five days.

Employees may elect to cash out some of their annual leave entitlement as long as their request to do so is included in their contract of employment and/or is consistent with the National Employment Standards and/or Modern Award or Enterprise Agreement.

Leave without pay is not encouraged. However, the Company will consider any such application on a case by case basis. This is usually limited to one or two days of leave on each occasion and is for unexpected emergencies.

41.4. Annual Leave – Call Backs

It is a requirement that managers:

- should not call back an employee from annual leave, as it is undesirable and should be avoided wherever practicable;
- who are calling back an employee from annual leave is because that situation is

unavoidable and upon assessment of the situation, the employee concerned must be financially no worse off as a result of being called back; and

- review the employee's employment contract, as it may contain provisions regarding calling back employees on annual leave, that must be followed.

41.5. Postponement

In certain circumstances the taking of annual leave may be postponed by the Company due to extraordinary operational requirements. In deciding whether to postpone approved annual leave, the relevant manager shall refer to the following guidelines:

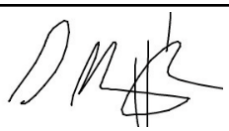
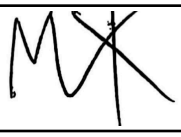
- postponement decisions must be carefully considered. Employees are entitled to a reasonable degree of certainty about their leave once approval has been given; and
- if a decision to postpone appears likely, the employee's circumstances must be considered. The circumstances to be considered include, but are not limited to, the following:
  - the length of annual leave applied for and the effect of postponement of all or part of this period;
  - whether the employee has arranged overseas travel. In the unlikely event of a postponement in these circumstances the employee would be entitled to full compensation of any unrecoverable costs which are established by production of documentary evidence; and
  - the purpose of the annual leave, particularly where there are special reasons for taking the leave such as visiting a seriously ill family member, attendance at a special family occasion, moving home or attendance at important appointments etc.

41.6. Further Information

Any employee who requires further information about this policy should contact their manager or any member of the Management Team.

41.7. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	

Jeff Ward	1st December 2025	
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Sam Davis	1st December 2025	

42. Reasonable Additional Hours Policy 042

You can also read this policy online at https://www.showsupport.com.au/policy/additional-hours-policy/.

42.1. Applicability

This policy provides guidance concerning the working of overtime or extended hours, in addition to an employee's usual working hours as agreed between the employee and the Company. The Company's aim is to create a workplace that prioritise on employee work-life balance. This means that the working of overtime or extended hours should be avoided or minimised to the greatest extent possible, especially in the case of full-time employees. However, an employee may be requested to work reasonable overtime or extended hours in the event that the Company requires it. The policy discusses relevant factors to be taken into account before requesting employees to work overtime or extended hours.

In this policy, "employee" means a person employed by Show Support Pty Ltd.

42.2. Objectives of this Policy

It is an objective of the Company to provide certainty and clarity on the Company's policy regarding the working of overtime or extended hours by employees (Objective).

42.3. Policy

It is a policy of the Company that:

- in determining whether overtime or extended hours that an employee is required to work are reasonable, by law all relevant factors must be taken into account including, but not limited to:
  - any risk to the employee's health and safety;
  - the employee's personal circumstances (including family responsibilities);
  - the operational requirements of the workplace;
  - any notice given by the Company;
  - any notice given by the employee of the employee's intention to refuse to work the additional hours;
  - whether any of the additional hours are on a public holiday; and
  - the employee's hours of work over the previous 4 week period.

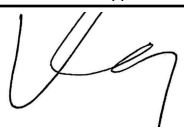
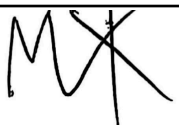
- in general, unless otherwise provided for in the applicable award or employment agreement, full time employees are not entitled to overtime rates of pay. An employee remuneration covers any, if at all, overtime or extended hours worked by a full time employee; and

- for employees who are entitled to overtime rates of pay, the applicable rates will be as specified in their employment agreement. Unless otherwise specifically provided in the employee's employment agreement, the Company's policy on time off in lieu shall apply (please refer to our Hours of Work policy).

42.4. Further Information

Any employee requiring further information about this policy should contact their manager and/or any member of the Management Team.

42.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

43. Redundancy Policy 043

You can also read this policy online at https://www.showsupport.com.au/policy/redundancy-policy/.

43.1. Applicability

This policy provides certainty and clarity around the Company's redundancy processes. It sets out the need for good cause, the approval process, the need for an implementation plan, the important processes of selection and re-deployment and the rules concerning notice, redundancy pay and other support available to employees whose positions are made redundant.

In this policy, In this policy, the following words have the following meanings:

- "employee(s)" means any person employed by Show Support.
- "National Employment Standards" means the National Employment Standards and issued by the Fair Work Commission of Australia.
- "redundancy" means when Show Support as an employer no longer requires an employee's position or job to be fulfilled by anyone.

43.2. Objectives of this Policy

It is an objective of the Company to ensure that:

- employees have certainty and clarity around the Company's policy for dealing with redundancy situations;
- the Company complies with its obligations under the National Employment Standards and any other applicable laws; and
- the rules relating to redundancy situations are applied consistently across the Company.

43.3. Policy

It is a policy of the Company that, in the absence of any employment agreement or legislative provisions to the contrary, the Company's policy for handling the redundancy of any of its employees, is as set out below:

Justification

- The Company endeavours to ensure operational efficiency wherever possible through its business. Accordingly, there must be genuine commercial reasons for making an employee redundant. A failure by the Company to demonstrate the genuine reasons for a

redundancy, may lead to accusations and the potential for a non-genuine redundancy, as described by the Fair Work Commission of Australia.

- Note: Redundancy situations do not give an employer the right to unilaterally alter the

terms and conditions of an employee's employment. Such changes involve consultation and variation of the contract by mutual agreement, as described by the Fair Work Commission of Australia

Authority

- In the event that the Company decides to restructure its organisations, prior to any decisions of redundancy or reorganising is made, the appropriate Show Support manager must provide their written approval to the organisational changes. Without such approval, the act of any significant organizational is a breach of this policy.

Alternatives

- In the event that the Company decides to make an employee redundant, it will use its best endeavours to offer the employee an alternative position within the Company. It is to the discretion of the Company to propose an alternative position depending on the business needs of the Company.

Notice

- Where an employee's position is declared redundant by the Company and the alternative options provided for above are not feasible or accepted by the employee, the employee's employment will be terminated by the Company with the appropriate period of notice provided, as stated in the their employment contract. The Company may choose to meet this obligation by paying salary or wages in lieu of notice. This is to the discretion of the Company.

Redundancy Pay

- Where an employee's position is declared redundant by the Company, the employees entitled redundancy pay shall be provided in accordance with the applicable Modern Award, Enterprise Agreement or if none of these apply in that order of reference, in accordance with the National Employment Standards.

Other Support

- Where an employee's position is declared redundant by the Company, the employee concerned will be provided with the following entitlements:
    - the opportunity to attend interviews for alternative employment with other companies without loss of pay, provided that in each occasion the employee concerned obtains the prior consent of his/her manager in which case consent will not be unreasonably withheld;
    - be provided with a certificate of service administered by the Company;

- with the consent of their manager (which will not be unreasonably withheld), and without forfeiting their entitlement to their redundancy pay, terminate their employment contract prior to the expiry of the notice period, provided that the employee shall not

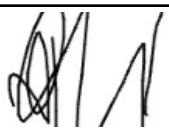
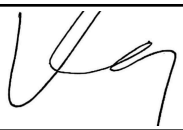
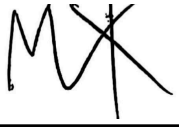
be entitled to payment for the un-worked portion of that notice period; and

- where the Company considers it necessary, the Company will develop and organise, at its own cost, a support programme for employees. This may involve access to relevant Government agencies, personal counselling, financial planning and outplacement support.

43.4. Further Information

Any employee requiring further information about this policy should contact your manager or any member of the Management Team.

43.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

44. INTERNET AND EMAIL POLICY FOR EMPLOYEES P044

You can also read this policy online at
https://www.showsupport.com.au/policy/internet-and-email-policy/

44.1. Objective

This policy endeavours to outline Company-wide good practices and professional conduct guidance that all employees should adopt and maintain.

In this policy, “employee” means any person employed by Show Support.

44.2. Policy

Voicemail, email, and internet usage assigned to an employee’s computer or telephone extensions are solely for the purpose of conducting company business. Some job responsibilities at the company require access to the internet and the use of software in addition to the Microsoft Office suite of products.

Only people appropriately authorized, for company purposes, may use the internet to access and download additional software. This authorization is generally exclusive to decisions that the information technology (IT) department makes in conjunction with human resources.

Software Access Procedure

Software needed in addition to the Microsoft Office suite of products must be authorized by your manager and downloaded by the IT department. If you need access to software or websites not currently on the company network, talk with your manager and consult with the IT department to explain what returns you expect to receive from the product.

All reasonable requests that are not considered a network risk will be considered. The purpose of this policy is not to restrict employee access to products that will make you more productive. Rather, the goal is to minimize the risk to the organization’s network.

Company-Owned Equipment

Any device or computer including, but not limited to, desk phones, smartphones, tablets, laptops, desktop computers, and iPads that the company provides for your use, should be used only for company business. Keep in mind that the company owns the devices and the information on these devices. If you leave the company for any reason, the company will require that you return the equipment on your last day of work.

You may use personal electronic devices that are not connected to the company network to access any appropriate internet site during breaks and lunch.

Internet Usage

Internet use on company time or using company-owned devices that are connected to the company network is authorized to conduct company business only. This limits the possibility of breaches of the security of confidential company information.

Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people outside of the company potential access to company passwords and other confidential information.

Removing such programs from the company network requires IT staff to invest time and attention that is better devoted to making technological progress. For this reason, and to assure the appropriate use of work time, we ask staff members to limit internet use.

Additionally, under no circumstances may company-owned computers or other electronic equipment, including devices owned by the employee, be used on company time at work to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or nonbusiness-related internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

Social Media

Your employer understands that part of what you do in social media is outreach that recruits new employees and enhances our company brand. Many employees even have social media

responsibilities in their job descriptions, including social media marketers, tech support, and recruiters.

Your employer also understands that the relationship of our employees to an online world that you spend time in 24/7 can lead to the blurring of work time and off-work time. We strongly encourage you to limit the use of social media to work-related content and outreach during work hours.

Additionally, you are prohibited from sharing any confidential or protected information that belongs to or is about the company. You are strongly encouraged not to share disparaging information that places your company or co-workers in an unfavorable light.

The company's reputation and brand should be protected by all employees. The lives and actions of your co-workers should never be shared online. Please note the preferences of fellow employees—for example, get permission from those who are parents before you use the name of their children online.

In social media participation from work devices or during working hours, social media content that discriminates against any protected classification including age, race, color, religion, gender, national origin, disability, or genetic information is prohibited.

It is our company policy to also include sexual preference, gender identity, and weight under discrimination protection. Any employee who participates in social media and violates this policy will be dealt with according to the company harassment policy.

Email Usage at the Company

Email is to be used for company business only. Confidential company information must not be shared outside of the company, without authorization, at any time. You also are not to conduct personal business using the company computer or email.

Please keep this in mind, also, as you consider forwarding nonbusiness emails to associates, family, or friends. Nonbusiness related emails waste company time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual

harassment and will be addressed according to our sexual harassment policy. Immediate termination is the most frequent disciplinary action that the company may take in these cases.

Email Format

Emails must commence with the professional salutation:

Hi [Recipient Name],

The body of the email must commence with a capital letter.

Use a company-approved signature block for first emails. For email replies, sign off with:

Regards,

Other points to follow (from business insider email etiquette rules):

- Use a clear, direct subject line
- Think twice before hitting 'reply all'.
- Email ops@showsupport.com.au and BCC the recipient list for bulk emails
- Use exclamation points and caps lock sparingly
- Be cautious with humour
- Know that people from different cultures speak and write differently
- Reply to ALL emails
- Proofread every message
- Add the email address last
- Double-check that you've selected the correct recipient
- Use Sans Serif font
- Keep tabs on your tone
- Nothing is confidential-so write accordingly
- Never email anything that could come back to haunt you.

Emails That Discriminate

Any email content that discriminates against any of the previously mentioned protected classifications is prohibited. Any employee who sends an email that violates this policy will be dealt with according to the harassment policy.

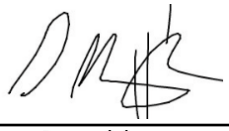
These emails are prohibited at the company. Sending or forwarding discriminatory emails will result in disciplinary action that may lead to employment termination.

Company Owns Employee Email

Keep in mind that the company owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your company computer at any time. Please do not consider your electronic communication, storage, or access to be private if it is created or stored on work systems.

If you need additional information about the meaning of any of this communication, please reach out to your manager or the human resources staff for clarification.

44.3. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	

45. EMERGENCY EVACUATION PROCEDURES POLICY P045

You can also read this policy online at
https://www.showsupport.com.au/policy/emergency-evacuation-policy/

45.1. Applicability

This policy sets out the obligations on workers to comply with the Company's emergency evacuation procedures for the Company's Head Office.
In this policy, "worker(s)" means all employees and contractors of Show Support Pty Ltd and "Head Office" means the principal office of the Show Support business or any other location as advised by SHS.

45.2. Objectives of this Policy

It is an objective of this policy to:

- to ensure all workers are aware of, and comply with, the Company's emergency evacuation procedures for the Company's Head Office; and
- to protect the health and safety of all workers.

(collectively, the Objectives)

45.3. Policy

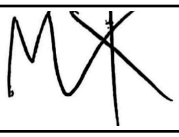
It is a policy of the Company that:

- details of the Company's emergency evacuation procedure, including the location of the assembly area and any other points of note in respect of their local area, must be displayed on the relevant notice board or advised directly to workers;
- all workers must comply with the Company's emergency evacuation procedures. Failure to do so will result in disciplinary action;
- when the evacuation alarm sounds, all persons on the premises must evacuate the building, adhere to the instructions of the area wardens and assemble in the assembly area to await further instructions;
- everyone must walk (i.e. not run) and evacuate the building via the stairs in an orderly fashion . Elevators must not be used under any circumstances during an evacuation;
- the instructions of the area wardens or emergency services personnel must be promptly observed; and
- only when directed to and approval is given, may people and workers re-entre the Head Office and resume their duties.

45.4. Further Information

Any employee requiring further information about this policy should contact their manager or any member of the Management Team.

45.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

46. INFECTIONS CONTROL POLICY P046

You can also read this policy online at
https://www.showsupport.com.au/policy/infections-control-policy/

46.1. Objectives of this Policy

This policy sets out Show Support's intention to:

1. Promote awareness for Crew Members and employees about the Coronavirus outbreak

2. Ensure Crew Members and employees are aware of the isolation/quarantine periods in accordance with advice from the Australian Government Department of Health

3. Provide clear advice to Crew Members and employees about actions they should take if they become unwell or think they may have the symptoms of coronavirus, in accordance with advice from the Australian Government Department of Health and state or territory health department

In the policy, the following definitions apply:

- "Crew Members and employees" means all employees and contractors of Show Support.
- "SHS Client(s)" means a client that has entered into an agreement with Show Support Pty Ltd for the provision of services.
- "Crew Chiefs" is any employee or contractor of Show Support that has a position of Crew Chief for a particular SHS Client and a Venue.
- "Venue(s)" means the location where a SHS Client needs services to be carried out by SHS.
- "Operations" means the Show Support Office and Office staff.
- "SHS Supervisor" means a Crew Chief, Field Manager or Section Manager.

46.2. General Information

Please read advice from the Australian Department of Health regarding the Coronavirus (Covid-19) Outbreak in the link below.

https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov

Special restrictions apply for any Crew Members and employees who have travelled from overseas or who think they may have been in close contact of a confirmed case of Coronavirus.

To help limit the spread of Coronavirus, Crew Members and employees must isolate themselves in the following circumstances:

- if they have arrived in Australia from overseas or travelled interstate within Australia
- if they have been in close contact with a confirmed case of Coronavirus in the last 14 days, they must isolate themselves for 14 days after the date of last contact with the confirmed case.
- Crew Members and employees who are in isolation due to one of the above situations should alert Show Support Operations on 1300973016 or 0295562011 anytime of the day or night.

Any Crew Member or employee who becomes unwell and thinks they may have symptoms of coronavirus, seek medical attention.

Any Crew Member or employee who has been diagnosed with coronavirus must self-isolate at home for 14 days.

Anyone with serious symptoms such as difficulty breathing must call 000 for urgent medical help.

46.3. Responsibilities of Employees

Crew Members and employees also have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others. Crew Members and Employees should be reminded to always practice good hygiene and other measures to protect themselves and others against infection. This includes:

- Washing their hands often, with soap and water, or carrying hand sanitiser and using it as needed.
- Covering their mouth when coughing or sneezing, but not using their hands to do so
- Seeing a health care professional if they start to feel unwell
- If unwell, avoiding contact with others (including shaking hands or other touching, such as hugging).
- Comply with reasonable instructions for the health and safety of themselves and others

46.4. Actions

1. Crew Members and employees are not Fit for Work if:

- *They are unwell*
- *They have been in contact with anyone infected with coronavirus in the last 14 days*
- *They have visited travel restricted countries in the last 14 Days*

2. Crew Members and employees who are not Fit For Work must not attend any Show Support Shifts until they have submitted a medical certificate clearing them for work to Operations on ops@showsupport.com.au

3. Clients, Onsite Contacts, Venue Personnel, Security Officers, Medical Staff and SHS Supervisors may terminate the shift of any Crew Members and employees who are not Fit For Work.

4. Crew Members and employees must comply with reasonable instructions for the health and safety of themselves and others including:

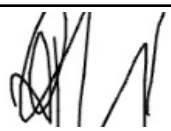
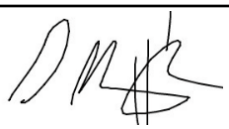
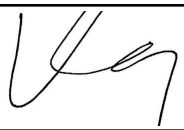
- Consenting to have their temperature taken,
- The use of PPE including face coverings, face shields, face masks and/or gloves,
- Sanitising their hands on request,
- Leaving the Venue immediately if instructed to do so.

5. Crew Members and employees who believe they may not be Fit for Work for upcoming shift/s must alert Operations as soon as possible by calling 1300973016 or 0295562011.

6. SHS Supervisors must complete the Incident Report Form to report any breaches of this policy.

46.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	

Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

47. CREW CHIEF (CREW LEADER) POLICY P047

You can also read this policy online at
https://www.showsupport.com.au/policy/crew-chief-crew-leader-policy/crew

47.1. Applicability

This policy outlines the responsibilities and expectations of Crew Chiefs (also known as Crew Leaders), Field Managers and Section Managers representing Show Support at job sites. The Crew Chief plays a critical leadership role in ensuring smooth operations, effective communication, and full compliance with Show Support policies and procedures.

47.2. Chain of Command

Hierarchy of Authority

Operations
Section Manager
Field Manager
Senior Crew Chief
Crew Leader (Crew Chiefs)
Squad Leaders
Crew Members

Leadership Responsibilities

- When a Section Manager, Field Manager, or Crew Chief is present on a gig, they must assume the responsibilities of Crew Leader, regardless of crew size.
- Crew Leaders are appointed by Operations and are required to follow the directions of both Operations and the Client's representatives.
- Crew Leaders are generally billed to the client when there are five (5) or more Crew Members assigned to a gig that requires management.

Dispute Resolution

- In the event of a disagreement between Crew Leaders, the higher-ranked position within the hierarchy will have the final decision.
- Example: If a disagreement arises between a Section Manager and a Field Manager, the Section Manager's decision will take precedence.

Temporary Appointments

- All supervisory roles at Show Support are appointed on a temporary basis at the discretion of management.

- Temporary appointments are made to meet operational needs and may be varied, concluded or reassigned at any time in line with business requirements. Supervisory roles are subject to ongoing performance and compliance with company policies, workplace health and safety obligations, and lawful and reasonable directions.

- Where a supervisor is underperforming or not meeting compliance expectations, management may review the appointment and, if necessary, reassign the individual to another role.

- Client feedback will be taken into account as part of performance assessment, alongside internal performance reviews.

- These provisions relate only to the supervisory appointment and do not affect the employee's underlying employment contract, minimum entitlements or rights as a Crew Member under the Fair Work Act 2009 (Cth).

47.3. Policy

1. Crew Arrival and Attendance

- Ensure all crew members arrive on time and are fit for work.
- Monitor punctuality and report any instances of lateness or issues to Show Support management as needed.
- Update crew times, breaks and absences within the CrewCard app.

2. Venue Inspection

- Conduct a thorough site inspection prior to crew starting work and complete a Venue Inspection in the CrewCard app.
- Check for safety hazards, site access, emergency exits, amenities and logistical issues.
- Identify any areas of concern and communicate them to both the Client's representative and the crew.
- Ensure the workspace is safe, clear and ready for operations before starting tasks.

3. Toolbox Talk

- Deliver the Toolbox Talk at the beginning of the shift to all crew.
- Ensure all Crew Members understand the scope of work, site-specific risks, safety procedures and expectations for the day.
- Use the Daysheet in the Crewcard app to document the toolbox talk as required by Show Support and supply a crew photo.

4. Motivating the Crew

- Motivate and encourage the crew to work to their best potential throughout the shift.

- Provide on-the-job training and guidance in tasks where crew may need support.
- Keep morale high and maintain focus, encouraging a positive team environment.
- Lead by example — with energy, professionalism and accountability.
- Promote teamwork and productivity while maintaining safety as the top priority.
- Strive to achieve the absolute best performance from the crew on behalf of the client.

5. Crew Organisation and Task Delegation

- Liaise with the client to confirm the job requirements.
- Organise crew into appropriate tasks or teams, ensuring efficient workflow and alignment with client expectations.

6. Client Communication

- Act as the main point of contact for the client during the shift.
- Ensure the client is aware they can communicate all operational needs, changes or concerns directly with the Crew Leader.
- Maintain a professional and responsive relationship with the client at all times.

7. Time Management

- Confirm start, finish and break times with the client.
- Ensure all crew members accurately record their times, including breaks and shift changes and that these are submitted in accordance with Show Support policy.

8. Crew Photo and Daysheet

- Take a crew photo at the start of the shift.
- Attach the photo to the daysheet along with all relevant documentation.

9. Policy Compliance & Star Rating

- Ensure all crew are adhering to Show Support's policies, procedures and code of conduct (General Policy).
- Use the Star Rating system to assess and record each Crew Member's performance, conduct and compliance.
- Provide feedback or raise concerns to management when necessary.

10. Incident Reporting & Safety Escalation

Supervisors, including Crew Leaders, Senior Crew Chiefs, Field Managers and Section Managers, hold a clear and non-delegable responsibility to ensure that all serious safety incidents, hazards, injuries, misconduct and breaches of Show Support policy are promptly reported to the Show Support office.

Where a serious incident, safety risk, injury, unsafe behaviour, misconduct, or breach of

company policy occurs, the supervisor in charge must:

Immediately take reasonable steps to make the situation safe and prevent further risk to crew, clients, venues or the public.
Notify the Show Support office or Operations team as soon as practicable, particularly where the matter involves:

- Injury or medical treatment
- Serious safety breaches
- Dangerous work practices
- Violence, harassment or misconduct
- Property damage
- Removal of a crew member from site
- Any incident likely to result in a complaint, investigation or liability.

Complete an Incident Report Form in the CrewCard app (or other designated reporting system) as soon as reasonably practicable following the event, ensuring the report includes:

- A clear description of the incident or breach
- Names of individuals involved
- Time, location and circumstances
- Any immediate actions taken.

Cooperate fully with any follow-up investigation or request for information from Show Support management.

Supervisors must not ignore, conceal, minimise or delay the reporting of serious incidents or policy breaches.

Failure by a supervisor to notify the office of a serious incident or breach, or failure to complete an Incident Report when required, will itself be treated as a breach of Show Support policy and may result in disciplinary action, including removal from supervisory duties or further disciplinary measures.

Timely reporting is essential to ensure compliance with workplace health and safety obligations and to protect the safety of crew, clients and the public.

47.4. Field Managers & Section Managers

Field Managers and Section Managers hold additional responsibility as acting Crew Leader on every gig they are assigned to. They are expected to:

- Introduce themselves to the Client’s representative/s and liaise between them and the crew

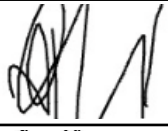
- Fulfil all Crew Leader responsibilities listed above, without exception, on every gig they attend.
- Ensure that the highest standards of leadership, safety and client service are upheld on every shift.
- Take full ownership of the crew's performance, compliance and reporting.
- Motivate the crew to work to the best of their ability and safely
- Perform all safety requirements regardless of the number of crew on a job

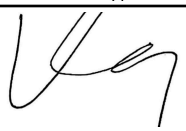
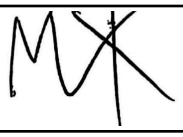
47.5. Failure to Comply

Failure to fulfil Crew Leader or Field Manager responsibilities may result in disciplinary action, in line with the consequences outlined below:

- Removal from Crew Leader, Field Manager or Section Manager duties.
- Re-training or corrective action.
- Disciplinary measures in line with Show Support's HR and conduct policies up to and including termination of employment.

47.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

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Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

CORPORATE IT SYSTEMS AND SOCIAL MEDIA POLICY OF SHOW SUPPORT PTY LTD

You can also read this policy online at
https://www.showsupport.com.au/policy/employment-policy-2-2/

Policy Statement

Show Support Pty Ltd's IT systems and networks are valuable tools which can aid Show Support Pty Ltd to carry out a variety of professional tasks. Inherent in the open nature of the Internet and in the use of IT systems are a number of risks, including security risks and a variety of legal liabilities. So that Show Support Pty Ltd can minimise the risks associated with use of its IT systems and networks, all employees, agents and contractors of Show Support Pty Ltd ("users") must comply with this Show Support Pty Ltd IT Systems Usage Policy.

1. Acceptable Use of Show Support Pty Ltd's IT systems and networks

The only acceptable use for which users may use Show Support Pty Ltd's IT systems and networks is for legitimate professional Show Support Pty Ltd purposes. Users must note that access to Show Support Pty Ltd's computer systems and other networks (including the Internet) via Show Support Pty Ltd's computer systems is a privilege and not a right.

2. Allowed Users

Only employees and other persons which Show Support Pty Ltd specifically authorises may use Show Support Pty Ltd's computer systems and access its networks or the Internet through Show Support Pty Ltd's systems, networks and resources (including but not limited to, smartphone devices and computers provided by Show Support Pty Ltd to users).

3. Privacy

Since Internet access using Show Support Pty Ltd computer systems and networks is provided to users as a Show Support Pty Ltd resource for Show Support Pty Ltd business purposes only, Show Support Pty Ltd may access and disclose for any purpose any Internet content

accessed or sent using Show Support Pty Ltd's computers and smartphone devices, including e-mail, Internet websites visited, or downloaded or sent content. All users of Show Support Pty Ltd's computers and smartphone devices, including Show Support Pty Ltd's employees waive any right to privacy as regards content accessed or sent using Show Support Pty Ltd's computers and other devices, and consent to their content being accessed and disclosed by Show Support Pty Ltd where necessary.

4. System Security

All users must ensure that their use of Show Support Pty Ltd's computer systems and networks does not threaten or compromise the security of Show Support Pty Ltd's networks and/or computers. For instance, users must not permit undesirable entrants into Show Support Pty Ltd's network; users must not take or permit any person to take Show Support Pty Ltd's valuable or confidential information from Show Support Pty Ltd's network; users must not take information from Show Support Pty Ltd's network and/or systems into an unsecure or less secure environment; and users must not introduce or permit the introduction of viruses or other threats into Show Support Pty Ltd computer systems.

Accessing the Internet through Show Support Pty Ltd's network or systems must only ever occur through an approved Internet Firewall and through computers and smartphone devices approved by Show Support Pty Ltd and which are running Show Support Pty Ltd-approved antivirus and security software.

5. Copying

Users must respect and observe any copyright and licensing agreements that may apply to any files, documents and software they download from the Internet or other locations through Show Support Pty Ltd's networks or devices. Users must not engage in any illegal copying or accessing of any copyright protected works, nor make such works available for others to copy or access.

6. Publishing Information on the Internet

Users may only publish information about Show Support Pty Ltd on the Internet through or with

the approval of Show Support Pty Ltd's Managing Director and must observe any standards or policies Show Support Pty Ltd has in place regarding publication of any information on the Internet. Users should ensure any information published is accurate and complies with all applicable laws in respect of the dissemination of such information.

7. Governing Laws and Regulations

Users must follow all Australian and other applicable laws and regulations applicable to the Internet. These include but are not limited to laws governing copyright, defamation, privacy, publicity and the access or use of others' computers or communication systems. These also include laws relating to the advertising and/or promotion of Show Support Pty Ltd's products or services.

Users must follow Show Support Pty Ltd's policies on Internet usage, including this statement and any other related policies distributed by Show Support Pty Ltd from time to time.

8. Appropriate behaviour

Users must act appropriately in all respects when using any Show Support Pty Ltd computer, system, network, device or other resource, and must remember that users' actions on the Internet may be perceived as activities authorised by Show Support Pty Ltd. Therefore, users must not send or access or make available communications or content that contains abusive or objectionable language, that defame or libel others, or that infringe on the privacy rights or other rights of others. Users must not view, download, copy, send, post or access information that is illegal or obscene. Users must not use Show Support Pty Ltd's computers, systems, networks, devices or other resources in any way that would congest any network or interfere with the work of others, including the sending or posting of messages that are intended or likely to result in the loss of a person's work or systems or which would otherwise cause Show Support Pty Ltd loss and/or damage.

Without limiting the above provisions of this policy, in the course of you using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities, the following is prohibited:

(a) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to violate all or any legal rights of any person or company or other entity in any jurisdiction is strictly prohibited;

(b) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities in relation to crimes such as theft and fraud is strictly prohibited;

(c) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities in breach of any laws, including but not limited to, laws relating to the protection of copyright, trade secrets, patents or other intellectual property and laws relating to spam or privacy and whether such violation is by way of the installation or distribution of "pirated" software or otherwise, is strictly prohibited;

(d) unauthorised copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music or video and the installation of any copyrighted software for which you do not have an active licence is strictly prohibited;

(e) exporting software, technical information, encryption software or technology, in violation of domestic export control laws, is strictly prohibited;

(f) introduction of malicious programs into our network, computer or servers (e.g., viruses, worms, Trojan horses, e-mail bombs) is strictly prohibited;

(g) revealing your account password to others or allowing use of Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities by others is strictly prohibited;

(h) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to actively engage in procuring or transmitting material that is in violation of sexual harassment or workplace relations laws is strictly prohibited;

(i) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to make fraudulent offers of goods or services is strictly prohibited;

(j) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to carry out security breaches or disruptions of network communication is strictly prohibited. Security breaches include, but are not limited to, accessing data of which you are not an intended recipient or logging into a server or account that you are not expressly authorized to access or corrupting any data. For the purposes of this paragraph, "security breaches" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes;

(k) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to execute any form of network monitoring which will intercept data not intended for you is strictly prohibited;

(l) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to circumvent user authentication or security of any of our hosts, networks or accounts or those of our customers or suppliers is strictly prohibited;

(m) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to interfere with or denying service to anyone is strictly prohibited;

(n)
using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, any persons' use of Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities is strictly prohibited;

(o) sending unsolicited email messages through or to users of Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities in breach of the Spam Act 2003 is strictly prohibited;

(p) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to send any form of harassment via email, or any other form of messaging, whether through language, frequency, or size of messages is strictly prohibited;

(q) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to send email to any email address, with the intent to spam or harass is

strictly prohibited;

(r) using Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities to create or forward "chain letters", "Ponzi" or other "pyramid" schemes of any type is strictly prohibited; and

(s) use of Show Support Pty Ltd's computers, smartphone devices, networks, resources and/or internet facilities in breach of any person's privacy (such as by way of identity theft or "phishing") is strictly prohibited.

9. Social Media

Social media in this policy refers to Twitter, Facebook and other social media facilities available on the Internet.

Show Support Pty Ltd's reputation is of critical importance to Show Support Pty Ltd and any conduct carried out which damages Show Support Pty Ltd's reputation or image is prohibited by this policy.

When using social media as a representative of Show Support Pty Ltd, you must ensure that any use of social media by you is conducted in a respectful, lawful and professional manner, in compliance with the terms of use of the social media platform on which you are using.

Employees, agents and contractors of Show Support Pty Ltd may not post, publish, disseminate or distribute any information on behalf of Show Support Pty Ltd or as a representative of Show Support Pty Ltd unless and to the extent expressly authorised in writing by the Managing Director of Show Support Pty Ltd. If you are uncertain as to whether you are authorised, you must consult the Managing Director of Show Support Pty Ltd.

When authorised to partake in the use of social media on behalf of Show Support Pty Ltd, you must only use an approved social media account of Show Support Pty Ltd and only use the social media account to promote the interests of Show Support Pty Ltd.

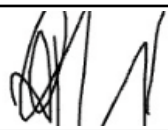
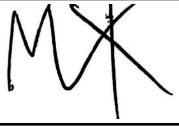
You must not disclose content using social media that is inaccurate or misleading, and you must not disclose and/or comment on any confidential information of Show Support Pty Ltd or

third parties.

You must only address issues in the use of social media that you are competent and have experience to discuss.

If you are using social media in your personal capacity and not as a representative of Show Support Pty Ltd you must still ensure that any comments and or use of your social media account does not place Show Support Pty Ltd into disrepute.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

FATIGUE IMPAIRMENT POLICY

You can also read this policy online at https://www.showsupport.com.au/policy/fatigue/

Policy Statement

It is a policy of this Company to ensure that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to safety issues arising from the impairment of fatigue or stress resulting from excessive or unreasonable working hours (fatigue impairment).

In this policy, “worker” means all employees and contractors of Show Support Pty Ltd

Aims and Objectives

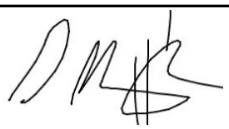
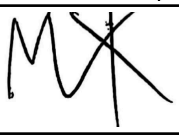
We will strive to ensure that all workers engaged by this Company are in a fit condition to safely carry out their work, and that workers are not impaired in any way by the effects of fatigue or stress. To achieve this, no worker will be allowed to enter a workplace or carry out work while suspected of being impaired by or suffering adverse effects of fatigue impairment.

Responsibilities

We will take all reasonable precautions in the placement of workers to ensure that hours of work, shifts, rosters and workplace conditions do not create an unacceptable risk of fatigue impairment. This will include ensuring that workers are given reasonable rest periods between shifts.

All workers must ensure that they report to work in a physical, mental and behavioural condition that will allow them to perform their duties competently and in a manner that does not place themselves or others at the workplace at risk. This will require that workers ensure that they obtain sufficient rest before commencing work to ensure that they can carry out work during their shift in a safe and effective manner, and to observe any other relevant fatigue management strategies that they have been instructed in and are required to carry out.

Safety Committee

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Sam Davis	1st December 2025	

COMPANY POLICIES

COMPANY POLICY: PRE-EMPLOYMENT CHECKS

You can also read this policy online at
https://www.showsupport.com.au/policy/employment-policy-2/

Policy Statement

Show Support Pty Ltd is committed to conducting thorough pre-employment checks for all candidates applying for positions. These checks are essential to ensure the safety, reliability and suitability of individuals joining our workforce in compliance with Australian industrial relations law.

Scope

This policy applies to all prospective employees and candidates seeking positions through Show Support Pty Ltd.

Policy Guidelines

Application and Registration:

All candidates must submit a comprehensive application and registration form, providing accurate and up-to-date information.

Identification Verification:

Candidates are required to provide valid identification documents, including but not limited to driver's licenses, passports, and work visas (for international candidates).

Qualification and Experience Assessment:

Show Support Pty Ltd will assess the qualifications, licenses, certifications, and relevant work experience of candidates to ensure they meet the necessary requirements for the job they are seeking.

Reference Checks:

Prior to employment, Show Support Pty Ltd will conduct reference checks with at least two previous employers or reputable references provided by the candidate. These checks will help assess the candidate's work history, reliability, and suitability for the position.

Medical Examination:

Some positions may require candidates to undergo a pre-employment medical examination. This examination aims to confirm that the candidate is fit for the specific role and does not have any medical conditions that may pose a risk to their safety or the safety of others while performing the job.

Background Checks:

Depending on the nature of the role, candidates may undergo background checks, including criminal record checks and working with children checks, where applicable.

Drug and Alcohol Testing:

For safety-sensitive roles, candidates may be subject to drug and alcohol testing as a condition of employment.

Compliance with Legal Requirements:

Show Support Pty Ltd will conduct pre-employment checks in strict compliance with Australian labor laws and regulations.

Confidentiality:

All information obtained during pre-employment checks will be treated as confidential and will only be shared with authorized personnel involved in the hiring process.

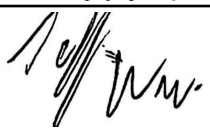
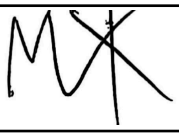
Non Compliance

Failure to comply with the pre-employment checks may result in the rejection of a candidate's application or withdrawal of an employment offer.

Policy Review

This policy will be reviewed annually or as needed to ensure it remains aligned with current Australian law and industry best practices.

Safety Committee

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COMPANY POLICY: CLAIMS AND INJURY MANAGEMENT PROGRAM

You can also read this policy online at https://www.showsupport.com.au/policy/sun-safety-3/

Policy Statement

Show Support Pty Ltd is committed to providing a safe and healthy working environment for our employees, contractors, clients and guests. We recognise that accidents and injuries can occur, and it is our responsibility to promptly and effectively manage workplace incidents as well as take steps to prevent them occurring in the first place. This Claims and Injury Management Program outlines our dedication to addressing workplace injuries, illnesses and claims while ensuring the well-being and safety of all stakeholders.

Program Objectives

- Ensure the health and well-being of employees, contractors, clients and guests.
- Minimise the impact of workplace injuries and illnesses on individuals and the organisation.
- Facilitate early intervention and rehabilitation to support a safe and timely return to work.
- Comply with all relevant Australian laws, regulations and industry standards.
- Foster open communication and collaboration among all parties involved.

Key Components

Reporting and Incident Investigation:

All workplace injuries, illnesses and near misses must be reported promptly according to Incident Reporting Policy P002.

An incident investigation process will be conducted to determine the root causes and prevent future occurrences using Incident Investigation Form in Admin Forms.

RTW Coordinator:

Appoint a Return to Work Coordinator responsible for implementing this program.

Medical Treatment and Rehabilitation:

Provide immediate medical treatment for injured employees.

Implement a structured rehabilitation program tailored to the individual's needs to facilitate recovery and

return to work and / or engage a third party such as Born Fit to facilitate recovery in conjunction with the workers compensation insurance company.

Return-to-Work Plan:

Develop individualised return-to-work plans for injured employees in collaboration with healthcare providers.

Explore modified duties or alternative tasks as necessary.

Communication:

Maintain open communication with injured employees, keeping them informed about their rights, responsibilities, and progress.

Inform employees about the company's commitment to their well-being.

Claims Management:

Timely submission and management of workers' compensation claims, if applicable.

Cooperate fully with insurance providers and relevant authorities to ensure compliance with legal requirements.

Training and Education:

Provide training to all employees and contractors on the Claims and Injury Management Program.

Promote awareness of safety and injury prevention.

Continuous Improvement:

Regularly review and update the program to reflect changing needs and regulations.

Analyze injury data to identify trends and implement preventative measures.

Return-to-Work Assistance:

Offer support services to facilitate a successful return to work, such as workplace modifications and accommodations.

Compliance:

Ensure compliance with all relevant federal, state and local laws and regulations concerning workplace

injuries, compensation, and rehabilitation.

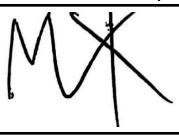
Documentation:

Maintain comprehensive records of all incidents, claims and injury management activities in the Forms Matrix.

Employee Assistance:

Offer counseling and support services to employees facing emotional and psychological challenges resulting from workplace injuries according to Employee Assistance Program Policy P017.

Safety Committee

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SAFETY POLICY

ELECTRICAL SAFETY POLICY

You can also read this policy online at https://www.showsupport.com.au/policy/electrical/

Policy Statement

It is a policy of this Company to ensure that the health and safety of workers or any other persons are not placed at risk because of electrical safety issues, by maintaining and monitoring electrical equipment and the use of electricity is safe and safely placed in the workplace. The Company will enforce its workers to adhere to and implement procedures of safe use of electricity and electrical equipment including minimising risks near electrical installation and services.

In this policy, “workers” means all employees and contractors of Show Support Pty Ltd. “SHS Clients” means a client of Show Support Pty Ltd that has entered into an agreement for the provision of services.

Aims and Objectives

SHS Clients will ensure that all electrical installations, equipment, tools and appliances used by workers are compliant with all applicable regulations and standards, and that all electrical equipment, tools and appliances are inspected, maintained and tested as required by a competent person. Safe work procedures to protect persons from the risk of electric shock will be developed and implemented for work near live electrical installations.

Responsibilities

Workers must adhere to Show Support approved safe work methods when using electrical tools and equipment, and when working near live electrical installations (including overhead and underground conductors).

Workers must also:

- Carry out safety checks of electric power tools before use (including inspection of test tags);

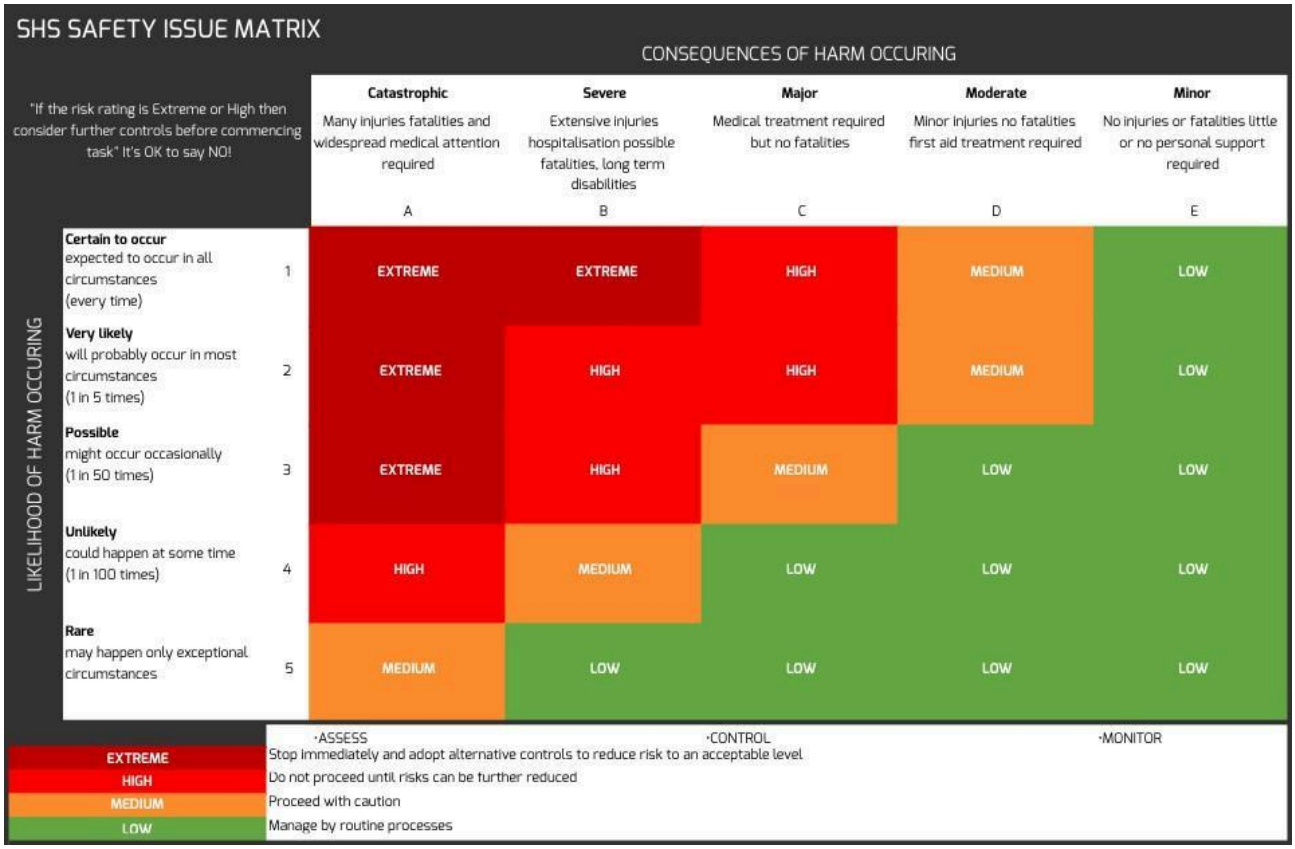
- Use electric power tools and equipment only for the purpose for which it was intended;
- Ensure that electrical equipment, tools and appliances are connected to an outlet protected by a residual current device (RCD);
- Ensure that flexible cords and cord extension sets are not exposed to the risk of damage;
- Check operation of portable safety switches at intervals specified by standards;
- Not use faulty electrical tools or equipment, or carry out any unauthorised repairs;
- Not enter or allow any object to encroach within relevant approach distances of electrical conductors;
- Comply with all instructions given by their Client Onsite Contact or SHS Senior Crew Member or Crew Chief for their electrical safety;
- Not to willfully or recklessly interfere with or misuse anything provided for electrical safety;
- Not to willfully place any person in electrical risk;
- To use personal protective equipment (PPE) if provided for electrical safety and to ensure they have been properly instructed in the use of the PPE; and
- Workers must not do any electrical work unless they are a qualified person with the appropriate licence for performing the electrical work.

SAFE WORK PROCEDURES / SAFE WORK METHOD STATEMENTS (SWMS)

Risk Matrix

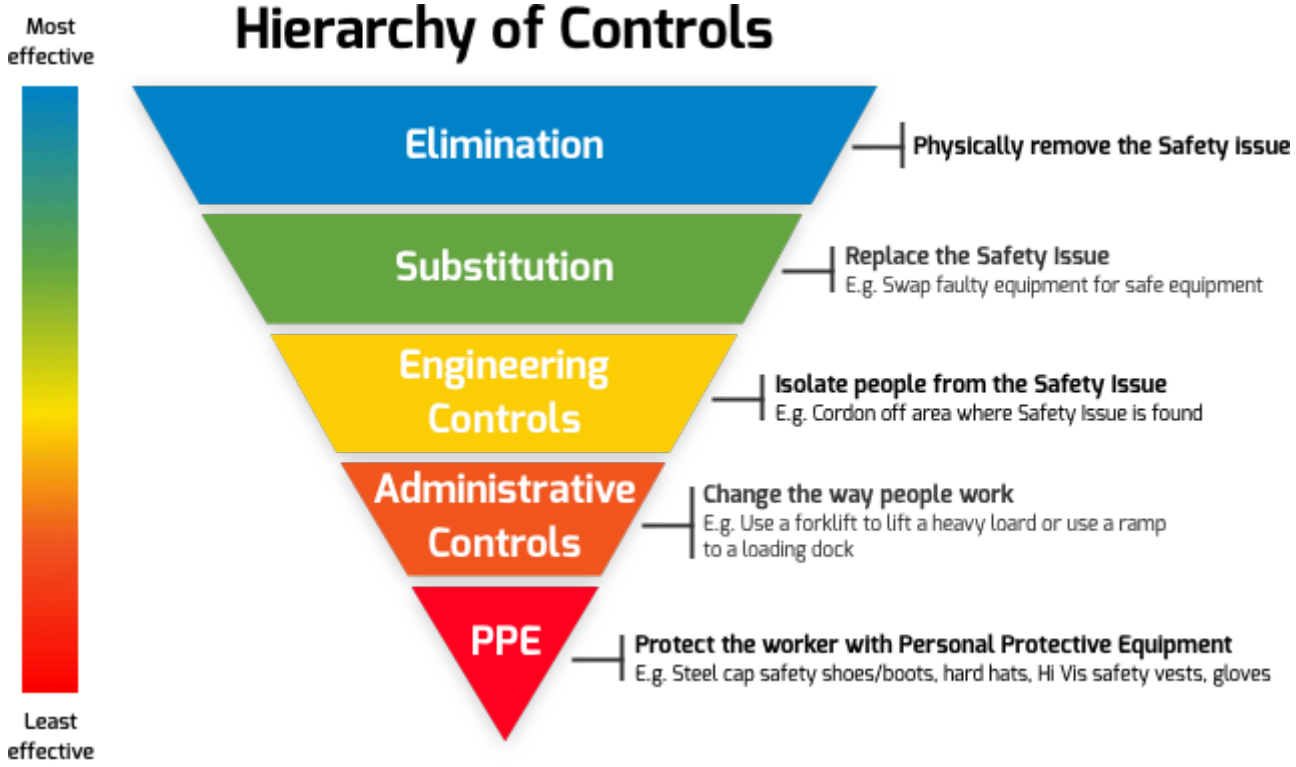
How to use the Risk Matrix Form

For each potential Safety Issue on a Job Site, consult the below table to assess the potential likelihood of harm occurring and the consequences of harm occurring. The combination of these two factors will result in a risk rating of extreme, high, medium or low. Example: When a potential safety issue has a likelihood of “Possible” and a consequence of “Severe”, then according to the below table, the matrix will return a risk rating of “HIGH”.



Once you have identified the potential safety issue and implemented control measures, again assess the likelihood of harm occurring and the consequences of harm occurring in order to produce a new risk rating to determine whether it is now safe for crew to work in the area. Control Measures are Elimination, Substitute, Isolation, Engineering, Administration and PPE:

Hierarchy of Controls



1. Show Support General Concise SWMS 001

You can also read this SWMS online at
https://www.showsupport.com.au/procedure/show-support-concise-swms-001/

Work Pre-Start Checks & Toolbox Talks			
Initial Risk Likelihood: Possible | **Consequence:** Significant | **Overall Risk:** High			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Workers arriving fatigued or unfit for duty	High	▪ Conduct fitness-for-work checks before commencement; reallocate duties where fatigue is identified.	Medium
▪ Failure to wear required PPE (boots, hi-vis, hard hat)	Medium	▪ Enforce PPE compliance; replace damaged or missing PPE; confirm PPE during pre-start talk Talk prior to starting on site.	Low
Step 2: Access and Egress			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Unawareness of site-specific hazards (weather, uneven ground, slip risks)	High	● Discuss site hazards at toolbox talk; mark or barricade unsafe zones; maintain exclusion zones where elimination not possible.	M
▪ Impact injuries including fracture; Crush Trauma injuries and other multiple injuries;	Extreme	▪ Adhere to all sign posted speed limits and instruction; ▪ Driver to hold valid driver's license; Comply with all road laws	High
Step 3: Access and Egress – Movement on site			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Site establishment including the delivery of plant and equipment to the work site. ▪ Injury to the Public and non- essential personnel.	Extreme	▪ As plant and equipment is delivered only essential persons need to be in the vicinity. All others are to be kept clear of the operation. This is to be achieved by spotter/delivery driver, as the most appropriate method. ▪ Unloading of plant is to take place on the construction work area and not in an area where the public have access.	High

		Workers are not to climb onto the delivery truck.	
Step 4: Delivery/ Collection of materials / plant			
Safety Issue	**Risk Rating**		
▪ During pickup and delivery of plant, plant may contact overhead electrical services. ▪ Electrocution	Extreme		
▪ Crushing injuries, ▪ Collision with other plant or structure, Damage to services, structure or the environment.	High	▪ Designated locations are to be confirmed with the client prior to acceptance of materials onto the work site. ▪ These areas are to be selected with the following in mind. Closeness and practicality to the area where the materials are to be utilised and in locations that will not unduly affect the health and safety of others.	Medium
▪ Vehicle strike structure or personnel	Extreme	▪ All delivery vehicles and plant used on-site are to be fitted with reversing alarms that activate when reversing, in addition to flashing amber lights. ▪ If reversing in a congested area or where others have access, a spotter or guide is to be utilised to aid in the reversing operation. Any person involved in the guidance operation must wear high visibility clothing. ▪ This operation is not to be conducted in low light conditions	High

Work Safety			
Step 1: Working outdoors - exposure to the elements			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Worker exposed to UV radiation and potential heat related illnesses;	High	▪ Long sleeved UV shirts to be worn;	Medium

▪ Dehydration;		▪ Use sun screen as required and re-apply if sweating;	

▪ Exposure to cold, wet conditions		▪ Drink water and have rest breaks as needed on hot days; ▪ Wet weather gear to be provided	
▪ Injuries caused via walking on site: ▪ Slips, trips and falls; ▪ Bruises and lacerations; ▪ Strains and sprains	High	▪ Site access to be clearly marked ▪ Place rubbish in bins and keep walkways clear ▪ Care to be taken on wet surfaces (e.g. walking on wet , slippery or uneven ground)	Medium
▪ Exposure to noise ▪ Exposure to dust	High	▪ Noise management practices are to be utilized, this means that ear muffs or ear plugs are a PPE option and must be worn when necessary; ▪ Apply a dust mask when air quality is reduced due to dusty conditions;	Medium

▪ Insect bites, ▪ Snake Bite	High	▪ Protective gloves are to be worn when exposure to items that may contain spiders, are handled to avoid contact. ▪ Sprays and insect repellent may be used on an individual basis Ensure Snake bite kits are available and emergency contact numbers are established. Snake bite: • DO apply a broad pressure bandage firmly to the limb, particularly over the bite site, and immobilise with a splint (pressure-immobilisation first aid — see the instructions at the end of this article). This is to stop the spread of venom into the lymphatic system. • DO get the victim to a hospital or medical centre, preferably by an ambulance that has resuscitation facilities and antivenom for snakebites. It is better to keep the bitten person still and bring transport to them rather than for them to move. • DO NOT cut the bitten area. • DO NOT use a tourniquet.	Medium

		• DO NOT wash or suck the bite. Traces of venom are needed for use with venom identification kits. • DO NOT remove the bandage — this will result in spread of the venom through the system. ▪ If the bite is not on a limb, APPLY firm direct pressure on the bite site if possible. Do not restrict breathing or chest movement, and do not apply firm pressure to the neck or head	
Step 2: Manual Handling			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Trauma injuries and other multiple injuries; ▪ Sprains and strains; ▪ Bruises and lacerations; ▪ Back and shoulder injuries; ▪ Repetitive movement injuries;	High	▪ Personnel required to perform repetitious activities should decrease the likelihood of RSI by performing; warm up exercises, stretching the muscles prior to undertaking each task, using proper body mechanics, taking regular short breaks during repetitive activities and looking at ways to perform strengthening exercises; ▪ Personnel expected to avoid overstretching to reach certain areas; ▪ Where practicable move all necessary tools and position the body as close as possible to all areas where work is to be performed.	Medium
Step 3: Manual Handling (Lift & Carry)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Musculoskeletal injuries via manual handling – Strain the spine & back muscles; ▪ Stress on back & limbs;	High	▪ Use mechanical aids where available; ▪ Hold loads close to the body; ▪ Vary work tasks during day or take regular breaks; ▪ Provide adequate numbers of trained staff to allow rotation; Ensure new workers are supervised adequately; Perform all movements in a	Medium

		controlled, balanced, comfortable position; ▪ Minimise repetitive bending, twisting and overreaching movements	
Step 4: Manual Handling (Lower & Stack)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Pinch points; ▪ Slips, trips & falls; ▪ Bruises and lacerations; ▪ Fractures & minor crush injuries	High	▪ Allow room for your fingers; ▪ Ensure the object is secure when put down; ▪ Store loads where possible between knee & shoulder height & as close to the location to where they will be used; ▪ Provide adequate space to facilitate ease of loading; ▪ Ask for assistance when required	Medium
Step 5: Tools Unloading: Moving from vehicle to work zone			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personal injuries via Slips, Trips and Falls; ▪ Sprains & strains; ▪ Bruises & lacerations	High	▪ Ensure all travel paths are clear and free of debris or obstructions left by other trades	Medium
▪ Manual Handling injuries: ▪ Sprains & strains; ▪ Bruises & lacerations	High	▪ Use trolleys or other means to move equipment if practicable; ▪ Use proper Manual Handling Techniques; ▪ Lift heavy materials as a team;	Medium
▪ Interaction with public / other trades	High	▪ All personnel to remain within designated access ways provided	Low
Step 6: Inspection of Hand tools			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

Hand injuries via: ▪ Blunt cutting edges ▪ Loose handles ▪ Worn working faces/edges ▪ “Mushroom” heads ▪ Deformed parts ▪ Bruises and lacerations via Sharps	High	▪ Sharpen cutting edges to optimum profile for work to be carried out. ▪ Check fit of handles in or on tools – replace or rectify as necessary. ▪ Inspect handles for splits and splinters – replace or rectify. Inspect heads of screwdrivers	Medium

		and bits for wear – discard or refurbish worn tools which will damage heads of screws, etc. Inspect spanners for damage to mouth or signs of spreading. ▪ Wear safety gloves when working with hand tools.	
Step 7: Power / Battery Tool Pre-start check			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electrocution	Extreme	▪ Ensure cord for powered equipment and cord for battery charging equipment has current test and tag sticker; ▪ Check casing for damage, cracks and missing screws; ▪ Make sure that controls operate smoothly. ▪ If any damage, missing parts, or out of test, do not use machine – arrange for immediate repairs	High
▪ Multiple injuries via worn and damaged equipment; ▪ Strains and sprains; ▪ Bruises and lacerations; ▪ Eye injury (Loss of vision)	High	▪ Ensure that guards are fitted and operating correctly – guards should move easily, and spring back to original position when released. ▪ Check suitability of blade, bit or cutter for work to be performed, and inspect blade, bit or cutter for cracks, damage, or excessive or uneven wear. ▪ Ensure that handles and grips are fitted firmly, and do not move. ▪ Ensure the use of PPE including close fitting clear safety glasses and gloves when operating power tools.	Medium
Step 8: Use of Power Tools; Drills and the like;			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Electrocution	Extreme	▪ Ensure electrical tools and leads have a current test and tag as confirmation of being tested; ▪ Check electrical tools for damage prior to commencing work;	High
▪ Bruises and lacerations	High	▪ Wear PPE appropriate to the task including; safety gloves, eye and ear protection;	Medium

		▪ Ensure firm grip is held on electrical device in the event that kick back, or binding of the bit or attachment occurs; ▪ Work gloves should absorb impact energy, provide protection from sharp edges and be puncture resistant;	
▪ Personal injury from debris in eyes- Loss of vision	Extreme	▪ Wear close fitting clear safety glasses	High
▪ Noise (Industrial deafness)	High	▪ Where practicable, provide engineered solution for high noise level, e.g. quieter or muffled equipment, temporary sound absorption screen or barrier to protect other persons in the area. Ensure appropriate hearing protection is worn; Ear muffs or plugs; ▪ Ensure all guards are functioning properly and are the correct size for the equipment being operated;	Medium
Step 9: Workers in an area with moving plant and machinery			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Crush injury; ▪ Area not cordoned off, ▪ Inexperienced personnel, crew members not aware of the work path; Operator not paying attention;	High	▪ Maintain a safe distance from the immediate work area. ▪ Notify all personnel of the task at hand and how it will be accomplished. ▪ Persons working near machinery in operation or areas where traffic may be a safety issue must wear high-visibility garments; ▪ Appropriate protective equipment should be used where safety issues may be encountered during operation. PPE to be worn at all times on work site including; safety glasses, safety boots, gloves if appropriate	Medium

▪ Un-authorised access	High	▪ Workers to determine best practice for minimising the risk of unauthorised persons entering the work area through the use of bollards, barricades, tape or additional controls	Medium
Step 10: Works near traffic Plant / Traffic / Pedestrian interaction			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Works near traffic Plant / Traffic / Pedestrian interaction	High	▪ Works near traffic Plant / Traffic / Pedestrian interaction	Medium
Step 11: Completion of job / Clean up			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Slips, trips and falls; ▪ Bruises and lacerations; ▪ Strains and sprains	High	▪ Ensure all rubbish has been placed in a designated bin as per site Induction or remove all rubbish to be placed into approved landfill site in accordance with disposal authority guidelines; ▪ Ensure all tools are packed away and stored in an area approved of discussed during Induction or packed away in vehicle	Low

Options for Accessing Heights			
Step 1: Ladders (Inspection of) Option 1 – Platform Ladder, Industrial Extension Ladder			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged or worn ladder; ▪ Fall from height	High	▪ Inspect ladder for any defects (splits or cracks). Inspect for wear and be clean of oil, grease etc. ▪ Non-slip ladder feet are fitted correctly and in sound condition.	Medium
Step 2: Safe work off ladders Option 1 – Platform Ladder, Industrial Extension Ladder			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Untrained or poorly trained personnel; ▪ Unsafe ladders; ▪ Domestic ladders;	Extreme	▪ Persons working off ladders to be provided with appropriate, information, instructions,	Medium

▪ Damaged or defective ladders; ▪ Unsafe work practices; ▪ Ladder not fixed or tied; ▪ Ladder too short for job; ▪ Ladders not used for their designed purpose; ▪ Ladders not erected properly; ▪ Risk: ▪ Improvisation falls from heights; ▪ Death or serious injury; ▪ Broken bones; ▪ Sprains & strains ▪ Lacerations, bruising		training, and supervision to enable them to work safely; ▪ All ladders used on construction sites must be of industrial quality and clearly marked as such, 120 kilo rating or more; ▪ Inspect all ladders regularly, unsafe ladders to be removed from site; ▪ Persons working off ladders MUST have 3 three substantial points of contact at all times; ▪ Do not over reach get down and move the ladder; ▪ Persons working off ladders to make sure the ladder is the right ladder for the job and is fixed or “footed”; ▪ Ladders being used for access must extend at least 1 one metre past the point being accessed. ▪ Ladders must only be used for their specific task e.g. Mobile scaffold ladders must only be used on mobile scaffolds; ▪ Ladders should be 1mt out for every 4mts up and erected on a firm and stable surface ▪ Ladder must be secured to prevent from falling	
Step 3: Scaffolding Option 2 – Scaffolding			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Improper erection; ▪ Instability; ▪ Overloading; ▪ Collapse of scaffold; ▪ Equipment damage; ▪ Damage to buildings / objects; ▪ Persons falling; ▪ Broken bones; ▪ Bruises & lacerations; ▪ Sprains & strains	Extreme	▪ All scaffolding from which a person or object could fall from height must not be used unless a competent person (e.g., licensed scaffolder or qualified engineer) has provided written confirmation that the scaffold has been completed; ▪ Check the stability of the completed scaffold before allowing any person to work from the scaffold; ▪ Do not exceed the safe working load of any component of the scaffold;	Medium

		▪ Ensure safe means of access to all parts of scaffold and work platforms; ▪ SWL should be marked on all scaffolds; ▪ Use suitable access ladders ▪ All trestles to be set up on a solid level surface, only use solid timber packing under trestle legs if additional packing support is required, use long packers that will lay flat; ▪ Trestles to be free of defects that may cause instability or structural integrity; ▪ Double plate clamps may be used when planks are required to span excessive distance. Clamps are to be to manufacturers specifications and used in accordance with the specifications; ▪ All trestle working platforms shall have a platform width of 450mm (2 planks wide) and planks shall span no greater distance than manufacturers recommendations; ▪ At all heights where workers can fall from height, edge protection shall be installed that consists of top rail and mid rail minimum. ▪ A fall height of less than 2 metres may also require edge/fall protection, this situation shall be subject to a risk assessment carried out to determine the best safe practice before work continues; ▪ All trestle type platforms shall not be greater than 5 metres in height; ▪ All trestles being used by	

		workers shall be fixed back to the building structure for stability and prevention of falling over; ▪ All trestle scaffold shall be erected in accordance with the scaffold requirements	

		of *"Managing the Risks of Falls at workplaces Code of Practice 2011"*	
Step 4: Mobile Scaffolding Option 3 – Mobile Scaffolding			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Improper erection; ▪ Instability; ▪ Overloading; ▪ Collapse of scaffold; ▪ Equipment damage; ▪ Damage to buildings / objects; ▪ Persons falling; ▪ Broken bones; ▪ Bruises & lacerations; ▪ Sprains & strains	Extreme	▪ All mobile scaffolding systems are to be assembled and used in accordance with the manufacturers specifications; ▪ Mobile scaffolds should not be loaded with workers or materials in excess of manufacturers safe working load limit (SWL); ▪ Mobile scaffolds fitted with wheels should also be fitted with safe working brake system, the brakes should be applied when using the scaffold and the scaffold should not be used where ground slope is in excess of 5 degrees from level; ▪ Mobile scaffolds should be fitted with manufactured ladder or stair system for safe access to working platform level; ▪ Mobile scaffolds with working deck over 2 metres from the ground, should be fitted with manufactured handrails and edge safety system, workers may require additional fall arrest system by way of harness and lanyard or other approved fall prevention device ▪ The height of the mobile scaffold from bottom of scaffold to the top of the working surface should be no greater than 3 times the minimum base dimension, unless otherwise specified by the manufacturer, supplier or designer, in which case the scaffold may require a certificate to verify stability at the 3 – 1 ratio;	Medium

		▪ Where a mobile scaffold is used at different working levels, each level shall be fitted with the recommended working platform,	

		including safe access to each working level of the scaffold; ▪ The mobile scaffold should have castors (wheels) that have the SWL clearly marked; ▪ Mobile scaffolds over 2 metres shall have bracing installed in accordance with manufacturers specifications to ensure stability of scaffold; ▪ Before moving mobile scaffolds around the site or the building, ensure that no power lines are likely to an obstruction and that no tools or equipment have been left on working deck/s that could fall during movement; ▪ All scaffolding exceeding 4 metres in height from ground to working deck, must be erected by a competent and certified scaffolder with minimum of “basic scaffolder” ticket; ▪ Mobile scaffolds to be assembled and used in accordance with manufacturers specification and the “Scaffolding Code of Practice 2009 (2011)”	
Step 5: Installation of Travel Restraint Systems Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Fall from height	Extreme	▪ The system must be installed by a competent person; ▪ It has an anchorage point that shall be able to sustain any loading that may be exerted upon the system during normal operation; ▪ The person is trained in the safe and correct use of the system and rescue procedures; ▪ All components of the system are checked for wear or potential weakness, suspect components replaced, and system declared in good condition for use; ▪ The system and all components are inspected by a competent person at least once every six	Medium

		months or more frequent depending on use, and an inspection report issued; ▪ Records of use and inspection to be retained under “record retention regulations” for a period of four (4) years from date of record of inspection; ▪ Only approved static line material (rope, webbing, and cable), attachments and tensioners can be used for a fall arrest static line. Access to the static restraint line of the system must be provided without the risk of falling.	
Step 6: Inspect fall arrest equipment Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged Equipment	High	A thorough inspection of all equipment must be conducted prior to its use. Inspections should check for; ▪ General wear and tear ▪ Cuts and tears to webbing ▪ Signs of damage to stitching ▪ Stretching of the lanyard. ▪ Welding burns to webbing	Medium
Step 7: Fit full body harness Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Incorrect Fitment	High	▪ The full body harness must be fitted as per the manufacturer’s instructions.	Medium
Step 8: Attach lanyard to anchor point or static line Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Harnesses must be attached at all times when exposed to the fall safety issue. If the need to reposition the lanyard is required when exposed to the fall safety issue, a dual lanyard system must be used. The system must allow the person to remain attached to the anchor point or static line at all times.	Medium

Step 9: Rescue of a fallen worker Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	High	▪ Access equipment must be available to access a fallen worker on site at all times when using a fall arrest system. Adequate means of access include elevated work platforms, forklift with approved man cage, and crane with man box or mobile scaffold. Adequately trained workers must also be available to operate any access / rescue equipment.	Medium
Step 10: Edge Protection Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Persons falling; Broken bones; Bruises & lacerations; Sprains & strains; Falling objects i.e. tools and equipment; Major / minor crush; Broken bones; Bruises & lacerations	High	▪ Edge protection comprising a guardrail and mid rail designed to withstand any force which may reasonably be expected to fall against it must be erected around the perimeter of the work to prevent persons falling; ▪ Tools and equipment; ▪ Hoardings or catch platforms with perimeter screening must be used where objects may fall onto people in adjoining areas (e.g., street, residence, etc.); ▪ Guardrail to be at least 900mm high with mid rail and toe board; ▪ Edge protection systems must be erected by a competent person and used in accordance with the manufacturer's instructions	Medium

Step 11: Inspect fall arrest equipment Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged Equipment	High	*Seek for written approval by the Construction / Project Manager (where applicable);* *Work permit may be required prior to commencing Work at Heights* ▪ A thorough inspection of all equipment must be conducted prior to its use. Inspections should check for; ▪ General wear and tear ▪ Cuts and tears to webbing ▪ Signs of damage to stitching ▪ Stretching of the lanyard. ▪ Welding burns to webbing	Medium
Step 12: Identify / Install an anchor point Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	High	▪ Person responsible to identify / install an anchor point must do so without risk of falling. ▪ Elevated work platforms or scaffold must be used to access the anchor point. ▪ Only approved anchor points and slings can be used as an anchor point or attachment to the anchor point. ▪ The anchorage point of the fall arrest system should be positioned to ensure that the static restraint line does not allow the person wearing the system to free-fall.	Medium
Step 13: Install static line Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Only approved static line material (rope, webbing, and cable), attachments and tensioners can be used for a fall arrest static line. Access to the static restraint line of the system must be provided without the risk of falling.	Medium

Step 14: Fit full body harness Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Incorrect Fitment	High	▪ The full body harness must be fitted as per the manufacturer's instructions.	Medium
Step 15: Inspect Harness and Anchor Points Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Fall from height; ▪ PPE that is not regularly inspected can cause serious injury.	High	▪ Ensure staff working at heights have current Working at Heights Ticket ▪ Ensure anchor points are correct and secure ▪ Inspect harness in good condition ▪ Inspect safety rope(lanyard) ensure it is in good condition	Medium
Step 16: Attach lanyard to anchor point or static line Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	Medium	▪ Harnesses must be attached at all times when exposed to a fall safety issue. ▪ If the need to reposition the lanyard is required when exposed to the fall safety issue, a dual lanyard system must be used. ▪ The system must allow the person to remain attached to the anchor point or static line at all times.	Medium
Step 17: Rescue of a fallen worker Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Access equipment must be available to access a fallen worker on site at all times when using a fall arrest system. ▪ Adequate means of access include elevated work platforms, forklift with approved man cage, and crane with man box or mobile scaffold. ▪ Adequately trained workers must also be available to	Medium

		operate any access / rescue equipment.	
Step 18: EWP / Man Lift – Pre-Start Meeting Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Known and unknown safety issues associated with the task; ▪ Proof of operator competency; ▪ Fall from EWP – suspension trauma – Emergency Plan / Rescue	High	▪ Permit to Work required prior to commencement of working at height. ▪ Open forum meeting, all personnel to have input, ▪ Identify and discuss safety issues and their controls. ▪ Appropriate PPE is to be worn at all times including, safety boots, hard hat, gloves and glasses, hearing protection, (test and tagged) safety harness; ▪ EWP Operators to have license to operate this item of plant; ▪ Ground personnel trained in how to operate controls at ground level	Medium
Step 19: EWP Inspection prior to commencement of work Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Lack of or deteriorated Decals, stickers, warning labels; ▪ No Operators manual is fixed to the item of plant being used; ▪ Failure to: Warning lights (beacons) and reverse beeper test; ▪ Railings and gates not attached or in bad condition; ▪ No anchorage points to attach personnel or tool lanyards; ▪ Operation controls damaged or without directional labels; ▪ Operation controls damaged or sticking into position; ▪ Platform damaged or penetrated	High	▪ Read all manufacturers safety decals / stickers on the machine. Check for damaged or illegible decals and record; ▪ Carry out daily inspections / checks as per manufacturers operating manual and Operator Daily Safety Checklists on the cover of the book must be submitted to the supervisor; ▪ Function test that all lights and reverse beeper are working; ▪ Ensure gate swings shut automatically. ▪ Inspect that all guards and railings are in good condition and attached properly; ▪ Ensure anchorage points have been installed in order to affix a safety harness or tool lanyard; ▪ Labels are attached and are legible prior to use; ▪ Function test performed by experienced operator in the	Medium

		motion of the platform i.e. operates smoothly when raising and lowering; ▪ Check forward and reverse function, note again the reverse beeper function; ▪ Check platform and ensure no holes are present	
Step 20: EWP - Manoeuvring Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damage to obstructions left by other trades; ▪ Struck by moving Plant-major crush injury; ▪ Other workers or pedestrians walking through area of travel; ▪ Plant tip over due to floor / ground penetrations or dips – Major crush; ▪ Driving into other vehicles or objects, damage to public property and personal injury; ▪ Overloading the platform	High	▪ Co-ordinate with other trades as to materials storage to minimize safety issues, ▪ Have clear and precise passageways before moving objects; ▪ Good housekeeping – remove obstructions; ▪ Use team lift if required; ▪ Use of daily pre-start meetings to identify and make all persons aware of Plant traffic patterns; ▪ Eye contact with plant operator must be established before approaching plant; ▪ Observe plant warning beacons and alarms; ▪ Hi-vis clothing to be worn at all times; ▪ Set up exclusion zone when using EWP near other workers or when workers or other persons are likely to be near the EWP; ▪ Ensure the ground is stable and flat prior to moving. Plan your route prior to moving the EWP; ▪ Only experienced operators to operate this plant at all times.	Medium

		▪ Be aware of all safety issues including other moving or static plant, vehicles and building obstacles; ▪ Always observe the SWL of the machine and never exceed limits specified; ▪ An EWP shall not be used as a substitute for a forklift, crane or hoist;	

		▪ The top of any load shall not be more than 2 metres above the height of the platform floor	
Step 21: EWP – Working from Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personnel falling from heights due to climbing on railing to reach; ▪ Tools or materials falling from heights – head injuries, minor crush, lacerations; ▪ Hard hat falling from heights; ▪ Crush injury when raising or lowering platform; ▪ limbs outside of handrails caught on objects; ▪ Inclement weather; ▪ Crush injury raising into ceiling or hanging objects i.e. lighting, air conditioning units etc.; ▪ Electrocution if platform comes into contact with live electricity	High	▪ DO NOT use railings or ladders or crates/boxes to boost yourself when using a platform, move the platform to the correct position; ▪ DO NOT exit the platform whilst raised. Wait until platform has been lowered fully prior to exiting the platform; ▪ Secure any load on EWP i.e. rope or bungee cord to prevent material from falling off, don't stack smaller items above the kick board; ▪ Ensure tools are secured to the railing or to your wrist with a lanyard; ▪ Only take tools on platform that are absolutely necessary for the task at hand; ▪ Wear a tool belt for holding tools, as a precautionary measure tie or clip the lanyard to your tool belt until required; ▪ Use chin strap to hold your helmet in place; ▪ Keep hands and limbs clear of handrails while elevating near overhead obstacles; ▪ High wind, rain or hail should be assessed when appropriate, EWP operations shall cease whenever climatic conditions cause further risk to operations; ▪ A risk assessment shall be carried out to determine if it is safe to continue or if further controls are required to	Medium

		eliminate any risks associated with the inclement weather; ▪ Experienced operators only to operate plant, maintain clear vision of all objects prior to raising to work level;	

		▪ During pre-start safety meeting ensure all electrical safety issues are clearly defined. ▪ Operator to perform risk assessment prior to attempting to go within 3 meters of any high voltage area	

Step 22: EWP – Descending / Lowering Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Crush injury when raising or lowering platform; ▪ Quick and jerky movements shaking platform and items falling from heights; ▪ Falling from height whilst carrying items out of EWP; ▪ Carrying tools or materials whilst climbing or descending EWP, falling objects	High	▪ Ensure that when descending a clear path is visible and that no people are congregating beneath the platform; ▪ Maintain steady and smooth control of the platform, do not jerk the controls; ▪ Exit the EWP carefully to reduce risk of slipping, hang onto railing and wear non-slip safety boots; ▪ Other personnel to assist with unloading pass items from EWP to someone standing on the ground; ▪ No tools or material to be carried up or down EWP, tool pouches to be worn whilst performing task;	Medium

Forklift / Telehandler			
Step 1: Inductions and Training			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained Operators	High	▪ All workers must be competent in the tasks carried out. ▪ Persons working in workbox should be competent in working at heights. ▪ Vehicles, plant and equipment must only be operated by licensed or competent	Low

		persons. ▪ Refer to SWMS Inductions and Training (High Risk Work)	
Step 2: Traffic			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Collisions	High	▪ Use traffic control when working on or near roadways or where vehicular traffic will or may be encountered. ▪ Wear high-visibility clothing when working near traffic.	Low
Step 3: Electricity			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electrocution	High	▪ Carry out inspection of work location to identify any electrical wiring or installations that may create a safety issue while work is carried out. ▪ Where practicable, consult with asset owner to have electricity wiring de-energised while work is carried out in their vicinity. ▪ Provide spotter when working near overhead electricity lines and electrical installations. ▪ Do not allow any part of plant or load to enter specified minimum safe approach distance to electricity lines.	Low
Step 4: Operation of forklifts			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Competency of operator	High	▪ Any person operating a forklift must hold the appropriate class of licence for the type of machine (forklift – Class LF; order picking forklift – Class LO). (Note – this provision does not apply to a person carrying out servicing, maintenance or repair work on a forklift, except where a forklift is used to move a load as part of the servicing, maintenance or repair operation, or a trainee who is under direct supervision of a licence holder except where deemed unnecessary by	Low

		the trainer).	
▪ Instability, overturning	High	▪ Ensure that forklift is suitable for the task being carried out and for the location where being operated.	Low

		▪ Do not operate forklifts designed for indoor use on rough or uneven surfaces – rough terrain forklifts must be used for work on sites. ▪ Check that travel path is free of holes, bumps and obstacles before use. ▪ Maintain surfaces in working areas in a safe and sound condition. ▪ Do not travel above safe speed and slow down when turning corners.	
▪ Collision	High	▪ Develop traffic management plan for site if plant and vehicle movement will create a risk of collision. ▪ Speed limits must be set and enforced. ▪ Provide safe path of travel for pedestrians away from forklift operating areas. ▪ Prevent pedestrian access into forklift operating areas such as loading and unloading areas, and storages. ▪ Forklifts should display a rotating amber beacon when moving, and be fitted with an audible reversing alarm. ▪ Operators should sound horn when approaching corners or intersections, and before entering traffic areas.	Low

▪ Loads on pallets	High	▪ Check that load is secure on pallet before lifting. ▪ Loose items should be packaged or placed into pallet cage to prevent them falling when moved. ▪ Ensure that fork tines are spread to correct width for pallet, and that pallet is evenly placed on forks to distribute load evenly.	Low
▪ Carrying loads	High	▪ Retract and lower boom so that load is between 20-30cm from ground.	Low

		▪ Check overload warning system to ensure that load is within safe limits. ▪ Do not start or brake abruptly when carrying loads. ▪ Travel cautiously to unloading point keeping speed suited to ground and site conditions to avoid dangerous conditions jumps, side skids and possible loss of load. ▪ Travel with load 'uphill' when travelling on sloes or ramps. ▪ Avoid driving across slopes when carrying loads. Side slope of more than 5o can seriously affect stability.	
▪ Placing loads	High	▪ Approach unloading point with wheels straight and stop machine smoothly. ▪ Position load slightly above desired position and set forks in level position. ▪ Lower load and withdraw forks by retracting or reversing forklift. ▪ Raise or lower forks if necessary when retracting. ▪ Lower forks and rack boom back to travel position before moving.	Low

▪ Changing attachments	High	▪ Select a clear site (where practicable) to store and change attachments. ▪ Follow instructions in operating manual for the particular machine when changing attachments. ▪ Keep hydraulic hose fittings off ground to avoid contamination and possibility of leaks. ▪ Carry out visual check to ensure that attachment is correctly coupled to boom before operating machine. ▪ Inspect attachment before fitting to ensure that it is fit for service. Do not use faulty or damaged equipment. ▪ Do not use incompatible attachments or attachments not	Low

		designed for the particular machine.	
▪ Slinging of loads	High	▪ All loads will be assessed and slung by a licensed dogger or rigger only. ▪ Loads will be directed by a licensed dogger or rigger only. ▪ Dogger or rigger only is to signal or instruct the operator.	Low
Step 5: Refueling of Plant			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Fire and explosion	High	▪ Select secure area away from other plant and vehicles and other work. Eliminate all sources of ignition in fuel storage and refueling areas. ▪ Prohibit use of mobile phones and other communication devices in refueling areas. ▪ Avoid eye and skin contact with fuels, especially LPG. Wear eye and hand protection when refuelling. ▪ Follow correct manual handling procedures when changing LPG cylinders on forklifts. ▪ Ensure that suitable spill kit is provided where diesel fuel is used.	Low
Step 6: Forklift workboxes			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Design and use of workbox	High	▪ Forklift workboxes must be designed and constructed in accordance with AS 1418.17 *Cranes (including hoists and winches – design and construction of workboxes.* ▪ The workbox must be located on the back of the tines and close to the mast. Use securing mechanisms to secure the workbox from moving. ▪ Forklift must be placed into neutral hand brake applied and mast should be vertical before raising workbox. Never drive or relocate forklift while workbox is raised above ground. Lower	Extreme

		workbox before repositioning forklift. ▪ All persons in forklift lift box must wear safety harness attached to approved anchor point on back of workbox at all times while workbox is elevated, and keep body within workbox at all times.	
Step 7: Telehandlers			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Telehandlers	High	▪ A high risk work licence is not required to operate a telehandler with a capacity less than 3 tonnes; however, operators should have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant. ▪ Check that load is secure on pallet before lifting. Loose items should be packaged or placed into pallet cage to prevent them falling when moved. ▪ Approach load to be lifted perpendicularly and check that machine is level. Insert forks under load. Forks should be inserted fully so that pallet or load is located against the back of the forks. ▪ Raise load a few centimetres off surface, and pitch forks back before travelling.	Low
Step 8: Tele Handler (Unload / Load [Float])			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Unloading / Loading plant; Plant roll over; Major crush injury; Trauma injuries and other multiple injuries	Extreme	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Spotter required at all times whilst unloading plant; Spotter to maintain safe working distance whilst attempting to load / unload plant; Only the spotter(s) to be within 5 meters of plant being loaded / unloaded; All other personnel to maintain safe distance of >5 meters from loading / unloading plant	High
Step 9: Tele Handler Pre-Start			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Faulty or non-existent Roll-over protection; ▪ Plant breakdown via inadequate maintenance ▪ Fatigue, Musculoskeletal injuries via sitting for extended periods – Sore back, arms, and upper body; ▪ Controls / gauges not identifiable / dirty / faulty / missing ▪ Exposure to dust, exhaust fumes causing respiratory irritation ▪ Major crush injury, Safety / Statutory rule breaches via inadequate lighting and warning devices ▪ Plant breakdown via inadequate maintenance ▪ Industrial deafness via noise	High	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Plant must be fitted with an approved roll-over protective structure (ROPS) unless specifically exempted by the appropriate statutory authority; ▪ Check fuel, hydraulic oil, engine oil, transmission oil, coolant and battery; ▪ Check pins, bushes and connections for excessive wear; ▪ Check rams, hoses and connections for splits, leaks or fractures. ▪ Seat should be well-sprung and adjustable to allow operator to maintain a comfortable operating position; ▪ All levers and gauges must be clearly identified, within easy reach and easily read; ▪ Exhaust must be placed so as to not allow fumes to enter cabin if attached; ▪ Test all lights, indicators, horn and reversing alarm; ▪ Check braking and park brake operation; Lock separated brake pedals together if travelling; ▪ Test all hydraulic operations before loading attachment; ▪ Operator to wear ear plugs or other form of hearing protection if not in an enclosed cabin	Medium
Step 10: Tele Handler Operation			

Safety Issue	Risk Rating	Control Measures	Risk Rating

▪ Crush injury including property damage via loss of control	High	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Do not travel at speeds which may cause control to be lost over bumps, etc.; ▪ Carry attachment as close to machine as possible and racked back for visibility; ▪ Avoid driving over obstacles, ditches, drains, etc. which could affect control; ▪ Avoid sharp turns and travel across slope on a steep incline;	Medium
Step 11: Tele Handler Operation			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overturning; Improper set up procedures; Crush injury; Property damage; Equipment damage; Exposure to dust, Respiratory damage; Eczema / dry skin; ▪ Injuries to trades and / or members of public – Unauthorised access	High	▪ Outriggers must be extended where fitted and in contact with firm surface before commencing to add load to attachment; Maintain a safe distance from the immediate work area; PPE to be worn at all times on work site including; safety glasses, safety boots, gloves, long sleeve shirt and pants and employ the use of a dust mask if air quality is reduced due to dusty conditions; Alternative measures including dust suppression through the use of a water truck may be used ▪ Ensure that all persons are clear of boom before swinging; ▪ Avoid swinging loaded attachment with booms extended; ▪ Ensure work area has been cordoned off with physical	High

		barriers to prevent other workers or public from entering the area;	

Step 12: Tele Handler (Utility Danger)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electrocution; ▪ Overturning; ▪ Moving machinery; ▪ Crush injury; ▪ Overstressing of parts; ▪ Falling objects;	Extreme	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ De-energise/ Isolate service if permitted by provider; A spotter is required if operating within 6 m of 132kv pole and 10 meters of any 132kv tower; ▪ Prevent entry to swing area of boom and attachment; ▪ Persons working near machinery in operation or areas where traffic may be a safety issue should wear high-visibility garments; ▪ Do not load attachment in excess of working load limit; ▪ Appropriate protective equipment should be used where safety issues may be encountered during operation;	High

Vehicle Loading and Unloading			
Step 1: Inductions and training Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Untrained workers	High	▪ All persons working on a construction site must hold a General Construction Induction (GCI) card. ▪ **Refer to SWMS Inductions and Training (Construction Work)** ▪ Carry out site-specific inductions for all workers. All persons required to carry out work in hot conditions must be trained in how to avoid heat-related illness.	Low

		▪ Persons supervising work in hot conditions must be trained in how to recognise systems of heat stress, and hoe to provide assistance to a person exhibiting symptoms of heat-related illness.	
Step 2: Site safety Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Collisions	Medium	▪ Always park vehicles in a safe location on site where practicable. ▪ Use traffic control when working near traffic during delivery or removal of materials or plant being transported. ▪ Wear high-visibility clothing when working in or near roadways and traffic. ▪ Work within barricaded work areas where possible. All plant and vehicles must remain inside barricaded areas unless moving from site. ▪ **Refer to SWMS Traffic Management**	Low
▪ Pedestrian safety	Medium	▪ Provide safe access for pedestrians past locations where trucks and trailers are loaded or unloaded. ▪ Keep pedestrian paths clear of obstacles, trip or slip safety issues.	Low
Step 3: Hazardous manual tasks Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Strains, personal injury	Medium	▪ Obtain assistance or utilise mechanical aids to handle and move large, heavy or awkward loads (e.g., gates, tarps, etc.). Minimise manual movement of heavy items. Provide manual handling training to all persons. ▪ Wear suitable gloves to protect hands when carrying out manual tasks. ▪ **Refer to SWMS Hazardous Manual Tasks**	Low

Step 4: Pre-start checks Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Unroadworthy vehicle	High	▪ Carry out operating check of all lights, flashers and warning signals. Check all tyres for correct pressure, wear or damage to tread or casings. ▪ Visually check condition of chassis, body and suspension components. Check all parts for loose or missing bolts, screws or fasteners. ▪ Check air and electrical systems to and on trailers after connection.	Low
Step 5: Electrical safety issues Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overhead electricity lines	High	▪ Keep clear of overhead wiring when delivering or loading materials. ▪ Provide trained spotter if any person or vehicle will be placed at risk due to presence of electricity installations in vicinity of work carried out.	Low
Step 6: Handling materials Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Hazardous manual tasks	Medium	▪ Wear suitable gloves when handling rough or sharp objects or materials. ▪ Exercise care when handling heavy, large and awkward objects. Observe correct lifting procedures. Obtain assistance for heavy or awkward loads. ▪ Ensure adequate working space is available when rolling or unrolling tarps, or fitting or removing gates. Do not leave	Low

		items in traffic routes.	
▪ Harmful exposure	High	▪ A current Safety Data Sheet and/or EPG must be available for all hazardous chemicals being used or transported.	Low

		▪ Ensure good ventilation in areas where volatile chemicals are used. Avoid contact with skin and eyes. ▪ Keep containers of chemicals closed at all times when not in use. Do not allow spills or leaks to pollute the environment. ▪ Avoid skin and eye contact with fuels and oils when checking vehicles.	
Step 7: Use of loadshifting plant Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained operator	High	▪ Forklifts and cranes (including overhead cranes) must only be operated by persons who hold the correct Class of HRW licence for the plant. ▪ Vehicle loading cranes must only be operated by a person holding a Class CV licence or other slewing mobile crane licence. ▪ Slinging and directing of loads must only be carried out by a licensed person (dogger, rigger, or Class CV vehicle-loading crane operator).	Low

▪ Collisions	High	▪ Exclude pedestrians from areas where vehicles and forklifts may be operating. All persons in or near operating areas must wear approved high visibility clothing or safety vest. Persons must not enter or remain in an exclusion zone when forklift is operating. ▪ Forklifts must be fitted with and use audible reversing alarms and flashing amber beacons. Workplace speed limits must be adhered to at all times. ▪ Vehicles should not be moved while forklift is operating in vicinity unless movement is requested by and under supervision of the forklift operator.	Low
Step 8: Loading and unloading of vehicles Operational Safety Checks			

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Collision	High	▪ Drivers must observe instructions regarding workplace layout, traffic routes, and safety procedures for loading and unloading. ▪ Drivers must remain in vehicle or in a designated driver waiting area while loading and unloading is carried out. Driver must not enter exclusion zone while forklift is moving. ▪ Drivers are to wait until forklift has stopped and operator has lowered forks before entering exclusion zone to reposition curtains, remove or fit gates, or to remove lashings or to secure loads. Maintain effective communications with forklift operator at all times.	Low
Step 9: Vehicle loading Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overloading of vehicle	High	▪ Check total mass of proposed load to ensure that legal mass limits are not exceeded. Vehicle loading must not exceed rated tyre and axle capacity of the vehicle. ▪ Vehicle must have sufficient space for the load on tray for whole of load and to ensure correct weight distribution.	Low
▪ Load falling or moving	High	▪ Liquids and loose bulk materials must be completely contained. Loose materials must be suitably covered to retain load. ▪ Tanks for transport of liquids must be baffled to prevent liquid movement which may affect stability of moving vehicle.	Low

		▪ Loads must be properly restrained to prevent shifting whilst vehicle is in motion.	
▪ Uneven/excess axle loads	High	▪ Position load to maintain stability, steering and braking, and to not overload tyres and axles.	Low

		▪ Place heavy objects between axles and provide even loading across tray. ▪ Position load on centreline of tray to minimise risk of loads offset to one side of vehicle affecting the stability of vehicle when turning. ▪ Place heavy loads lower (on tray) to reduce overturning moment.	
Step 10: Over-dimension loads Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Tall or high loads	High	▪ High centre of gravity of load will result in higher overturning risk. Use low loader or drop deck trailer, etc., for high or tall loads. ▪ Check overall height of loaded vehicle to ensure that it does not exceed height restrictions on proposed route (generally 4.3m or 4.6m where permitted on a 4.6 Vehicle Route).	Low
▪ Wide loads	High	▪ A load on a vehicle must not project more than 150 millimetres from the side of a vehicle. ▪ The maximum width limit for all vehicles is 2.5 metres. (This measurement of the width of the vehicle does not include external rear vision mirrors, signalling devices and tyre pressure monitors). ▪ Permits from the traffic authority will be required to transport loads over 2.5m wide. Permits may require the use of pilot vehicles and specify routes and times of travel. ▪ 'Oversize' signs must be	Low

		displayed and flags attached to the outermost parts of the load.	
▪ Long loads	High	▪ A load on a vehicle must not project more than 1.2 metres in front of the vehicle. A warning signal must be attached to the rear of the load in daytime if it:	Low

		▪ projects more than 1.2 metres behind the vehicle, or ▪ overhangs the rear of the vehicle so that the end of the load cannot be seen easily from behind. ▪ The warning signal must be a brightly coloured flag or piece of material with each side at least 300 millimetres long. At night- time the warning signal must be a red light which can be seen for 200 metres. ▪ For vehicles over 4.5 tonnes GVM, the rear overhang, including the load, must not exceed 60 per cent of the vehicle's wheelbase or 3.7 metres, whichever is less. ▪ The maximum allowable length for a rigid vehicle including any overhanging load front or rear is 12.5 metres. The maximum allowable length for an articulated or heavy trailer combination vehicle, including any overhanging load, is 19 metres.	
Step 11: Security of loads Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Loss of or movement of loads	High	▪ Restraint methods for loads should be in accordance with the NTC 'Load Restraint Guide" and the 'Heavy Vehicle Driver Handbook' (NSW Transport). ▪ Load restraints must be capable of restrains the following percentages of the weight of the load from shifting: ▪ 20% upward ▪ 80% forward	Low

		▪ 50% rearward, and ▪ 50% sideways.	

▪ Placement of restraints	High	▪ Load restraints should be attached to load anchorage points attached to the vehicle so that the main chassis frame takes the force of the load. ▪ Non-anchorage points (e.g., tie- bars) should not be relied on to secure any load other than light loads. ▪ Persons attaching load restraints must be trained and competent in the correct selection and use of the equipment.	Low
▪ Loads on pallets	High	▪ Loads on pallets should be carried on vehicles fitted with side gates or side curtains capable of restraining the load being carried. Lashings should be used over each row of pallets to prevent tipping of the load.	Low
Step 12: Transport of steel sections Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Movement of load	High	▪ Vehicles carrying lengths of steel must be fitted with a solidly constructed bulkhead capable of preventing a section from piercing the headboard or crushing the cabin instead of a normal headboard. ▪ Lengths of structural steel, steel pipe or tube or bundled sheet metal product should be placed on dunnage across the body of the truck and be securely lashed to prevent movement. ▪ All section, pipes, bars, etc., must be secured to prevent any item from moving out of the stack. Stakes or stanchions must be used to prevent the load from falling from the side of the truck either when being	Low

		loaded or unloaded and during travel.	

		▪ No person should stand between steel sections during loading or unloading due to risk of crushing should any part of the load move if bumped or dislodged.	

Manual Handling			
Step 1: Inductions and Training			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained workers	High	▪ All persons working on a construction site must hold a General Construction Induction (GCI) card. ▪ **Refer to SWMS Inductions and Training (Construction Work)** ▪ Carry out site-specific inductions for all workers. ▪ All workers must be competent in the tasks carried out. ▪ **Refer to SWMS Inductions and Training (General)**	Low
Step 2: Identifying hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Injury causation	High	▪ Safety Issues that arise from manual tasks generally involve interaction between a worker and ▪ work tasks and how they are performed ▪ the tools, equipment and objects handled, and ▪ the physical work environment.	Low

▪ Consultation with workers	High	▪ Consult with workers to identify tasks that ▪ are difficult to carry out (or appear harder than they should be) ▪ are very tiring (reduced work capacity due to muscle fatigue) ▪ are awkward or dangerous (e.g., result in difficulty in controlling tasks), or	Low

		▪ cause discomfort when carried out.	
▪ Review injury records	High	▪ Inspect workplace injury records to identify injuries caused by or associated with manual tasks carried out. ▪ Additional information on potential problem areas can be obtained from regulators, industry associations, etc.	Low
Step 3: Analyse hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Identify trends	High	▪ Peruse injury information to identify common causes or trends (e.g., tasks, occupations, locations, etc.) Trends may also indicate that workers in certain locations are exposed to greater risk of injury possibly due to the design and layout of the work area of the work methods used.	Low
▪ Observe manual tasks	High	▪ Manual tasks should be observed to identify any of the following characteristics of hazardous manual tasks: ▪ repetitive or sustained force ▪ high or sudden force ▪ repetitive movement ▪ sustained and/or awkward posture ▪ exposure to vibration.	Low
Step 4: Assessing risk from hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Repetitive or sustained force or posture	High	▪ Repetitive movement or force refers to a movement or force that is performed more than twice a minute.	Low

		▪ Sustained means a posture or force that id held for more than 30 seconds at a time.	
▪ High or sudden force	High	▪ Risks in tasks involving high force are related to: ▪ the intensity of the force applied ▪ the speed of the movement ▪ jerky or sudden application of force	Low
▪ Duration of the task	High	▪ The duration of the task is how long the task is carried out for over a whole shift or continually at any time during a shift. ▪ Long duration generally means that the task is done for more than a total of 2 hours over a whole shift or continuously for more than 30 minutes at a time.	Low
▪ Exposure to vibration	High	▪ Prolonged exposure to whole-body or hand-arm vibration increases the risk of injury. The degree of risk increases as the duration of exposure increases and when the speed and intensity (amplitude) of the vibration is high	Low
Step 5: Controlling risk from hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Hierarchy of controls	High	▪ The hierarchy of risk controls must be applied when selecting measures to control risks associated with hazardous manual handling. ▪ The reliance on training of workers to lift safely should not be applied in isolation, but used in combination with other more effective higher ranked control measures.	Low
Step 6: Analyse hazardous manual tasks			

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Identify trends	High	▪ Peruse injury information to identify common causes or trends (e.g., tasks, occupations, locations, etc.) Trends may also indicate that workers in certain locations are exposed to greater	Low

		risk of injury possibly due to the design and layout of the work area of the work methods used.	
Step 7: Control measures – level 1			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Eliminate risk	High	▪ Eliminate or reduce bending movements and postures by: ▪ providing adjustable height work tables and workstations (match work height to worker wherever possible) ▪ minimising lifting and lowering of work objects (e.g., use of mechanical aids to handle and transport loads), and ▪ providing enough work space to allow upright working posture. ▪ Eliminate or reduce twisting, reaching, pushing, pulling, holding or carrying movements when handling, carrying or storing items and materials by storing heavier and frequently used items in readily accessible locations at waist level where possible. ▪ Design workstations so that workers are in an upright position with shoulders lowered and upper arms close to the body, with working height and objects roughly level with the worker's elbows (sitting or standing). Provide adjustable workstations to allow workers to make work height suitable for themselves and the task.	Low
Step 8: Control measures – level 2			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Substitution	High	▪ Replace heavy items with items that are lighter, smaller and/or easier to handle. ▪ Replace hand tools with power tools to reduce the level of force required to carry out the task.	Low

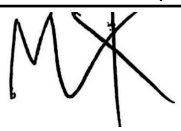
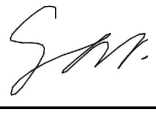
		▪ Reduce tools that are hard to use or difficult to handle with tools fitted with ergonomically-designed handles, etc.	
▪ Isolation	High	▪ Isolate vibrating machinery from the user (e.g., provide fully independent seating on mobile plant); replace worn or out of balance power tools, discs or cutters, etc. to eliminate or minimise vibration when used.	Low
▪ Engineering controls	High	▪ Provide and use mechanical lifting aids to move and handle loads (e.g., conveyors, cranes, hoists, forklifts, pallet jacks, trolleys, etc.). Use load balancers and supports to move loads and tools. ▪ Ensure that items for moving loads (trolleys, pallet jacks, pedestrian forklifts, etc.) are maintained in a safe operating condition, and are not loaded in excess of their rated capacity.	Low
Step 9: Control measures – level 3			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Administrative controls	Extreme	▪ Rotate workers between different tasks where practicable. ▪ Provide a mixture of tasks where possible to allow a variety of postures and movements, including a mixture of standing and sitting tasks. ▪ Provide opportunities for workers performing seated or standing tasks to vary their postures and movements.	Low

▪ Training of workers	High	▪ Training needs will depend on the task(s) to be carried out and the risks involved. Workers must understand – ▪ what sort of manual handling is hazardous ▪ the effects on the body, and how injury can be prevented, and ▪ how to select and use appropriate risk controls such	Low

		as mechanical aids and safe systems of work. ▪ The training should include information pertinent to the types of loads to be moved, correct lifting postures and techniques, and team lifting procedures where team lifting is carried out on a regular basis. ▪ **Training or instruction in manual handling techniques must not be used as the sole or primary means of controlling risk.**	
▪ Personal protective equipment	High	▪ Provide workers with suitable gloves and other clothing, etc. to protect them from safety issues associated with objects being moved (e.g., hot, cold, wet, injurious, etc.). ▪ Footwear worn on hard surfaces should have shock- absorbent soles.	Low
Step 10: Review of control measures			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personal injury	High	▪ Implemented risk control measures for hazardous manual tasks must be reviewed and, of necessary, revised: ▪ when control measures do not minimise risk so far as is reasonably practicable ▪ before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control ▪ if a new safety issue or risk is identified ▪ if the results of consultation indicate that a review is necessary, or	Low

		▪ a HSR requests a review.	

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

2. Show Support Forklift Safe Work Method Statement 002 – SWMS

You can also read this SWMS online at
https://www.showsupport.com.au/procedure/show-support-forklift-swms-002/

Forklift / Telehandler			
Step 1: Inductions and Training			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained Operators	High	▪ All workers must be competent in the tasks carried out. ▪ Persons working in workbox should be competent in working at heights. ▪ Vehicles, plant and equipment must only be operated by licensed or competent persons. ▪ Refer to SWMS Inductions and Training (High Risk Work)	Low
▪ Unaware of Emergency Procedures	High	▪ Employees may be required to undertake a site specific induction / Prestart / Toolbox Talk prior to starting on site.	Medium
Step 2: Access and Egress			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Collisions between vehicles, pedestrians and objects; ▪ Damage to objects i.e. fencing, buildings etc.	Extreme	▪ Where possible provide physical barriers between job site and external traffic; ▪ Access road ways and pedestrian walkways clearly delineated and signposted;	High
▪ Impact injuries including fracture; Crush Trauma injuries and other multiple injuries;	Extreme	▪ Adhere to all sign posted speed limits and instruction; ▪ Driver to hold valid driver's license; Comply with all road laws	High
Step 3: Access and Egress – Movement on site			

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Site establishment including the delivery of plant and equipment to the work site. ▪ Injury to the Public and non- essential personnel.	Extreme	▪ As plant and equipment is delivered only essential persons need to be in the vicinity. All others are to be kept clear of the operation. This is to be achieved by spotter/delivery driver, as the most appropriate method. ▪ Unloading of plant is to take place on the construction work area and not in an area where the public have access. Workers are not to climb onto the delivery truck.	High

Step 4: Delivery/ Collection of materials / plant			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ During pickup and delivery of plant, plant may contact overhead electrical services. ▪ Electrocution	Extreme	▪ Persons involved in the delivery and pick up of plant must make observation for overhead services and conduct this operation in an area free from these services.	Low
▪ Crushing injuries, ▪ Collision with other plant or structure, Damage to services, structure or the environment.	High	▪ Designated locations are to be confirmed with the client prior to acceptance of materials onto the work site. ▪ These areas are to be selected with the following in mind. Closeness and practicality to the area where the materials are to be utilised and in locations that will not unduly affect the health and safety of others.	Medium
▪ Vehicle strike structure or personnel	Extreme	▪ All delivery vehicles and plant used on-site are to be fitted with reversing alarms that activate when reversing, in addition to flashing amber lights. ▪ If reversing in a congested area or where others have access, a spotter or guide is to be utilised to aid in the reversing operation. Any person involved in the guidance operation must wear high visibility clothing. ▪ This operation is not to be conducted in low light conditions	High

Work Safety			
Step 1: Working outdoors - exposure to the elements			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Worker exposed to UV radiation and potential heat related illnesses; ▪ Dehydration; ▪ Exposure to cold, wet conditions	High	▪ Long sleeved UV shirts to be worn; ▪ Use sun screen as required and re-apply if sweating; ▪ Drink water and have rest breaks as needed on hot days;	Medium

		▪ Wet weather gear to be provided	
▪ Injuries caused via walking on site: ▪ Slips, trips and falls; ▪ Bruises and lacerations; ▪ Strains and sprains	High	▪ Site access to be clearly marked ▪ Place rubbish in bins and keep walkways clear ▪ Care to be taken on wet surfaces (e.g. walking on wet , slippery or uneven ground)	Medium
▪ Exposure to noise ▪ Exposure to dust	High	▪ Noise management practices are to be utilized, this means that ear muffs or ear plugs are a PPE option and must be worn when necessary; ▪ Apply a dust mask when air quality is reduced due to dusty conditions;	Medium

▪ Insect bites, ▪ Snake Bite	High	▪ Protective gloves are to be worn when exposure to items that may contain spiders, are handled to avoid contact. ▪ Sprays and insect repellent may be used on an individual basis Ensure Snake bite kits are available and emergency contact numbers are established. Snake bite: • DO apply a broad pressure bandage firmly to the limb, particularly over the bite site, and immobilise with a splint (pressure-immobilisation first aid — see the instructions at the end of this article). This is to stop the spread of venom into the lymphatic system. • DO get the victim to a hospital or medical centre, preferably by an ambulance that has resuscitation facilities and antivenom for snakebites. It is better to keep the bitten person still and bring transport to them rather than for them to move. • DO NOT cut the bitten area. • DO NOT use a tourniquet. • DO NOT wash or suck the bite. Traces of venom are	Medium

		needed for use with venom identification kits. • DO NOT remove the bandage — this will result in spread of the venom through the system. ▪ If the bite is not on a limb, APPLY firm direct pressure on the bite site if possible. Do not restrict breathing or chest movement, and do not apply firm pressure to the neck or head	
Step 2: Manual Handling			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Trauma injuries and other multiple injuries; ▪ Sprains and strains; ▪ Bruises and lacerations; ▪ Back and shoulder injuries; ▪ Repetitive movement injuries;	High	▪ Personnel required to perform repetitious activities should decrease the likelihood of RSI by performing; warm up exercises, stretching the muscles prior to undertaking each task, using proper body mechanics, taking regular short breaks during repetitive activities and looking at ways to perform strengthening exercises; ▪ Personnel expected to avoid overstretching to reach certain areas; ▪ Where practicable move all necessary tools and position the body as close as possible to all areas where work is to be performed.	Medium
Step 3: Manual Handling (Lift & Carry)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Musculoskeletal injuries via manual handling – Strain the spine & back muscles; ▪ Stress on back & limbs;	High	▪ Use mechanical aids where available; ▪ Hold loads close to the body; ▪ Vary work tasks during day or take regular breaks; ▪ Provide adequate numbers of trained staff to allow rotation; Ensure new workers are supervised adequately; Perform all movements in a controlled, balanced, comfortable position;	Medium

		▪ Minimise repetitive bending, twisting and overreaching movements	
Step 4: Manual Handling (Lower & Stack)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Pinch points; ▪ Slips, trips & falls; ▪ Bruises and lacerations; ▪ Fractures & minor crush injuries	High	▪ Allow room for your fingers; ▪ Ensure the object is secure when put down; ▪ Store loads where possible between knee & shoulder height & as close to the location to where they will be used; ▪ Provide adequate space to facilitate ease of loading; ▪ Ask for assistance when required	Medium
Step 5: Tools Unloading: Moving from vehicle to work zone			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personal injuries via Slips, Trips and Falls; ▪ Sprains & strains; ▪ Bruises & lacerations	High	▪ Ensure all travel paths are clear and free of debris or obstructions left by other trades	Medium
▪ Manual Handling injuries: ▪ Sprains & strains; ▪ Bruises & lacerations	High	▪ Use trolleys or other means to move equipment if practicable; ▪ Use proper Manual Handling Techniques; ▪ Lift heavy materials as a team;	Medium
▪ Interaction with public / other trades	High	▪ All personnel to remain within designated access ways provided	Low
Step 6: Inspection of Hand tools			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

Hand injuries via: ▪ Blunt cutting edges ▪ Loose handles ▪ Worn working faces/edges ▪ “Mushroom” heads ▪ Deformed parts ▪ Bruises and lacerations via Sharps	High	▪ Sharpen cutting edges to optimum profile for work to be carried out. ▪ Check fit of handles in or on tools – replace or rectify as necessary. ▪ Inspect handles for splits and splinters – replace or rectify. Inspect heads of screwdrivers and bits for wear – discard or refurbish worn tools which will	Medium

		damage heads of screws, etc. Inspect spanners for damage to mouth or signs of spreading. ▪ Wear safety gloves when working with hand tools.	
Step 7: Power / Battery Tool Pre-start check			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electrocution	Extreme	▪ Ensure cord for powered equipment and cord for battery charging equipment has current test and tag sticker; ▪ Check casing for damage, cracks and missing screws; ▪ Make sure that controls operate smoothly. ▪ If any damage, missing parts, or out of test, do not use machine – arrange for immediate repairs	High
▪ Multiple injuries via worn and damaged equipment; ▪ Strains and sprains; ▪ Bruises and lacerations; ▪ Eye injury (Loss of vision)	High	▪ Ensure that guards are fitted and operating correctly – guards should move easily, and spring back to original position when released. ▪ Check suitability of blade, bit or cutter for work to be performed, and inspect blade, bit or cutter for cracks, damage, or excessive or uneven wear. ▪ Ensure that handles and grips are fitted firmly, and do not move. ▪ Ensure the use of PPE including close fitting clear safety glasses and gloves when operating power tools.	Medium
Step 8: Use of Power Tools; Drills and the like;			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Electrocution	Extreme	▪ Ensure electrical tools and leads have a current test and tag as confirmation of being tested; ▪ Check electrical tools for damage prior to commencing work;	High
▪ Bruises and lacerations	High	▪ Wear PPE appropriate to the task including; safety gloves, eye and ear protection; ▪ Ensure firm grip is held on electrical device in the event	Medium

		that kick back, or binding of the bit or attachment occurs; ▪ Work gloves should absorb impact energy, provide protection from sharp edges and be puncture resistant;	
▪ Personal injury from debris in eyes- Loss of vision	Extreme	▪ Wear close fitting clear safety glasses	High
▪ Noise (Industrial deafness)	High	▪ Where practicable, provide engineered solution for high noise level, e.g. quieter or muffled equipment, temporary sound absorption screen or barrier to protect other persons in the area. Ensure appropriate hearing protection is worn; Ear muffs or plugs; ▪ Ensure all guards are functioning properly and are the correct size for the equipment being operated;	Medium
Step 9: Workers in an area with moving plant and machinery			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Crush injury; ▪ Area not cordoned off, ▪ Inexperienced personnel, crew members not aware of the work path; Operator not paying attention;	High	▪ Maintain a safe distance from the immediate work area. ▪ Notify all personnel of the task at hand and how it will be accomplished. ▪ Persons working near machinery in operation or areas where traffic may be a safety issue must wear high-visibility garments; ▪ Appropriate protective equipment should be used where safety issues may be encountered during operation. PPE to be worn at all times on work site including; safety glasses, safety boots, gloves if appropriate	Medium

▪ Un-authorised access	High	▪ Workers to determine best practice for minimising the risk of unauthorised persons entering the work area through the use of bollards, barricades, tape or additional controls	Medium
Step 10: Works near traffic Plant / Traffic / Pedestrian interaction			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Works near traffic Plant / Traffic / Pedestrian interaction	High	▪ Works near traffic Plant / Traffic / Pedestrian interaction	Medium
Step 11: Completion of job / Clean up			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Slips, trips and falls; ▪ Bruises and lacerations; ▪ Strains and sprains	High	▪ Ensure all rubbish has been placed in a designated bin as per site Induction or remove all rubbish to be placed into approved landfill site in accordance with disposal authority guidelines; ▪ Ensure all tools are packed away and stored in an area approved of discussed during Induction or packed away in vehicle	Low

Options for Accessing Heights			
Step 1: Ladders (Inspection of) Option 1 – Platform Ladder, Industrial Extension Ladder			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged or worn ladder; ▪ Fall from height	High	▪ Inspect ladder for any defects (splits or cracks). Inspect for wear and be clean of oil, grease etc. ▪ Non-slip ladder feet are fitted correctly and in sound condition.	Medium
Step 2: Safe work off ladders Option 1 – Platform Ladder, Industrial Extension Ladder			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Untrained or poorly trained personnel; ▪ Unsafe ladders; ▪ Domestic ladders;	Extreme	▪ Persons working off ladders to be provided with appropriate, information, instructions,	Medium

▪ Damaged or defective ladders; ▪ Unsafe work practices; ▪ Ladder not fixed or tied; ▪ Ladder too short for job; ▪ Ladders not used for their designed purpose; ▪ Ladders not erected properly; ▪ Risk: ▪ Improvisation falls from heights; ▪ Death or serious injury; ▪ Broken bones; ▪ Sprains & strains ▪ Lacerations, bruising		training, and supervision to enable them to work safely; ▪ All ladders used on construction sites must be of industrial quality and clearly marked as such, 120 kilo rating or more; ▪ Inspect all ladders regularly, unsafe ladders to be removed from site; ▪ Persons working off ladders MUST have 3 three substantial points of contact at all times; ▪ Do not over reach get down and move the ladder; ▪ Persons working off ladders to make sure the ladder is the right ladder for the job and is fixed or “footed”; ▪ Ladders being used for access must extend at least 1 one metre past the point being accessed. ▪ Ladders must only be used for their specific task e.g. Mobile scaffold ladders must only be used on mobile scaffolds; ▪ Ladders should be 1mt out for every 4mts up and erected on a firm and stable surface ▪ Ladder must be secured to prevent from falling	
Step 3: Scaffolding Option 2 – Scaffolding			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Improper erection; ▪ Instability; ▪ Overloading; ▪ Collapse of scaffold; ▪ Equipment damage; ▪ Damage to buildings / objects; ▪ Persons falling; ▪ Broken bones; ▪ Bruises & lacerations; ▪ Sprains & strains	Extreme	▪ All scaffolding from which a person or object could fall from height must not be used unless a competent person (e.g., licensed scaffolder or qualified engineer) has provided written confirmation that the scaffold has been completed; ▪ Check the stability of the completed scaffold before allowing any person to work from the scaffold; ▪ Do not exceed the safe working load of any component of the scaffold;	Medium

		▪ Ensure safe means of access to all parts of scaffold and work platforms; ▪ SWL should be marked on all scaffolds; ▪ Use suitable access ladders ▪ All trestles to be set up on a solid level surface, only use solid timber packing under trestle legs if additional packing support is required, use long packers that will lay flat; ▪ Trestles to be free of defects that may cause instability or structural integrity; ▪ Double plate clamps may be used when planks are required to span excessive distance. Clamps are to be to manufacturers specifications and used in accordance with the specifications; ▪ All trestle working platforms shall have a platform width of 450mm (2 planks wide) and planks shall span no greater distance than manufacturers recommendations; ▪ At all heights where workers can fall from height, edge protection shall be installed that consists of top rail and mid rail minimum. ▪ A fall height of less than 2 metres may also require edge/fall protection, this situation shall be subject to a risk assessment carried out to determine the best safe practice before work continues; ▪ All trestle type platforms shall not be greater than 5 metres in height;	

		▪ All trestles being used by workers shall be fixed back to the building structure for stability and prevention of falling over; ▪ All trestle scaffold shall be erected in accordance with the scaffold requirements	

		of *"Managing the Risks of Falls at workplaces Code of Practice 2011"*	
Step 4: Mobile Scaffolding Option 3 – Mobile Scaffolding			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Improper erection; ▪ Instability; ▪ Overloading; ▪ Collapse of scaffold; ▪ Equipment damage; ▪ Damage to buildings / objects; ▪ Persons falling; ▪ Broken bones; ▪ Bruises & lacerations; ▪ Sprains & strains	Extreme	▪ All mobile scaffolding systems are to be assembled and used in accordance with the manufacturers specifications; ▪ Mobile scaffolds should not be loaded with workers or materials in excess of manufacturers safe working load limit (SWL); ▪ Mobile scaffolds fitted with wheels should also be fitted with safe working brake system, the brakes should be applied when using the scaffold and the scaffold should not be used where ground slope is in excess of 5 degrees from level; ▪ Mobile scaffolds should be fitted with manufactured ladder or stair system for safe access to working platform level; ▪ Mobile scaffolds with working deck over 2 metres from the ground, should be fitted with manufactured handrails and edge safety system, workers may require additional fall arrest system by way of harness and lanyard or other approved fall prevention device ▪ The height of the mobile scaffold from bottom of scaffold to the top of the working surface should be no greater than 3 times the minimum base dimension, unless otherwise specified by the manufacturer, supplier or designer, in which case the scaffold may require a certificate to verify stability at the 3 – 1 ratio; ▪ Where a mobile scaffold is used at different working levels, each level shall be fitted with the recommended working platform,	Medium

		including safe access to each working level of the scaffold; ▪ The mobile scaffold should have castors (wheels) that have the SWL clearly marked; ▪ Mobile scaffolds over 2 metres shall have bracing installed in accordance with manufacturers specifications to ensure stability of scaffold; ▪ Before moving mobile scaffolds around the site or the building, ensure that no power lines are likely to an obstruction and that no tools or equipment have been left on working deck/s that could fall during movement; ▪ All scaffolding exceeding 4 metres in height from ground to working deck, must be erected by a competent and certified scaffolder with minimum of “basic scaffolder” ticket; ▪ Mobile scaffolds to be assembled and used in accordance with manufacturers specification and the “Scaffolding Code of Practice 2009 (2011)”	
Step 5: Installation of Travel Restraint Systems Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Fall from height	Extreme	▪ The system must be installed by a competent person; ▪ It has an anchorage point that shall be able to sustain any loading that may be exerted upon the system during normal operation; ▪ The person is trained in the safe and correct use of the system and rescue procedures; ▪ All components of the system are checked for wear or potential weakness, suspect components replaced, and system declared in good condition for use; ▪ The system and all components are inspected by a competent person at least once every six	Medium

		months or more frequent depending on use, and an inspection report issued; ▪ Records of use and inspection to be retained under “record retention regulations” for a period of four (4) years from date of record of inspection; ▪ Only approved static line material (rope, webbing, and cable), attachments and tensioners can be used for a fall arrest static line. Access to the static restraint line of the system must be provided without the risk of falling.	
Step 6: Inspect fall arrest equipment Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged Equipment	High	A thorough inspection of all equipment must be conducted prior to its use. Inspections should check for; ▪ General wear and tear ▪ Cuts and tears to webbing ▪ Signs of damage to stitching ▪ Stretching of the lanyard. ▪ Welding burns to webbing	Medium
Step 7: Fit full body harness Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Incorrect Fitment	High	▪ The full body harness must be fitted as per the manufacturer’s instructions.	Medium
Step 8: Attach lanyard to anchor point or static line Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Harnesses must be attached at all times when exposed to the fall safety issue. If the need to reposition the lanyard is required when exposed to the fall safety issue, a dual lanyard system must be used. The system must allow the person to remain attached to the anchor point or static line at all times.	Medium

Step 9: Rescue of a fallen worker Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	High	▪ Access equipment must be available to access a fallen worker on site at all times when using a fall arrest system. Adequate means of access include elevated work platforms, forklift with approved man cage, and crane with man box or mobile scaffold. Adequately trained workers must also be available to operate any access / rescue equipment.	Medium

Step 10: Edge Protection Option 3 – Travel Restraint Systems			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Persons falling; Broken bones; Bruises & lacerations; Sprains & strains; Falling objects i.e. tools and equipment; Major / minor crush; Broken bones; Bruises & lacerations	High	▪ Edge protection comprising a guardrail and mid rail designed to withstand any force which may reasonably be expected to fall against it must be erected around the perimeter of the work to prevent persons falling; ▪ Tools and equipment; ▪ Hoardings or catch platforms with perimeter screening must be used where objects may fall onto people in adjoining areas (e.g., street, residence, etc.); ▪ Guardrail to be at least 900mm high with mid rail and toe board; ▪ Edge protection systems must be erected by a competent person and used in accordance with the manufacturer's instructions	Medium

Step 11: Inspect fall arrest equipment Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damaged Equipment	High	*Seek for written approval by the Construction / Project Manager (where applicable);* *Work permit may be required prior to commencing Work at Heights* ▪ A thorough inspection of all equipment must be conducted prior to its use. Inspections should check for; ▪ General wear and tear ▪ Cuts and tears to webbing ▪ Signs of damage to stitching ▪ Stretching of the lanyard. ▪ Welding burns to webbing	Medium
Step 12: Identify / Install an anchor point Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	High	▪ Person responsible to identify / install an anchor point must do so without risk of falling. ▪ Elevated work platforms or scaffold must be used to access the anchor point. ▪ Only approved anchor points and slings can be used as an anchor point or attachment to the anchor point. ▪ The anchorage point of the fall arrest system should be positioned to ensure that the static restraint line does not allow the person wearing the system to free-fall.	Medium
Step 13: Install static line Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Only approved static line material (rope, webbing, and cable), attachments and tensioners can be used for a fall arrest static line. Access to the static restraint line of the system must be provided without the risk of falling.	Medium

Step 14: Fit full body harness Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Incorrect Fitment	High	▪ The full body harness must be fitted as per the manufacturer's instructions.	Medium
Step 15: Inspect Harness and Anchor Points Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Fall from height; ▪ PPE that is not regularly inspected can cause serious injury.	High	▪ Ensure staff working at heights have current Working at Heights Ticket ▪ Ensure anchor points are correct and secure ▪ Inspect harness in good condition ▪ Inspect safety rope(lanyard) ensure it is in good condition	Medium
Step 16: Attach lanyard to anchor point or static line Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls from height	Medium	▪ Harnesses must be attached at all times when exposed to a fall safety issue. ▪ If the need to reposition the lanyard is required when exposed to the fall safety issue, a dual lanyard system must be used. ▪ The system must allow the person to remain attached to the anchor point or static line at all times.	Medium
Step 17: Rescue of a fallen worker Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls from height	High	▪ Access equipment must be available to access a fallen worker on site at all times when using a fall arrest system. ▪ Adequate means of access include elevated work platforms, forklift with approved man cage, and crane with man box or mobile scaffold. ▪ Adequately trained workers must also be available to	Medium

		operate any access / rescue equipment.	
Step 18: EWP / Man Lift – Pre-Start Meeting Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Known and unknown safety issues associated with the task; ▪ Proof of operator competency; ▪ Fall from EWP – suspension trauma – Emergency Plan / Rescue	High	▪ Permit to Work required prior to commencement of working at height. ▪ Open forum meeting, all personnel to have input, ▪ Identify and discuss safety issues and their controls. ▪ Appropriate PPE is to be worn at all times including, safety boots, hard hat, gloves and glasses, hearing protection, (test and tagged) safety harness; ▪ EWP Operators to have license to operate this item of plant; ▪ Ground personnel trained in how to operate controls at ground level	Medium
Step 19: EWP Inspection prior to commencement of work Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Lack of or deteriorated Decals, stickers, warning labels; ▪ No Operators manual is fixed to the item of plant being used; ▪ Failure to: Warning lights (beacons) and reverse beeper test; ▪ Railings and gates not attached or in bad condition; ▪ No anchorage points to attach personnel or tool lanyards; ▪ Operation controls damaged or without directional labels; ▪ Operation controls damaged or sticking into position; ▪ Platform damaged or penetrated	High	▪ Read all manufacturers safety decals / stickers on the machine. Check for damaged or illegible decals and record; ▪ Carry out daily inspections / checks as per manufacturers operating manual and Operator Daily Safety Checklists on the cover of the book must be submitted to the supervisor; ▪ Function test that all lights and reverse beeper are working; ▪ Ensure gate swings shut automatically. ▪ Inspect that all guards and railings are in good condition and attached properly; ▪ Ensure anchorage points have been installed in order to affix a safety harness or tool lanyard; ▪ Labels are attached and are legible prior to use; ▪ Function test performed by experienced operator in the	Medium

		motion of the platform i.e. operates smoothly when raising and lowering; ▪ Check forward and reverse function, note again the reverse beeper function; ▪ Check platform and ensure no holes are present	
Step 20: EWP - Manoeuvring Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Damage to obstructions left by other trades; ▪ Struck by moving Plant-major crush injury; ▪ Other workers or pedestrians walking through area of travel; ▪ Plant tip over due to floor / ground penetrations or dips – Major crush; ▪ Driving into other vehicles or objects, damage to public property and personal injury; ▪ Overloading the platform	High	▪ Co-ordinate with other trades as to materials storage to minimize safety issues, ▪ Have clear and precise passageways before moving objects; ▪ Good housekeeping – remove obstructions; ▪ Use team lift if required; ▪ Use of daily pre-start meetings to identify and make all persons aware of Plant traffic patterns; ▪ Eye contact with plant operator must be established before approaching plant; ▪ Observe plant warning beacons and alarms; ▪ Hi-vis clothing to be worn at all times; ▪ Set up exclusion zone when using EWP near other workers or when workers or other persons are likely to be near the EWP; ▪ Ensure the ground is stable and flat prior to moving. Plan your route prior to moving the EWP; ▪ Only experienced operators to operate this plant at all	Medium

		times. ▪ Be aware of all safety issues including other moving or static plant, vehicles and building obstacles; ▪ Always observe the SWL of the machine and never exceed limits specified; ▪ An EWP shall not be used as a substitute for a forklift, crane or hoist;	

		▪ The top of any load shall not be more than 2 metres above the height of the platform floor	
Step 21: EWP – Working from Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personnel falling from heights due to climbing on railing to reach; ▪ Tools or materials falling from heights – head injuries, minor crush, lacerations; ▪ Hard hat falling from heights; ▪ Crush injury when raising or lowering platform; ▪ limbs outside of handrails caught on objects; ▪ Inclement weather; ▪ Crush injury raising into ceiling or hanging objects i.e. lighting, air conditioning units etc.; ▪ Electrocution if platform comes into contact with live electricity	High	▪ DO NOT use railings or ladders or crates/boxes to boost yourself when using a platform, move the platform to the correct position; ▪ DO NOT exit the platform whilst raised. Wait until platform has been lowered fully prior to exiting the platform; ▪ Secure any load on EWP i.e. rope or bungee cord to prevent material from falling off, don't stack smaller items above the kick board; ▪ Ensure tools are secured to the railing or to your wrist with a lanyard; ▪ Only take tools on platform that are absolutely necessary for the task at hand; ▪ Wear a tool belt for holding tools, as a precautionary measure tie or clip the lanyard to your tool belt until required; ▪ Use chin strap to hold your helmet in place; ▪ Keep hands and limbs clear of handrails while elevating near overhead obstacles; ▪ High wind, rain or hail should be assessed when appropriate, EWP operations shall cease whenever climatic conditions cause further risk to operations; ▪ A risk assessment shall be carried out to determine if it is	Medium

		safe to continue or if further controls are required to eliminate any risks associated with the inclement weather; ▪ Experienced operators only to operate plant, maintain clear vision of all objects prior to raising to work level;	

		▪ During pre-start safety meeting ensure all electrical safety issues are clearly defined. ▪ Operator to perform risk assessment prior to attempting to go within 3 meters of any high voltage area	
Step 22: EWP – Descending / Lowering Option 4 – Use of Elevated Work Platform (EWP) / Scissor Lift etc.			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Crush injury when raising or lowering platform; ▪ Quick and jerky movements shaking platform and items falling from heights; ▪ Falling from height whilst carrying items out of EWP; ▪ Carrying tools or materials whilst climbing or descending EWP, falling objects	High	▪ Ensure that when descending a clear path is visible and that no people are congregating beneath the platform; ▪ Maintain steady and smooth control of the platform, do not jerk the controls; ▪ Exit the EWP carefully to reduce risk of slipping, hang onto railing and wear non-slip safety boots; ▪ Other personnel to assist with unloading pass items from EWP to someone standing on the ground; ▪ No tools or material to be carried up or down EWP, tool pouches to be worn whilst performing task;	Medium

EWP – Elevated Work Platform			
Step 1: Inductions and Training Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Untrained Operators	High	▪ Carry out site-specific inductions for all workers. ▪ All workers must be competent in the tasks carried out. ▪ Vehicles, plant and equipment must only be operated by licensed or competent persons. ▪ Refer to SWMS Inductions and Training (High Risk Work)	Low
▪ Working at heights	High	▪ Persons working in elevating work platforms (EWP) such as boom lifts and scissor lifts should be instructed in	Low

		emergency procedures including rescue procedures to be followed in the event of injury or a person falling from the EWP.	
Step 2: Public Safety Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personal injury	High	▪ Provide exclusion zone to prevent unauthorised entry of persons into areas where a risk of falling objects due to work at heights is present. ▪ Do not lift or suspend loads over pedestrians or vehicles on footpath or roads	Low
Step 3: Operator licenses and competency Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Boom lift with boom length 11m or more	High	▪ Persons operating a boom lift with a boom length 11 metres or more must hold a licence for High Risk Work Class WP Boom-type elevating work platform.	Low
▪ Boom lift with boom length 11m or more	High	▪ A high risk work licence is not required to operate a boom lift with a boom less than 11 metres; however, operators must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	Low

▪ Vehicle-mounted boom lift	High	▪ A licence for high risk work is not required to operate a scissor lift; however, persons operating a scissor lift must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	Low

Step 4: Electrical Safety Issues Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overhead electricity lines	High	▪ Maintain safe approach distance when working near overhead electricity lines. ▪ Provide competent spotter when working near energised overhead wiring. ▪ Insulated EWPs should be used when working on or near energised overhead electrical installations or wiring. ▪ Consult supply authority if work carried out will be placed at risk due to presence of electricity installations.	Low
Step 5: Pre-start checks Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Loss of power – battery powered machines	High	▪ Ensure that battery is fully charged before using an electric-powered EWP for any work at heights. Do not use if battery power is low.	Low
▪ Loss of power – fuel powered machines	Medium	▪ Check liquid levels (fuel, oil, coolant, hydraulic oil, etc.) before operation. Top up liquids if levels are low.	Low
Step 6: Charging batteries Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Electric plant batteries	High	▪ Do not allow batteries fitted to electric plant to run down to ‘dead-flat’ – recharge battery before red/orange light shows on battery indicator. ▪ Check battery fluid level to ensure that plates are covered, bit do not top up until charging is completed.	Low

		▪ Refer to manufacturer's charging instructions regarding charging procedures. ▪ Carry out charging in a well-ventilated area free from ignition sources.	
▪ Risk of battery explosion	High	▪ Use correct connection and disconnection sequence to avoid arcing. ▪ Wear eye protection. ▪ Ensure that battery charger is set correctly before switching on the charge battery.	Low
Step 7: Work at heights Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls of Persons	High	▪ Safety harness and lanyard attached to the basket must be worn by all persons in the basket of a boom lift of any type at all times when working at heights. ▪ Workers must be trained in the safe use of fall prevention devices before using them. ▪ Keep work platforms clean – clean up any spills or leaks of liquids immediately and place scrap or rubbish in receptacle. ▪ Procedures to rescue a person who has fallen from a height must be implemented and all workers instructed in them.	Low
Step 8: Working in EWP Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falling objects	High	▪ Attach tools, etc., to lanyards and attach to platform or basket to prevent them from falling while in use. ▪ Exercise care when handling objects and liquids to prevent them from falling from heights. ▪ Keep area below EWP clear of persons at all times while work is being carried out to protect from falling objects.	Low

Step 9: Working in boom lift Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Post-start checks	High	▪ Carry out the following checks before commencing work: • all controls operate correctly (including bottom panel) • brakes, stops, outriggers keep machine stable • guard fence and gate is secure and closes properly, and anchor points for harnesses are in good condition.	Low
▪ Fall protection	High	▪ Safety harnesses must be worn when bucket is raised. Harness must be attached to an approved attachment point.	Low
▪ Slip or trip safety issues	High	▪ Inspect basket and secure or remove any loose items not required for work to be carried out. ▪ Provide suitable containers for loose items required for work.	Low
▪ Travel in boom lift	High	▪ Inspect travel path for obstructions, rough surfaces, holes, etc. that may affect stability of boom lift while travelling. ▪ Retract boom fully and lower basket before travelling. ▪ Reduce speed when turning corners, on rough surfaces or where visibility is restricted. Remain within basket at all times.	Low

EWP – Scissor Lift
Step 1: Inductions and Training Pre-Operational Safety Checks

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Untrained Operators	High	▪ Carry out site-specific inductions for all workers. ▪ All workers must be competent in the tasks carried out. ▪ Vehicles, plant and equipment must only be operated by licensed or competent persons.	Low

		▪ Refer to SWMS Inductions and Training (High Risk Work)	
▪ Working at heights	High	▪ Persons working in elevating work platforms (EWP) such as boom lifts and scissor lifts should be instructed in emergency procedures including rescue procedures to be followed in the event of injury or a person falling from the EWP.	Low
Step 2: Public Safety Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Personal injury	High	▪ Provide exclusion zone to prevent unauthorised entry of persons into areas where a risk of falling objects due to work at heights is present. ▪ Do not lift or suspend loads over pedestrians or vehicles on footpath or roads	Low
Step 3: Operator licenses and competency Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Boom lift with boom length 11m or more	High	▪ Persons operating a boom lift with a boom length 11 metres or more must hold a licence for High Risk Work Class WP Boom-type elevating work platform.	Low
▪ Boom lift with boom length 11m or more	High	▪ A high risk work licence is not required to operate a boom lift with a boom less than 11 metres; however, operators must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	Low

▪ Vehicle-mounted boom lift	High	▪ The driver of a truck-mounted EWP must hold the appropriate class of driver's licence for the truck being driven.	Low
▪ Scissor lift	High	▪ A licence for high risk work is not required to operate a scissor lift; however, persons	Low

		operating a scissor lift must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	
Step 4: Electrical Safety Issues Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overhead electricity lines	High	▪ Maintain safe approach distance when working near overhead electricity lines. ▪ Provide competent spotter when working near energised overhead wiring. ▪ Insulated EWPs should be used when working on or near energised overhead electrical installations or wiring. ▪ Consult supply authority if work carried out will be placed at risk due to presence of electricity installations.	Low
Step 5: Pre-start checks Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Loss of power – battery powered machines	High	▪ Ensure that battery is fully charged before using an electric-powered EWP for any work at heights. Do not use if battery power is low.	Low
▪ Loss of power – fuel powered machines	High	▪ Check liquid levels (fuel, oil, coolant, hydraulic oil, etc.) before operation. Top up liquids if levels are low.	Low
Step 6: Charging batteries Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Electric plant batteries	High	▪ Do not allow batteries fitted to electric plant to run down to ‘dead-flat’ – recharge battery before red/orange light shows on battery indicator. ▪ Check battery fluid level to ensure that plates are covered, bit do not top up until charging is completed.	Low

		▪ Refer to manufacturer's charging instructions regarding charging procedures. ▪ Carry out charging in a well-ventilated area free from ignition sources.	
▪ Risk of battery explosion	High	▪ Use correct connection and disconnection sequence to avoid arcing. ▪ Wear eye protection. ▪ Ensure that battery charger is set correctly before switching on the charge battery.	Low
Step 7: Work at heights Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falls of Persons	High	▪ Safety harness and lanyard attached to the basket must be worn by all persons in the basket of a boom lift of any type at all times when working at heights. ▪ Workers must be trained in the safe use of fall prevention devices before using them. ▪ Keep work platforms clean – clean up any spills or leaks of liquids immediately and place scrap or rubbish in receptacle. ▪ Procedures to rescue a person who has fallen from a height must be implemented and all workers instructed in them.	Low
Step 8: Working in EWP Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falling objects	High	▪ Attach tools, etc., to lanyards and attach to platform or basket to prevent them from falling while in use. ▪ Exercise care when handling objects and liquids to prevent them from falling from heights. ▪ Keep area below EWP clear of persons at all times while work is being carried out to protect from falling objects.	Low

Step 9: Working in scissor lift Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Loss of control	High	▪ Carry out the following checks before commencing work: • all controls operate correctly (including bottom panel) • brakes, stops, outriggers keep machine stable • guard fence and gate is secure and closes properly, and anchor points for harnesses are in good condition.	Low
▪ Falls of persons	High	▪ Do not carry more persons on platform than specified on machine. Do not exceed SWL of machine. ▪ Keep work platforms clean – clean up any spills or leaks of liquids immediately and provide receptacle for scrap or rubbish. ▪ Keep body within platform at all times – do not reach out from platform	Low
▪ Falling objects	Medium	▪ Attach tools, etc., to lanyards and attach to platform to prevent them from falling while in use. ▪ Exercise care when handling objects and liquids to prevent them from falling from heights. ▪ Keep area below platform clear of persons at all times while work is being carried out to protect from falling objects.	Low

▪ Overhead electrical wiring	High	▪ Maintain safe approach distance from energised electricity cables. Consult supply authority if work carried out will be placed at risk due to presence of electricity installations.	Low
▪ Travel in scissor lift	High	▪ Inspect travel path for obstructions, rough surfaces, holes, etc. that may affect stability of scissor lift while travelling. ▪ Lower platform before travelling more than short distances.	Low

		Retract platform extension if turning corners. ▪ Reduce speed when turning corners, on rough surfaces or where visibility is restricted. Keep all parts of body within platform at all times.	

Event Rigging			
Step 1: Task Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained Operators	Extreme	▪ Carry out site-specific inductions for all workers. ▪ All workers must be competent in the tasks carried out. ▪ Vehicles, plant and equipment must only be operated by licensed or competent persons. ▪ Refer to SWMS Inductions and Training (High Risk Work)	Low
▪ Working at heights	High	▪ Persons working in elevating work platforms (EWP) such as boom lifts and scissor lifts should be instructed in emergency procedures including rescue procedures to be followed in the event of injury or a person falling from the EWP.	Low
Step 2: Public Safety Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Personal injury	High	▪ Provide exclusion zone to prevent unauthorised entry of persons into areas where a risk of falling objects due to work at heights is present. ▪ Do not lift or suspend loads over pedestrians or vehicles on footpath or roads	Low
Step 3: Operator licenses and competency Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Boom lift with boom length 11m or more	High	▪ Persons operating a boom lift with a boom length 11 metres or more must hold a licence for	Low

		High Risk Work Class WP Boom-type elevating work platform.	
▪ Boom lift with boom length 11m or more	High	▪ A high risk work licence is not required to operate a boom lift with a boom less than 11 metres; however, operators must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	Low
▪ Vehicle-mounted boom lift	High	▪ The driver of a truck-mounted EWP must hold the appropriate class of driver's licence for the truck being driven.	Low
▪ Scissor lift	High	▪ A licence for high risk work is not required to operate a scissor lift; however, persons operating a scissor lift must have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant.	Low
Step 4: Electrical Safety Issues Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overhead electricity lines	High	▪ Maintain safe approach distance when working near overhead electricity lines. ▪ Provide competent spotter when working near energised overhead wiring. ▪ Insulated EWPs should be used when working on or near energised overhead electrical installations or wiring. ▪ Consult supply authority if work carried out will be placed at	Low

		risk due to presence of electricity installations.	
Step 5: Pre-start checks Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Loss of power – battery powered machines	Medium	▪ Ensure that battery is fully charged before using an	Low

		electric-powered EWP for any work at heights. Do not use if battery power is low.	
▪ Loss of power – fuel powered machines	Medium	▪ Check liquid levels (fuel, oil, coolant, hydraulic oil, etc.) before operation. Top up liquids if levels are low.	Low
Step 6: Charging Batteries Pre-Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electric plant batteries	High	▪ Do not allow batteries fitted to electric plant to run down to 'dead-flat' – recharge battery before red/orange light shows on battery indicator. ▪ Check battery fluid level to ensure that plates are covered, bit do not top up until charging is completed. ▪ Refer to manufacturer's charging instructions regarding charging procedures. ▪ Carry out charging in a well-ventilated area free from ignition sources.	Low
▪ Risk of battery explosion	High	▪ Use correct connection and disconnection sequence to avoid arcing. ▪ Wear eye protection. ▪ Ensure that battery charger is set correctly before switching on the charge battery.	Low
Step 7: Work at heights Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Falls of Persons	High	▪ Safety harness and lanyard attached to the basket must be worn by all persons in the basket of a boom lift of any type at all times when working at heights. ▪ Workers must be trained in the safe use of fall prevention devices before using them. ▪ Keep work platforms clean – clean up any spills or leaks of liquids immediately and place scrap or rubbish in receptacle.	Low

		▪ Procedures to rescue a person who has fallen from a height must be implemented and all workers instructed in them.	
Step 8: Working in EWP Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Falling objects	High	▪ Attach tools, etc., to lanyards and attach to platform or basket to prevent them from falling while in use. ▪ Exercise care when handling objects and liquids to prevent them from falling from heights. ▪ Keep area below EWP clear of persons at all times while work is being carried out to protect from falling objects.	Low
Step 9: Working in boom lift Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Post-start checks	High	▪ Carry out the following checks before commencing work: • all controls operate correctly (including bottom panel) • brakes, stops, outriggers keep machine stable • guard fence and gate is secure and closes properly, and anchor points for harnesses are in good condition.	Low
▪ Fall protection	High	▪ Safety harnesses must be worn when bucket is raised. Harness must be attached to an approved attachment point.	Low

▪ Slip or trip safety issues	High	▪ Inspect travel path for obstructions, rough surfaces, holes, etc. that may affect stability of boom lift while travelling. ▪ Retract boom fully and lower basket before travelling. ▪ Reduce speed when turning corners, on rough surfaces or where visibility is restricted.	Low

		Remain within basket at all times.	
▪ Travel in boom lift	High	▪ Inspect travel path for obstructions, rough surfaces, holes, etc. that may affect stability of boom lift while travelling. ▪ Retract boom fully and lower basket before travelling. ▪ Reduce speed when turning corners, on rough surfaces or where visibility is restricted. Remain within basket at all times.	Low

Forklift / Telehandler			
Step 1: Inductions and Training			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained Operators	High	▪ All workers must be competent in the tasks carried out. ▪ Persons working in workbox should be competent in working at heights. ▪ Vehicles, plant and equipment must only be operated by licensed or competent persons. ▪ Refer to SWMS Inductions and Training (High Risk Work)	Low
Step 2: Traffic			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Collisions	High	▪ Use traffic control when working on or near roadways or where vehicular traffic will or may be encountered. ▪ Wear high-visibility clothing when working	Low

		near traffic.	
Step 3: Electricity			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Electrocution	High	▪ Carry out inspection of work location to identify any electrical wiring or installations that may create a safety issue while work is carried out. ▪ Where practicable, consult with asset owner to have electricity wiring de-energised while work is carried out in their vicinity. ▪ Provide spotter when working near overhead electricity lines and electrical installations. ▪ Do not allow any part of plant or load to enter specified minimum safe approach distance to electricity lines.	Low
Step 4: Operation of forklifts			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Competency of operator	High	▪ Any person operating a forklift must hold the appropriate class of licence for the type of machine (forklift – Class LF; order picking forklift – Class LO). (Note – this provision does not apply to a person carrying out servicing, maintenance or repair work on a forklift, except where a forklift is used to move a load as part of the servicing, maintenance or repair operation, or a trainee who is under direct supervision of a licence holder except where deemed unnecessary by the trainer).	Low

▪ Instability, overturning	High	▪ Ensure that forklift is suitable for the task being carried out and for the location where being operated. ▪ Do not operate forklifts designed for indoor use on rough or uneven surfaces – rough terrain forklifts must be used for work on sites. ▪ Check that travel path is free of holes, bumps and obstacles before use.	Low

		▪ Maintain surfaces in working areas in a safe and sound condition. ▪ Do not travel above safe speed and slow down when turning corners.	
▪ Collision	High	▪ Develop traffic management plan for site if plant and vehicle movement will create a risk of collision. ▪ Speed limits must be set and enforced. ▪ Provide safe path of travel for pedestrians away from forklift operating areas. ▪ Prevent pedestrian access into forklift operating areas such as loading and unloading areas, and storages. ▪ Forklifts should display a rotating amber beacon when moving, and be fitted with an audible reversing alarm. ▪ Operators should sound horn when approaching corners or intersections, and before entering traffic areas.	Low
▪ Loads on pallets	High	▪ Check that load is secure on pallet before lifting. ▪ Loose items should be packaged or placed into pallet cage to prevent them falling when moved. ▪ Ensure that fork tines are spread to correct width for pallet, and that pallet is evenly placed on forks to distribute load evenly.	Low

▪ Carrying loads	High	▪ Retract and lower boom so that load is between 20-30cm from ground. ▪ Check overload warning system to ensure that load is within safe limits. ▪ Do not start or brake abruptly when carrying loads. ▪ Travel cautiously to unloading point keeping speed suited to ground and site conditions to avoid dangerous conditions	Low

		jumps, side skids and possible loss of load. ▪ Travel with load ‘uphill’ when travelling on sloes or ramps. ▪ Avoid driving across slopes when carrying loads. Side slope of more than 5o can seriously affect stability.	
▪ Placing loads	High	▪ Approach unloading point with wheels straight and stop machine smoothly. ▪ Position load slightly above desired position and set forks in level position. ▪ Lower load and withdraw forks by retracting or reversing forklift. ▪ Raise or lower forks if necessary when retracting. ▪ Lower forks and rack boom back to travel position before moving.	Low

▪ Changing attachments	High	▪ Select a clear site (where practicable) to store and change attachments. ▪ Follow instructions in operating manual for the particular machine when changing attachments. ▪ Keep hydraulic hose fittings off ground to avoid contamination and possibility of leaks. ▪ Carry out visual check to ensure that attachment is correctly coupled to boom before operating machine. ▪ Inspect attachment before fitting to ensure that it is fit for service. Do not use faulty or damaged equipment. ▪ Do not use incompatible attachments or attachments not designed for the particular machine.	Low
▪ Slinging of loads	High	▪ All loads will be assessed and slung by a licensed dogger or rigger only. ▪ Loads will be directed by a licensed dogger or rigger only. ▪ Dogger or rigger only is to signal or instruct the operator.	Low

Step 5: Refueling of Plant			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Fire and explosion	High	▪ Select secure area away from other plant and vehicles and other work. Eliminate all sources of ignition in fuel storage and refueling areas. ▪ Prohibit use of mobile phones and other communication devices in refueling areas. ▪ Avoid eye and skin contact with fuels, especially LPG. Wear eye and hand protection when refuelling. ▪ Follow correct manual handling procedures when changing LPG cylinders on forklifts. ▪ Ensure that suitable spill kit is provided where diesel fuel is used.	Low
Step 6: Forklift workboxes			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Design and use of workbox	High	▪ Forklift workboxes must be designed and constructed in accordance with AS 1418.17 *Cranes (including hoists and winches – design and construction of workboxes.* ▪ The workbox must be located on the back of the tines and close to the mast. Use securing mechanisms to secure the workbox from moving. ▪ Forklift must be placed into neutral hand brake applied and mast should be vertical before raising workbox. Never drive or relocate forklift while workbox is raised above ground. Lower workbox before repositioning forklift. ▪ All persons in forklift lift box must wear safety harness attached to approved anchor point on back of workbox at all times while workbox is elevated, and keep body within workbox at all times.	Extreme

Step 7: Telehandlers			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Telehandlers	High	▪ A high risk work licence is not required to operate a telehandler with a capacity less than 3 tonnes; however, operators should have successfully completed a recognised training course provided by a RTO and have been assessed as competent in the operation of the plant. ▪ Check that load is secure on pallet before lifting. Loose items should be packaged or placed into pallet cage to prevent them falling when moved. ▪ Approach load to be lifted perpendicularly and check that machine is level. Insert forks under load. Forks should be inserted fully so that pallet or load is located against the back of the forks. ▪ Raise load a few centimetres off surface, and pitch forks back before travelling.	Low

Step 8: Tele Handler (Unload / Load [Float])			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Unloading / Loading plant; Plant roll over; Major crush injury; Trauma injuries and other multiple injuries	Extreme	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Spotter required at all times whilst unloading plant; Spotter to maintain safe working distance whilst attempting to load / unload plant; Only the spotter(s) to be within 5 meters of plant being loaded / unloaded;	High

		All other personnel to maintain safe distance of >5 meters from loading / unloading plant	

Step 9: Tele Handler Pre-Start			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Faulty or non-existent Roll-over protection; ▪ Plant breakdown via inadequate maintenance ▪ Fatigue, Musculoskeletal injuries via sitting for extended periods – Sore back, arms, and upper body; ▪ Controls / gauges not identifiable / dirty / faulty / missing ▪ Exposure to dust, exhaust fumes causing respiratory irritation ▪ Major crush injury, Safety / Statutory rule breaches via inadequate lighting and warning devices ▪ Plant breakdown via inadequate maintenance ▪ Industrial deafness via noise	High	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Plant must be fitted with an approved roll-over protective structure (ROPS) unless specifically exempted by the appropriate statutory authority; ▪ Check fuel, hydraulic oil, engine oil, transmission oil, coolant and battery; ▪ Check pins, bushes and connections for excessive wear; ▪ Check rams, hoses and connections for splits, leaks or fractures. ▪ Seat should be well-sprung and adjustable to allow operator to maintain a comfortable operating position; ▪ All levers and gauges must be clearly identified, within easy reach and easily read; ▪ Exhaust must be placed so as to not allow fumes to enter cabin if attached; ▪ Test all lights, indicators, horn and reversing alarm; ▪ Check braking and park brake operation; Lock separated brake pedals together if travelling; ▪ Test all hydraulic operations before loading attachment;	Medium

		▪ Operator to wear ear plugs or other form of hearing protection if not in an enclosed cabin	

Step 10: Tele Handler Operation			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Crush injury including property damage via loss of control	High	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ Do not travel at speeds which may cause control to be lost over bumps, etc.; ▪ Carry attachment as close to machine as possible and racked back for visibility; ▪ Avoid driving over obstacles, ditches, drains, etc. which could affect control; ▪ Avoid sharp turns and travel across slope on a steep incline;	Medium
Step 11: Tele Handler Operation			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overturning; Improper set up procedures; Crush injury; Property damage; Equipment damage; Exposure to dust, Respiratory damage; Eczema / dry skin; ▪ Injuries to trades and / or members of public – Unauthorised access	High	▪ Outriggers must be extended where fitted and in contact with firm surface before commencing to add load to attachment; Maintain a safe distance from the immediate work area; PPE to be worn at all times on work site including; safety glasses, safety boots, gloves, long sleeve shirt and pants and employ the use of a dust mask if air quality is reduced due to dusty conditions; Alternative measures including dust suppression through the use of a water truck may be used ▪ Ensure that all persons are clear of boom before swinging; ▪ Avoid swinging loaded	High

		attachment with booms extended; ▪ Ensure work area has been cordoned off with physical	

		barriers to prevent other workers or public from entering the area;	
Step 12: Tele Handler (Utility Danger)			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Electrocution; ▪ Overturning; ▪ Moving machinery; ▪ Crush injury; ▪ Overstressing of parts; ▪ Falling objects;	Extreme	▪ **Permit to Work may be required and authorised by the Project Manager (or delegate) prior to commencing work near Overhead or Energised Power.** ▪ De-energise/ Isolate service if permitted by provider; A spotter is required if operating within 6 m of 132kv pole and 10 meters of any 132kv tower; ▪ Prevent entry to swing area of boom and attachment; ▪ Persons working near machinery in operation or areas where traffic may be a safety issue should wear high-visibility garments; ▪ Do not load attachment in excess of working load limit; ▪ Appropriate protective equipment should be used where safety issues may be encountered during operation;	High

Vehicle Loading and Unloading			
Step 1: Inductions and training Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Untrained workers	High	▪ All persons working on a construction site must hold a General Construction Induction (GCI) card. ▪ **Refer to SWMS Inductions and Training (Construction Work)** ▪ Carry out site-specific inductions for all workers. All persons required to carry out work in hot conditions must be	Low

		trained in how to avoid heat-related illness. ▪ Persons supervising work in hot conditions must be trained in how to recognise systems of heat stress, and hoe to provide assistance to a person exhibiting symptoms of heat-related illness.	
Step 2: Site safety Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Collisions	Medium	▪ Always park vehicles in a safe location on site where practicable. ▪ Use traffic control when working near traffic during delivery or removal of materials or plant being transported. ▪ Wear high-visibility clothing when working in or near roadways and traffic. ▪ Work within barricaded work areas where possible. All plant and vehicles must remain inside barricaded areas unless moving from site. ▪ **Refer to SWMS Traffic Management**	Low
▪ Pedestrian safety	Medium	▪ Provide safe access for pedestrians past locations where vehicles and trailers are loaded or unloaded. ▪ Keep pedestrian paths clear of obstacles, trip or slip safety issues.	Low
Step 3: Hazardous manual tasks Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Strains, personal injury	Medium	▪ Obtain assistance or utilise mechanical aids to handle and move large, heavy or awkward loads (e.g., gates, tarps, etc.). Minimise manual movement of heavy items. Provide manual handling training to all persons. ▪ Wear suitable gloves to protect hands when carrying out manual tasks. ▪ **Refer to SWMS Hazardous Manual Tasks**	Low
Step 4: Pre-start checks Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Unroadworthy vehicle	High	▪ Carry out operating check of all lights, flashers and warning signals. Check all tyres for correct pressure, wear or damage to tread or casings. ▪ Visually check condition of chassis, body and suspension components. Check all parts for loose or missing bolts, screws or fasteners. ▪ Check air and electrical systems to and on trailers after connection.	Low
Step 5: Electrical safety issues Pre-Start Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Overhead electricity lines	High	▪ Keep clear of overhead wiring when delivering or loading materials. ▪ Provide trained spotter if any person or vehicle will be placed at risk due to presence of electricity installations in vicinity of work carried out.	Low
Step 6: Handling materials Operational Safety Checks			

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Hazardous manual tasks	Medium	▪ Wear suitable gloves when handling rough or sharp objects or materials. ▪ Exercise care when handling heavy, large and awkward objects. Observe correct lifting	Low

		procedures. Obtain assistance for heavy or awkward loads. ▪ Ensure adequate working space is available when rolling or unrolling tarps, or fitting or removing gates. Do not leave items in traffic routes.	
▪ Harmful exposure	High	▪ A current Safety Data Sheet and/or EPG must be available for all hazardous chemicals being used or transported. ▪ Ensure good ventilation in areas where volatile chemicals are used. Avoid contact with skin and eyes. ▪ Keep containers of chemicals closed at all times when not in use. Do not allow spills or leaks to pollute the environment. ▪ Avoid skin and eye contact with fuels and oils when checking vehicles.	Low
Step 7: Use of loadshifting plant Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained operator	High	▪ Forklifts and cranes (including overhead cranes) must only be operated by persons who hold the correct Class of HRW licence for the plant. ▪ Vehicle loading cranes must only be operated by a person holding a Class CV licence or other slewing mobile crane licence. ▪ Slinging and directing of loads must only be carried out by a licensed person (dogger, rigger, or Class CV vehicle-loading crane operator).	Low

▪ Collisions	High	▪ Exclude pedestrians from areas where vehicles and forklifts may be operating. All persons in or near operating areas must wear approved high visibility clothing or safety vest. Persons must not enter or remain in an exclusion zone when forklift is operating. ▪ Forklifts must be fitted with and use audible reversing alarms	Low

		and flashing amber beacons. Workplace speed limits must be adhered to at all times. ▪ Vehicles should not be moved while forklift is operating in vicinity unless movement is requested by and under supervision of the forklift operator.	
Step 8: Loading and unloading of vehicles Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Collision	High	▪ Drivers must observe instructions regarding workplace layout, traffic routes, and safety procedures for loading and unloading. ▪ Drivers must remain in vehicle or in a designated driver waiting area while loading and unloading is carried out. Driver must not enter exclusion zone while forklift is moving. ▪ Drivers are to wait until forklift has stopped and operator has lowered forks before entering exclusion zone to reposition curtains, remove or fit gates, or to remove lashings or to secure loads. Maintain effective communications with forklift operator at all times.	Low
Step 9: Vehicle loading Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Overloading of vehicle	High	▪ Check total mass of proposed load to ensure that legal mass limits are not exceeded. Vehicle loading must not exceed rated tyre and axle capacity of the vehicle. ▪ Vehicle must have sufficient space for the load on tray for whole of load and to ensure correct weight distribution.	Low
▪ Load falling or moving	High	▪ Liquids and loose bulk materials must be completely contained. Loose materials must be suitably covered to retain load.	Low

		▪ Tanks for transport of liquids must be baffled to prevent liquid movement which may affect stability of moving vehicle. ▪ Loads must be properly restrained to prevent shifting whilst vehicle is in motion.	
▪ Uneven/excess axle loads	High	▪ Position load to maintain stability, steering and braking, and to not overload tyres and axles. ▪ Place heavy objects between axles and provide even loading across tray. ▪ Position load on centreline of tray to minimise risk of loads offset to one side of vehicle affecting the stability of vehicle when turning. ▪ Place heavy loads lower (on tray) to reduce overturning moment.	Low
Step 10: Over-dimension loads Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Tall or high loads	High	▪ High centre of gravity of load will result in higher overturning risk. Use low loader or drop deck trailer, etc., for high or tall loads. ▪ Check overall height of loaded vehicle to ensure that it does not exceed height restrictions on proposed route (generally 4.3m or 4.6m where permitted on a 4.6 Vehicle Route).	Low

▪ Wide loads	High	▪ A load on a vehicle must not project more than 150 millimetres from the side of a vehicle. ▪ The maximum width limit for all vehicles is 2.5 metres. (This measurement of the width of the vehicle does not include external rear vision mirrors, signalling devices and tyre pressure monitors). ▪ Permits from the traffic authority will be required to transport loads over 2.5m wide. Permits	Low

		may require the use of pilot vehicles and specify routes and times of travel. ▪ 'Oversize' signs must be displayed and flags attached to the outermost parts of the load.	
▪ Long loads	High	▪ A load on a vehicle must not project more than 1.2 metres in front of the vehicle. A warning signal must be attached to the rear of the load in daytime if it: ▪ projects more than 1.2 metres behind the vehicle, or ▪ overhangs the rear of the vehicle so that the end of the load cannot be seen easily from behind. ▪ The warning signal must be a brightly coloured flag or piece of material with each side at least 300 millimetres long. At night- time the warning signal must be a red light which can be seen for 200 metres. ▪ For vehicles over 4.5 tonnes GVM, the rear overhang, including the load, must not exceed 60 per cent of the vehicle's wheelbase or 3.7 metres, whichever is less. ▪ The maximum allowable length for a rigid vehicle including any overhanging load front or rear is 12.5 metres. The maximum allowable length for an articulated or heavy trailer combination vehicle, including any overhanging load, is 19 metres.	Low
Step 11: Security of loads Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Loss of or movement of loads	High	▪ Restraint methods for loads should be in accordance with the NTC 'Load Restraint Guide" and the 'Heavy Vehicle Driver Handbook' (NSW Transport). ▪ Load restraints must be capable of restrains the following percentages of the weight of the load from shifting:	Low

		▪ 20% upward ▪ 80% forward ▪ 50% rearward, and ▪ 50% sideways.	
▪ Placement of restraints	High	▪ Load restraints should be attached to load anchorage points attached to the vehicle so that the main chassis frame takes the force of the load. ▪ Non-anchorage points (e.g., tie- bars) should not be relied on to secure any load other than light loads. ▪ Persons attaching load restraints must be trained and competent in the correct selection and use of the equipment.	Low
▪ Loads on pallets	High	▪ Loads on pallets should be carried on vehicles fitted with side gates or side curtains capable of restraining the load being carried. Lashings should be used over each row of pallets to prevent tipping of the load.	Low
Step 12: Transport of steel sections Operational Safety Checks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Movement of load		▪ Vehicles carrying lengths of steel must be fitted with a solidly constructed bulkhead capable of preventing a section from piercing the headboard or crushing the cabin instead of a normal headboard. ▪ Lengths of structural steel, steel pipe or tube or bundled sheet metal product should be placed on dunnage across the body of the truck and be securely lashed to prevent movement. ▪ All section, pipes, bars, etc., must be secured to prevent any item from moving out of the stack. Stakes or stanchions must be used to prevent the	

		load from falling from the side of the truck either when being loaded or unloaded and during travel. ▪ No person should stand between steel sections during loading or unloading due to risk of crushing should any part of the load move if bumped or dislodged.	

Manual Handling			
Step 1: Inductions and Training			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Untrained workers	High	▪ All persons working on a construction site must hold a General Construction Induction (GCI) card. ▪ **Refer to SWMS Inductions and Training (Construction Work)** ▪ Carry out site-specific inductions for all workers. ▪ All workers must be competent in the tasks carried out. ▪ **Refer to SWMS Inductions and Training (General)**	Low
Step 2: Identifying hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Injury causation	High	▪ Safety Issues that arise from manual tasks generally involve interaction between a worker and ▪ work tasks and how they are performed ▪ the tools, equipment and objects handled, and ▪ the physical	Low

		work environment.	

▪ Consultation with workers	High	▪ Consult with workers to identify tasks that ▪ are difficult to carry out (or appear harder than they should be) ▪ are very tiring (reduced work capacity due to muscle fatigue) ▪ are awkward or dangerous (e.g., result in difficulty in controlling tasks), or ▪ cause discomfort when carried out.	Low
▪ Review injury records	High	▪ Inspect workplace injury records to identify injuries caused by or associated with manual tasks carried out. ▪ Additional information on potential problem areas can be obtained from regulators, industry associations, etc.	Low
Step 3: Analyse hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Identify trends	High	▪ Peruse injury information to identify common causes or trends (e.g., tasks, occupations, locations, etc.) Trends may also indicate that workers in certain locations are exposed to greater risk of injury possibly due to the design and layout of the work area of the work methods used.	Low
▪ Observe manual tasks	High	▪ Manual tasks should be observed to identify any of the following characteristics of hazardous manual tasks: ▪ repetitive or sustained force ▪ high or sudden force ▪ repetitive movement	Low

		▪ sustained and/or awkward posture ▪ exposure to vibration.	
Step 4: Assessing risk from hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Repetitive or sustained force or posture	High	▪ Repetitive movement or force refers to a movement or force	Low

		that is performed more than twice a minute. ▪ Sustained means a posture or force that id held for more than 30 seconds at a time.	
▪ High or sudden force	High	▪ Risks in tasks involving high force are related to: ▪ the intensity of the force applied ▪ the speed of the movement ▪ jerky or sudden application of force	Low
▪ Duration of the task	High	▪ The duration of the task is how long the task is carried out for over a whole shift or continually at any time during a shift. ▪ Long duration generally means that the task is done for more than a total of 2 hours over a whole shift or continuously for more than 30 minutes at a time.	Low
▪ Exposure to vibration	High	▪ Prolonged exposure to whole-body or hand-arm vibration increases the risk of injury. The degree of risk increases as the duration of exposure increases and when the speed and intensity (amplitude) of the vibration is high	Low

Step 5: Controlling risk from hazardous manual tasks

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Hierarchy of controls	High	▪ The hierarchy of risk controls must be applied when selecting measures to control risks associated with hazardous manual handling. ▪ The reliance on training of workers to lift safely should not be applied in isolation, but used in combination with other	Low

		more effective higher ranked control measures.	
Step 6: Analyse hazardous manual tasks			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Identify trends	High	▪ Peruse injury information to identify common causes or trends (e.g., tasks, occupations, locations, etc.) Trends may also	Low

		indicate that workers in certain locations are exposed to greater risk of injury possibly due to the design and layout of the work area of the work methods used.	
Step 7: Control measures – level 1			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Eliminate risk	High	▪ Eliminate or reduce bending movements and postures by: ▪ providing adjustable height work tables and workstations (match work height to worker wherever possible) ▪ minimising lifting and lowering of work objects (e.g., use of mechanical aids to handle and transport loads), and ▪ providing enough work space to allow upright working posture. ▪ Eliminate or reduce twisting, reaching, pushing, pulling, holding or carrying movements when handling, carrying or storing items and materials by storing heavier and frequently used items in readily accessible locations at waist level where possible. ▪ Design workstations so that workers are in an upright position with shoulders lowered and upper arms close to the body, with working height and objects roughly level with the worker's elbows (sitting or standing). Provide adjustable workstations to allow workers to make work height suitable for themselves and the task.	Low
Step 8: Control measures – level 2			

Safety Issue	Risk Rating	Control Measures	Risk Rating
▪ Substitution	High	▪ Replace heavy items with items that are lighter, smaller and/or easier to handle.	Low

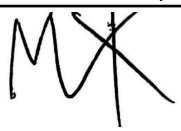
		▪ Replace hand tools with power tools to reduce the level of force required to carry out the task. ▪ Reduce tools that are hard to use or difficult to handle with tools fitted with ergonomically-designed handles, etc.	
▪ Isolation	High	▪ Isolate vibrating machinery from the user (e.g., provide fully independent seating on mobile plant); replace worn or out of balance power tools, discs or cutters, etc. to eliminate or minimise vibration when used.	Low
▪ Engineering controls	High	▪ Provide and use mechanical lifting aids to move and handle loads (e.g., conveyors, cranes, hoists, forklifts, pallet jacks, trolleys, etc.). Use load balancers and supports to move loads and tools. ▪ Ensure that items for moving loads (trolleys, pallet jacks, pedestrian forklifts, etc.) are maintained in a safe operating condition, and are not loaded in excess of their rated capacity.	Low
Step 9: Control measures – level 3			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Administrative controls	Extreme	▪ Rotate workers between different tasks where practicable. ▪ Provide a mixture of tasks where possible to allow a variety of postures and movements, including a mixture of standing and sitting tasks. ▪ Provide opportunities for workers performing seated or standing tasks to vary their postures and movements.	Low

▪ Training of workers	High	▪ Training needs will depend on the task(s) to be carried out and the risks involved. Workers must understand – ▪ what sort of manual handling is hazardous	Low

		▪ the effects on the body, and how injury can be prevented, and ▪ how to select and use appropriate risk controls such as mechanical aids and safe systems of work. ▪ The training should include information pertinent to the types of loads to be moved, correct lifting postures and techniques, and team lifting procedures where team lifting is carried out on a regular basis. ▪ **Training or instruction in manual handling techniques must not be used as the sole or primary means of controlling risk.**	
▪ Personal protective equipment	High	▪ Provide workers with suitable gloves and other clothing, etc. to protect them from safety issues associated with objects being moved (e.g., hot, cold, wet, injurious, etc.). ▪ Footwear worn on hard surfaces should have shock-absorbent soles.	Low
Step 10: Review of control measures			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Personal injury	High	▪ Implemented risk control measures for hazardous manual tasks must be reviewed and, of necessary, revised: ▪ when control measures do not minimise risk so far as is reasonably practicable ▪ before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control ▪ if a new safety issue or risk is identified ▪ if the results of consultation indicate that a review is necessary, or ▪ a HSR requests a review.	Low

Safety Committee

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Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

3. Transporting Audio Visual Equipment 003 – SWMS

You can also read this SWMS online at https://www.showsupport.com.au/procedure/courier-swms/

General Safety Checks			
Step 1: Pre-Start			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**
▪ Uncontrolled movement during Prestart Acceptance and Daily Checks Striking Personnel	High	▪ Uncontrolled movement during Prestart Acceptance and Daily Checks Striking Personnel	Medium
▪ Fuel, oil or chemical spill	High	▪ Driver to undertake pre-start daily check. All lubrication, and fuel hoses will be in good order, free from abrasion and unions tight and free from leaks	Medium
▪ Slips, trips and falls	High	▪ Housekeeping, Visual inspection. Ensure that cabin is clean and free of equipment and rubbish.	Medium
Step 2: Travelling to site(s)			
▪ Vehicle break down on way to work site – lack of communication to other personnel	High	▪ Perform vehicle inspection prior to start of every shift ▪ Ensure 2-way radios are operational and perform systems check occasionally. ▪ Ensure mobile telephones are charged and emergency numbers are stored in contacts.	Medium
▪ Changing tyre – Manual handling, strains and sprains, lower back injury, major crush	High	▪ Ensure tyre pressures and tread are suitable prior to commencement of travel. ▪ Ensure the vehicle is equipped with a spare tyre which is inflated and is suitable for the vehicle used. ▪ Ensure the car jack is suitable for the road conditions to be travelled; ▪ Change/rotate tyres at regular intervals during vehicle	Medium

		service.	
▪ Vehicle not operated in line with manufacturer's requirements,	High	▪ Follow manufactures directions for safe operations. Operate vehicles within load / speed /	Medium

statutory road rules and company safety policies.		conditions / regulatory requirements. Repeat for return journey.	
▪ Vehicle operators not correctly trained / licensed for vehicle type and configuration.	High	▪ All drivers must be licensed with current licensing to operate vehicles / Driver inductions to be completed and recorded.	
Step 3: Access and Egress			
▪ Collisions between vehicles, pedestrians and objects; ▪ Damage to objects i.e. fencing, buildings etc.	High	▪ Where possible provide physical barriers between job site and external traffic; ▪ Access road ways and pedestrian walkways clearly delineated and signposted	Medium
▪ Impact injuries including fracture; ▪ Crush Trauma injuries and other multiple injuries;	High	▪ Adhere to all sign posted speed limits and instruction; ▪ Driver to hold valid driver's license; ▪ Comply with all road laws	Medium
Access and Egress – Movement on site ▪ Site establishment including the delivery of equipment to location. ▪ Injury to the Public and non- essential personnel.	High	**Access and Egress – Movement on site** ▪ As equipment is delivered only essential persons need to be in the vicinity. All others are to be kept clear of the operation. Unloading of equipment is to take place within the work area and not in an area where the public have access if possible.	Medium
Step 4: Working outdoors - exposure to the elements			
▪ Worker exposed to UV radiation and potential heat related illnesses; ▪ Dehydration	High	▪ Use sun screen as required and re-apply if sweating; ▪ Drink water and have rest breaks as needed on hot days;	Medium
Step 5: Manual Handling			

▪ Trauma injuries and other multiple injuries; ▪ Sprains and strains; ▪ Bruises and lacerations; ▪ Back and shoulder injuries; ▪ Repetitive movement injuries	High	▪ Personnel required to perform repetitious activities should decrease the likelihood of RSI by performing; warm up exercises, stretching the muscles prior to undertaking each task, using proper body mechanics, taking regular short breaks during repetitive	Medium

		activities and looking at ways to perform strengthening exercises; ▪ Take regular breaks in extreme heat conditions. Supervisors to rotate workers as required; ▪ Personnel expected to avoid overstretching to reach certain areas; Where practicable position the body as close as possible to all areas where work is to be performed.	
Manual Handling (Lift & Carry) ▪ Musculoskeletal injuries via manual handling – Strain the spine & back muscles; ▪ Stress on back & limbs;	High	**Manual Handling (Lift & Carry)** ▪ Use mechanical aids where available; ▪ Hold loads close to the body; ▪ Vary work tasks during day or take regular breaks; ▪ Provide adequate numbers of trained staff to allow rotation; ▪ Ensure new workers are supervised adequately; ▪ Perform all movements in a controlled, balanced, comfortable position; ▪ Minimise repetitive bending, twisting and overreaching movements;	Medium
Manual Handling (Lower & Stack) ▪ Pinch points; ▪ Slips, trips & falls; ▪ Bruises and lacerations; ▪ Fractures & minor crush injuries	High	**Manual Handling (Lower & Stack)** ▪ Allow room for your fingers; ▪ Ensure the object is secure when put down; ▪ Store loads where possible between knee & shoulder height & as close to the location to where they will be used; ▪ Provide adequate space to facilitate ease of loading; ▪ Ask for assistance when required	Medium

Step 6: Unloading equipment: Moving equipment from vehicle to location			
▪ Personal injuries via Slips, Trips and Falls; ▪ Sprains & strains; ▪ Bruises & lacerations	High	▪ Ensure all travel paths are clear and free of debris or obstructions	Medium
▪ Manual Handling injuries: ▪ Sprains & strains;	High	▪ Use trolleys or other means to move equipment if practicable;	Medium

▪ Bruises & lacerations		▪ Use proper Manual Handling Techniques; ▪ Lift heavy materials as a team;	
▪ Interaction with public	High	▪ All personnel to remain within designated access ways provided	Low
Step 7: Ramp Champ for Loading / Unloading van			
▪ Crush by ramps; ▪ Muscle strain / back/shoulder/arm injury whilst lowering or raising ramp(s); ▪ Slip, slide or fall when lowering or raising ramps to position and feet slide to throw you off balance or fall down; ▪ Pinch points causing minor crush to fingers; ▪ Bruises and lacerations; ▪ Broken bones	High	▪ Ensure that you ask for the aid of another crew member to assist with the raising and lowering of the ramps; ▪ Ensure the ground is even and free from penetrations (pot holes, ruts etc.); ▪ Ensure no standing water or loose dirt is in the area of where you are to unload equipment. ▪ If water or loose dirt is evident move to another area to perform these tasks. ▪ Wear non-slip safety boots and gloves when lifting or lowering the ramps; ▪ Operators must be experienced in the use of this device; ▪ No unauthorised personnel allowed to operate this device; ▪ When operating, be mindful of obstacles /people / other vehicles in the area and ensure complete control of the ramp at all times	Medium

Forklifts			
Step 1: Forklift Pre-Start			
Safety Issue	**Risk Rating**	**Control Measures**	**Risk Rating**

▪ Faulty or non-existent Roll-over protection; ▪ Plant breakdown via inadequate maintenance	High	▪ Plant must be fitted with an approved roll-over protective structure (ROPS) unless specifically exempted by the appropriate statutory authority; ▪ Check fuel, hydraulic oil, engine oil, transmission oil, coolant and battery;	Medium

		▪ Check pins, bushes and connections for excessive wear; ▪ Check rams, hoses and connections for splits, leaks or fractures. ▪ All servicing / maintenance as per manufacturers guidelines/specifications	
▪ Fatigue, ▪ Musculoskeletal injuries via sitting for extended periods – Sore back, arms, and upper body;	High	▪ Seat should be well-sprung and adjustable to allow operator to maintain a comfortable operating position;	Medium
▪ Controls / gauges not identifiable / dirty / faulty / missing	High	▪ All levers and gauges must be clearly identified, within easy reach and easily read;	Medium
▪ Exposure to dust, exhaust fumes causing respiratory irritation	High	▪ Exhaust must be placed so as to not allow fumes to enter cockpit	Medium
▪ Major crush injury, ▪ Safety / Statutory rule breaches via inadequate lighting and warning devices	High	▪ Test all lights, indicators, horn and reversing alarm;	Medium
▪ Plant breakdown via inadequate maintenance	High	▪ Check braking and park brake operation; Lock separated brake pedals together if travelling; ▪ Test all hydraulic operations before loading attachment;	Medium
▪ Impact injuries via slip, trip and fall when entering or exiting plant	High	▪ Steps should be of a non-slip type. ▪ Safety footwear should be of the non-slip type; ▪ Hand holds must be provided to assist operator to maintain 3 points of contact at all times while mounting or dismounting plant;	Medium
Step 2: Forklift (Operation)			

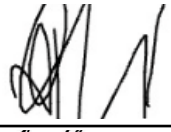
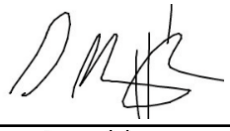
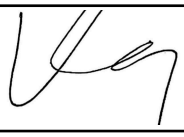
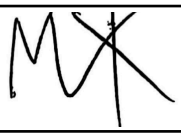
▪ Seating for extended periods. Sore back, arms, and upper body;	High	▪ Seat should be well-sprung and adjustable to allow operator to maintain a comfortable operating position;	Medium

▪ Personnel struck by forklift whilst on site;		▪ Rotate workers from time to time to provide breaks for stretching;	
▪ Loss of control crush injury, property damage, equipment damage, injury to operator;	High	▪ Do not travel at speeds which may cause control to be lost over bumps, etc	High
▪ Crush injury; area not cordoned off, inexperienced personnel, crew members not aware of the work path, operator not paying attention	High	▪ Ensure only experienced (ticketed) operators perform the tasks. Ensure work area has been cordoned off to prevent other workers or public from entering the area; ▪ Prevent entry to swing area when manoeuvring. ▪ Persons working near machinery in operation or areas where traffic may be a hazard should wear high-visibility garments; ▪ Exclusion zones to be set up as required using tape, bollards, cones or other means ▪ Personnel to maintain safe working distance from the plant and at no time walk, or stand under the tines whilst it has a load;	Medium
▪ Collisions with other plant, vehicles or pedestrians due to light variations between internal and external work areas	High	▪ Drivers must slow down, sound horn and have warning lights flashing when entering or exiting building. ▪ All forklifts must have Hi –Vis markings and lights	Medium
Step 3” Lifting, Lowering, Driving			

▪ Unauthorised use ▪ Major / Minor crush ▪ Deglovving ▪ Collision with other plant or objects	High	▪ Do not place hands or any body parts through the mast; ▪ Do not allow any person to stand between the load and the mast at any time; ▪ Do not allow any person to stand on tynes, load or forklift step whilst in operation – only the driver to be on the forklift at all times – no passengers ▪ Do not exceed SWL ▪ Do not operate with unstable loads	Medium

		▪ Ensure areas are clear of people and/or objects prior to lowering a load or have spotter available to direct ▪ Ensure stability of load prior to lifting	

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Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

4. Show Support General Procedures 004 – SWP

These are the standard general procedures that management and employees of Show Support Pty Ltd should follow.

You can also read this procedure online at
https://www.showsupport.com.au/procedure/general-procedures/

4.1. Safety Issue Reporting

- Report any unsafe conditions to your Crew Chief/Field Manager and complete a Report Safety Issue form (https://www.showsupport.com.au/report-safety-issue/).
- Show Support Pty Ltd encourages all staff to report any safety issues so that risks can be managed.

4.2. Reporting Incidents

- AII incidents and near misses must be reported to SHS Operations using the Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/). Even incidents which do not cause injury must be reported, so that procedures can be improved to avoid repetition.
- Call 0295562011 or email ops@showsupport.com.au anytime regarding matters of safety.

4.3. Medical Treatment

- All injuries, however slight, must be reported to the First Aid Officer using the Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/), & recorded in the SHS Injury and Incident register.
- Prompt & proper medical treatment can prevent problems later & also ensures that a record has been made of the incident.
- All incidents involving medical treatment need to be assessed to avoid repetition.

4.4. Evacuation Procedures

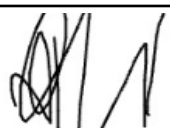
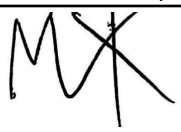
- When you are notified of an emergency situation be prepared to shut down your work station or stop performing any tasks that have been allotted to you. Do not do anything until given instructions.
- In an emergency situation, if there is a fire warden or safety officer you must obey

their instructions.

- If you are instructed to evacuate the building, shut down your work station or stop performing any tasks that have been allotted to you and proceed in an orderly manner t0 the nearest exit and assemble at the assembly point.

- Crew chiefs/field managers or the most senior employee will be responsible for roll calling their people. Any missing persons must be reported immediately t0 the chief fire warden or venue representative in charge.

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5. Show Support General Safety Guidelines 005 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/general-guidelines/

5.1. General

- Follow the specific safe rules that apply in areas that you have to work in.
- Ensure that you are familiar with the procedure in case of emergency.
- In the event of any object falling, move immediately out of the way & warn all other personnel. E.g. “HEADS!”
- Always lie truss flat on the floor. Never stand truss upright on one end.
- Food, drinks, cigarettes & mobile phones are a distraction when handling equipment. Inform a Crew Chief/Field Manager/Section Manager if time out is needed. Keep both hands free to carry out the work task.
- Do not under any circumstances help yourself to food or refreshments in the back of house areas in hotels or any venues to avoid the risk of food poisoning.

“*When representing Show Support & our clients in a corporate environment such as a hotel, always consider general behavior. Be safe, polite and courteous to anyone and everyone. Drinking, smoking & eating is not allowed whilst working.”*

5.2. Electricity

- Never take risks with electrical equipment. Compared to other incidents, electrical incidents are ten times more likely to be fatal.
- Ensure that you do not exceed the rated outputs of power outputs.
- Report all defects.
- Only electrically trained personnel should work on electrical equipment.
- All leads on appliances used must be tested and tagged.

Electricity is safe when treated with respect and used correctly. Contact with live parts may cause shock, burns, loss of consciousness, cardiac arrest and may be fatal.

Visually inspect electrical tools, extension leads, equipment, for damage or exposed parts before use on every occasion. Look for a current test tag affixed to the item, and for damage, twists or kinks.

Electrical work covers work done by licensed people but not tasks such as connecting a flexible cord plug and socket if supervised/ trained by a competent person, or replacing a light bulb.

1. No ‘live’ work is permitted (High-Risk Work)
2. Do not open electrical switchboards
3. Visually inspect portable or production electrical equipment and props for obvious damage, wear or other unsafe conditions before use
4. All portable electric tools and equipment, electrical production equipment and props, and students’ electrical items require a current electrical test tag by SafeWork NSW’s requirements. You only need to inspect double insulated equipment.
5. Test and tag labels are a suitable record of the test. Test and tag labels alone do not signify equipment is safe to use. Out of test date, items will be withdrawn from service and re-tested by a competent person.
6. Trip-test Residual Safety Switches (‘RCD’ or ‘Safety Switch’) according to WorkCover’s guidelines/ Australian Standard
7. Trip-test and reset dimmer -rack and portable production distribution board Residual Safety Switches (‘RCD’ or ‘Safety Switch’) before every performance
8. Keep alert for three phase power outlets without an RCD for dimmer racks
9. Do not use double-adaptors. Use power-boards instead
10. Do not use electrical items in damp, wet or exposed areas including outdoor events
11. Do not block access to electrical switchboards – emergency access may be required
12. Do not repair electrical items yourself. Danger Tag faulty item and withdraw it from service by an electrician or competent person.

5.3. Damaged or Defective Services or Equipment

The operation of incomplete, damaged, or malfunctioning equipment may cause serious injury or death.

An ‘OUT OF SERVICE’ or ‘DANGER’ tag indicates the do not use the item.

‘OUT OF SERVICE’ and ‘DANGER’ tagging applies to all building services, plant, and equipment including ladders, scaffolds, tools, and equipment.

Where items appear unsafe, faulty, damaged, malfunctioning, unserviceable, or has missing parts, it must be isolated/turned off, and removed from service immediately if it is safe to do so, and labelled with an ‘OUT OF SERVICE’ or ‘DANGER’ tag.

Report tagged items and equipment safety issues to your Manager or Supervisor as quickly as possible.

Do not remove ‘OUT OF SERVICE’ or ‘DANGER’ tags without consulting your Manager or Supervisor.

5.4. Hand Tools and Power Tools

Hand tools may cause lacerations or abrasions, eye, pinch or ergonomic injuries. Examples of hand tools include nail guns, sharp edge tools, chisels, hand knives, files, saws, staple guns, drills, powered hand tools.

Safety Issues include using a wrong tool for the job, tools in poor condition, incorrect method of use for a tool, poor storage, or movement with tools, ergonomic safety issues, generating flying pieces or sparks when using tools, and not using appropriate PPE.

Show Support supervises and assesses the competency of their staff, plus access to and the safe use of tools and machinery relative to their risk exposure.

General guidelines:

1. Inspect your tools before each job to ensure proper condition
2. Use the right tool for the job
3. Do not misuse tools, e.g. using a screwdriver as a chisel
4. Keep tools in good condition
5. Do not use broken or worn tools
6. Use tools the way they were intended
7. When using a knife, cut away from the body and keep hands and body clear of knife stroke
8. Do not attempt to repair electrical tools
9. Report faulty or damaged tools to your Manager. Use a Danger or Out-of-service tag to warn others
10. Store tools in a safe place. Use edge protection on sharp tools
11. Do not store tools overhead
12. Keep tool cutting edges sharp, so the tool will move smoothly without binding or skipping
13. Maintain a good grip of hand tools and stand in a balanced position to avoid sudden slips
14. Wear gloves when necessary to protect your hands
15. Keep clothing, gloves and loose materials clear of moving parts
16. Wear appropriate personal protective equipment
17. Keep the work area clean, dry, well-lit, and free of obstructions when possible
18. Be cautious of spark-producing hand tools when working near flammable materials
19. Consider ergonomically designed tools to fit the tool to the worker, especially those tools that are utilised frequently and repetitively during the day.

5.5. Machinery

- Know how to stop machinery in an emergency;

- Do not attempt to work on any unguarded machine in motion. Stop it, make sure it is isolated correctly, and implement safe working procedures and conditions.
- Do not interfere with or remove guarding on any equipment.

5.6. Transport

- All vehicles are potentially dangerous. As a driver or as a pedestrian, act with care and consideration.
- Keep to speed limits on and off company sites.
- Do not allow work load to interfere with good driving abilities.
- Take appropriate time for rests when driving.
- Ensure when using company vehicles that they are properly equipped for emergencies or bad weather and that you have appropriate safety equipment. Specific rules apply to drivers of all fork lift trucks (LF) and powered hand trucks and must be observed.
- **Do not drive any type of LF unless you have been trained, ticketed and authorized.**

5.7. PPE: Protective Clothing and Equipment

- Always wear steel capped safety boots or shoes on all jobs.
- Always wear hard hats when specified by the venue or client and at any time when riggers or machinery are operating overhead.
- Always wear safety vests when specified by the venue or client and at any time when forklifts, trucks or machinery are operating nearby.
- Always use the correct protective clothing and safety equipment for the work you are doing, and encourage others to do the same.
- Ear protectors to be worn in if working in any high noise areas.
- Employees must keep visitors in designated parts of the plant.
- Ensure all equipment is maintained accordingly.

5.8. Rigging

- When rigging any equipment, ensure that only qualified, ticketed personnel perform the task.
- Ensure when rigging any slings, shackles, carabiners, O-rings, safety wires etc have a correct SWL tag.
- Ensure all slings are free from corrosion, fraying or any sort of damage. If they are do not use them and see to it that they are not to be used again. Also, chains must be rated for rigging. You can tell by them being stamped on every tenth link or so.

- Ensure all shackles are housed correctly
- Any block-and-tackle or rope must be kept in good working order and checked regularly for damage.
- Safety harnesses must meet Australian Standards and have correct lanyard.
- Safety harnesses must be worn whenever necessary.

5.9. Ladders

- Make sure any ladders used are in good condition with the ANSI label in place.
- Check ladders for defects before use. Defect ladders should be replaced immediately.
- Be aware of where you position a ladder. If you are near a doorway or blind corner, either move the ladder, or barricade the area prior to erecting the ladder.
- Ensure any ladder is secured when erected, with a stable footing.
- Always have 4:1 ratio with extension ladders and tie off the top to a fixed point.
- Have someone holding the base of a ladder to maximize stability.
- Never use ladders horizontally as a walkway or scaffold.
- Clean off dirty or wet hands, gloves or footwear before ascending a ladder.
- Do not stand on the top or second highest steps of any ladder.
- Use both hands & face the ladder when ascending or descending, remember three points of contact is the rule i.e. two feet and one hand.
- Use ladders only where other methods of working at height are not practicable. Safety Issues include working at heights, falls, dropped items on persons below, e.g. tools, production equipment. Risks include lacerations, grazes; crush impacts, head injury, permanent disability.
- Do not substitute other things for ladders

- Use industrial grade, well maintained ladders selected for the task
- Inspect ladders for safety before use. Do not use or repair faulty or damaged ladders. Ensure the ground is firm, and the surface is level. Completely open step ladders
- Do not attempt to carry heavy loads or equipment while climbing a ladder or access device
- Do not over-reach to the work area
- Tasks such as arc-welding, oxy-cutting are not permitted while working on ladders
- During the ascent and descent, you must be capable of retaining three points of contact with the ladder

- Do no use aluminium ladders where there is a chance of electric shock
- Use correct manual handling techniques to move ladders
- Provide fall protection controls if a person can fall more than two metres.

5.10. Good Housekeeping

A large proportion of injuries are due to slips and falls. All employees are responsible for the housekeeping and tidiness of their own area.

This applies to all employees, wherever they are working.

- Make sure corridors and escape routes are kept free from obstruction.
- Put all waste into appropriate containers.
- Clean up any spills using the correct procedure.
- Do not leave cables exposed in walkways. Always ensure that they are secured.
- Always gaff down or use cable trays where cables are run across any doorway whatsoever regardless of whether or not that doorway is an emergency exit. Always use plenty of gaff and gaff cables in a railroad fashion i.e. side by side and parallel.
- Stack road cases, materials and equipment neatly.

5.11. Lockout / Tagout

- Do not start work on any equipment until all potentially hazardous energy sources have been isolated by locking and tagging.
- When machinery/equipment is identified as unsafe for use it must immediately be locked out and your manager informed.

5.12. Working at Heights

- Never improvise to allow yourself to reach things as many incidents are caused by falls.
- Don't stand on chairs, pallets or roadcases or climb on other unsuitable objects.
- Safety Harnesses must always be worn when working at heights.

- Use of scaffolding on site must comply with current Workcover Regulations and, if appropriate, assembled & changed by licensed riggers or scaffolders.
- The operation of hoists must be undertaken with careful regard to the security of items being lifted and any obstructions or personnel in or around the area. Barricade the area if items may fall, or in areas of public access.
- Hoists, forklifts and elevated work platforms are only to be operated by licensed personnel.

5.13. Manual Handling

- Avoid back problems by lifting correctly.
- Make use of your leg muscles - bend your legs and keep your back straight.
- Lift only what you can manage comfortably.
- If you are not trained in manual handling please let your Crew Chief/Field Manager know so they may organise your training.
- There are certain techniques employed when lifting road cases. Make sure you are aware of them and employ them. Never use the handles as they can break off, always lift them from underneath with the correct amount of people. Always listen to the Crew Chief/Field Manager or the most experienced person and do it the way they say.
- Always have a suitable number of people to lift heavy loads. If a road case weighs 60 kilos, then don't attempt to lift it with less than four crew.
- When packing or unloading trucks always follow the instructions of the Crew Chief/Field Manager or the most experienced person in the truck. One person only should call the truck pack to ensure maximum safety.
- Never allow too many people in the truck at one time. Generally, four people to pack it and one to call it.
- When pushing road cases up ramps, have one crew member behind it pushing it up the ramp and two crew either side of the ramp, holding the handles, assisting up the ramp safely.
- NEVER LET GO OF A ROAD CASE WHEN YOU ARE AT THE TOP OF THE RAMP.

  Keep
  holding it until one of the truck packers takes it from you or until it is safely resting against the wall of the truck with no possibility of rolling into anybody.
- In wet or rainy conditions, slow down and take extra precautions for safety.
- If any equipment falls GET OUT OF THE WAY AND SHOUT A WARNING. Never attempt to save any item once it has gone past the point of no return. Your safety is far more important than any equipment no matter how expensive it is.

5.14. Drugs and Alcohol

- We are committed to a working environment where all employees and management recognise the health and safety risks associated with alcohol and drug use.
- Employees have a responsibility to ensure that they understand and adhere to the company's Drug and Alcohol Policy.

5.15. SAFETY IS A STATE OF MIND

Describing the company's safety policy, explaining our individual responsibilities and giving some useful safety guidelines is part of the campaign for our goal of zero incidents. But the most important step is for all of us to be aware of the standards for working safely and what's more, be personally determined to follow them.

Quality – Shortcuts are dangerous.

Responsibility – Your responsibility is to carry out safety procedures at all times

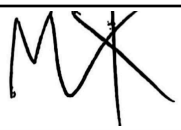
Mutuality – Remember everybody benefits from a safe environment.

Efficiency – Plan, don't leave safety to chance.

Freedom – Improving our safety preserves our freedom.

5.16. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	

Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

6. Show Support Personal Protective Equipment Procedure 006 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/ppe/

6.1. Purpose

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

6.2. 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.
- Inform the Managing Director via the Feedback 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.

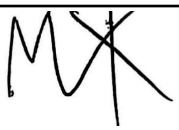
Non Compliance

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.

6.3. Forms

Feedback Form (https://www.showsupport.com.au/feedback/)

6.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

7. Show Support Manual Handling 007 – Policy/SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/manualhandling/

7.1. Policy

7.1.1. Policy Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that workers are not placed at risk of injury or illness due to manual handling activities in the workplace.

7.1.2. Aims and Objectives

We will strive to ensure that the health, safety and well-being of workers is not placed at risk by ensuring that causes of manual handling injuries in company workplaces are identified and controlled.

We will ensure that all tasks involving manual handling are identified and assessed, and that measures to reduce the risk of injury due to manual handling are implemented.

7.1.3. Responsibilities

All tasks will be examined to identify any of the following risk factors –

- Repetitive or sustained application of force, awkward postures or sustained movement,
- Application of high forces
- Exposure to sustained vibration, or
- Manual handling of persons, live animals, or loads that are unstable, unbalanced, or difficult to hold.

We recognise that there is no maximum weight that a person may lift, and that in assessing whether a lift could be harmful, that all factors which could make the task hazardous are identified and their impacts assessed.

We will apply controls to eliminate the risk of musculo-skeletal injury by applying the hierarchy of risk controls (including the use of mechanical aids), so far as is reasonably practicable, to all tasks involving manual handling, and where risks cannot be eliminated or controlled by other means, apply administrative controls (such as task rotation, work design), and provision of appropriate personal protective equipment.

Workers will be provided with information, training and instruction where a risk remains following the application of higher level control measures. Training in manual handling will not be used as a sole or primary means of controlling risks of musculo-skeletal disorders due to manual handling.

Workers are required to follow all implemented work procedures to reduce risk of musculo-skeletal injury, and to report any manual handling risks that they may encounter in their tasks.

7.2. Procedure

7.2.1. Required PPE

- Safety Helmet
- Hi Vis Vest
- Safety Shoes

7.2.2. Safety Issues

- Movement of loads
- Manual movement of loads
- Lifting of loads
- Height required to lift
- Weight, size and shape of the object to be lifted
- Distance of the load from the body
- Unequal loading on the body
- Frequency and duration
- Task factors
- Environmental factors
- Workplace layout

- Workstation design
- Working position
- Design of work and work flow

7.2.3. Pre-Start Safety Checks

- Assess the Load, weight size and shape, if you don’t think you can lift it safely, get assistance.

- Use a mechanical aid if required
- Mechanical lifting equipment should be maintained as per manufacturer's recommendations.
- Assess the path to make sure there are no trip safety issues, steep or slippery paths.
- Ensure appropriate footwear is worn and gloves if required

7.2.4. Work Processes

- There is no "safe" maximum load that a person may lift. The muscular effort required to lift, lower or carry a load is determined by the size, shape and nature of the object, and the postures, movements, forces, frequency and duration involved in the task.
- A load at a greater distance from the body will impose a greater stress on the body than a similar load at a closer distance.
- Lifting a load for a higher distance places greater strain on the body.
- Increased frequency and duration of lifting increase the risk of injury.
- Lifting or carrying a load to one side or in one hand puts more stress on the body than handling the load with both hands.
- The following tasks must be analysed for risks due to manual handling –
    - tasks with which an injury due to overexertion can be associated,
    - tasks which involve repetitive or sustained application of force, awkward postures, movements, high force, or sustained vibration,
    - manual handling of live people or animals, and
    - manual handling of loads that are unstable, unbalanced or difficult to hold.
- Persons will be at greater risk of injury if they are exposed to high air temperatures, high humidity or low temperature.
- Eliminate or reduce bending movements and postures by
    - providing adjustable height work tables and workstations
    - minimise lifting and lowering of work objects, and

- providing enough work space to allow upright working posture.

- Eliminate or reduce twisting, reaching, pushing, pulling, holding or carrying movements when handling, carrying or storing items and materials.

- Design workstations so that workers are in an upright position with shoulders lowered and upper arms close to the body, with working height and objects roughly level with the worker's elbows (sitting or standing).

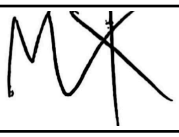
- Determine the most appropriate working position for the task to be performed, taking into account the frequency and duration of the task, and the objects, equipment and tools required.
- Provide mixture of tasks where possible to allow a variety of postures and movements, including a mixture of standing and sitting tasks.
- Provide opportunities for workers performing seated or standing tasks to vary their postures and movements.
- Redesign size, shape and weight of objects to eliminate handling risks.
- Ensure that tools, plant and equipment meet ergonomic guidelines.
- Organise flow of work to reduce or eliminate overload during peak periods.
- Reduce prolonged exposure to movements and postures by rotating tasks.
- Provide mechanical aids to move and handle loads (e.g., conveyors, cranes, hoists, forklifts, pallet jacks, trolleys, etc.).
- Ensure that items for moving loads that require the use of human effort to move (trolleys, pallet jacks, pedestrian forklifts, etc.) are maintained in a safe operating condition, and are not loaded in excess of their rated capacity.
- Training needs will depend on the task(s) to be carried out and the risks. Workers must understand –
  - what sort of manual handling is hazardous
  - the effects on the body, and how injury can be prevented, and
  - how to select and use appropriate risk controls such as mechanical aids and safe systems of work.
- Training in how to select and use appropriate manual handling techniques should be conducted by an appropriately skilled person, who is conversant with the causes, effects and prevention of manual handling injuries.
- The training should include information pertinent to the types of loads to be moved, correct lifting postures and techniques, and team lifting procedures where team lifting is carried out on a regular basis.

- Supervisory staff must also be trained in safe manual handling techniques.

7.2.5. Housekeeping

- Make sure good housekeeping practices are in place
- Place any equipment in approved storage area or back in work vehicle

7.2.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

8. Show Support Vehicle Loading and Unloading 008 – SWP/SWMS

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-vehicle-loading-unloading-008/

8.1. Procedure

8.1.1. Required PPE

- Safety Helmet
- Hi Vis Vest
- Safety Shoes

8.1.2. Safety Issues

- Manual handling
- Damage to property
- Impact to pedestrians
- Vehicle collision
- Fall injuries
- Impact from falling objects
- Slip/Trip

8.1.3. Pre-Operational Safety Checks

- Task (e.g. Drawings, instructions, specifications etc.) is clearly understood.
- Ensure truck and all lifting/supporting equipment is suitable for task and maintained appropriately.
- Load binders, straps, chains & load dogs to be inspected prior to use.

- All bystanders to keep away. Before lifting or tilting operations LOOK UP for power lines.
- Access vehicle tray via fitted step ladders and access ramps, do not jump from truck trays

8.1.4. Operational Safety Checks

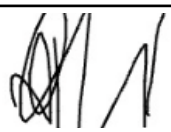
- Loads are not to be lifted over personnel.

- Assess the weight before lifting & seek assistance or use mechanical lifting devices (e.g. forklift).
- The driver must follow the instructions at the load/unload site, and must remain out of harms way at all times whilst the truck is being loaded/unloaded.
- If a forklift is utilised, ensure the forklift driver has a clear view of the truck driver at all times.
- Traffic controls to be implemented, and understood by all personnel involved in the task.

8.1.5. Post-Operational Safety Checks

- You must be satisfied that the load is safe and legal before you move it. This means that reasonable steps must be taken to ensure that the load is safe (no part likely to fly off when you are transporting it).
- The truck must be not overloaded, and the appropriate load restraints must be utilised.

8.1.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	

Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

9. Show Support Working in a Loading Dock 009 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-working-loading-dock-017/

9.1. Required PPE

- Safety Shoes
- Hearing Protection
- Protective Clothing

9.2. Safety Issues

- Manual handling
- Slip/trip
- Fall injuries
- Falls of persons
- Falling objects
- Impact from falling objects
- Forklift falling from dock
- Crushing or being caught between
- Crushing and amputation
- Damage to property
- Impact to pedestrians
- Vehicle collision
- Movement of vehicles

- Movement of ramp
- Moving parts
- Location

9.3. Pre-Start Safety Checks

- Task is clearly understood.
- All bystanders to keep away from operation area.

- Traffic management plan in place – including designated pedestrian and vehicle areas.

9.4. Work Processes

- The driver must follow the instructions at the load/unload site, and must remain out of harms way at all times whilst the truck is being loaded/unloaded.
- Traffic controls to be implemented, and understood by all personnel involved in the task.
- Personnel are to remain in designated areas whilst loading/unloading operations are undertaken.
- Ensure that beepers on vehicles and forklifts are operational and utilised & Spotters to be utilised for vehicle movements
- All workers shall take care and be aware of vehicles when moving around a loading Dock.
- Workers are not to position themselves between vehicles and the dock at any time. If spotting is required, a two way communication is to be used with the spotter in a safe area.
- Whenever a truck is reversing, a spotter will signal the driver or use a two way radio. The spotter is to ensure the blind spot is clear of any safety issues.
- Personal Protective Equipment must be worn.
- Loading docks should be located for easy access by service vehicles and be separate from public entrances or walkways, etc.
- Prohibit persons jumping from or climbing onto loading docks.
- Use barrier or chain with sign to identify safety issue and limit access to dock. Highlight edge of dock and provide visible barrier across opening to alert forklift operators of safety issue zone.
- Area in front of dock should be a designated “no go” zone for pedestrians. All persons working in vicinity of loading docks and vehicular or forklift traffic should wear high-visibility garments at all times.
- Keep stock, pallets and other items well clear of dock openings.

- Ensure that trucks, trailers, etc., are backed up fully to edge of ramp and secured to prevent movement while loading or unloading
- Edge of dock should be clearly identified (marked with contrasting colour).
- Provide dock plate or similar means of smooth access to vehicle being loaded or unloaded for forklifts, trolleys, etc.
- Maintain edge of ramp in safe condition to maintain stability of loads
- Ensure that edge of dock is adjusted to suit height of body being accessed.
- Adjust height of dock (if necessary) as height of body changes during loading or unloading.

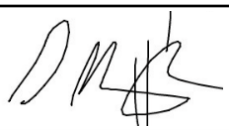
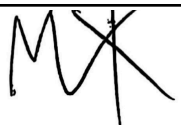
- Inspect dock regularly and lubricate hinges, etc., to ensure free movement.
- Ensure that truck or trailer wheels are securely chocked to prevent movement of unit during loading or unloading.
- Ramp must be secured from movement away from container when in use.
- Ramp must be fitted with raised edges to prevent forklifts driving off edges.
- Dock must be fitted with guard rails and interlocking safety gates.
- Dock must be fitted with shields to prevent entry to underside when in use.

9.5. Post Job Safety Checks

- Ensure operations have fully ceased (including all vehicles switched off and operators exit cabins) prior to entering areas.
- Ensure vehicles/forklifts are parked in appropriate areas
- Ensure all equipment utilised is stored appropriately.

9.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

Justin Phillip Jones	1st December 2025	
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Sam Davis	1st December 2025	

10. Show Support Tailgate Lifter 010 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-tailgate-lifter-011/

10.1. Required PPE

- Gloves
- Hi Vis Vest
- Safety Shoes

10.2. Safety Issues

- Moving machinery
- Inspection of loader
- Moving vehicles
- Movement of vehicle
- Being struck by or being caught between moving parts of machinery
- Falls of persons

10.3. Pre-Operational Safety Checks

- Never stand or allow another person to stand in area where tailgate lifter/loader will lower or move – ensure adequate space is available to operate loader.
- Prevent entry of persons other than those directly involved in the work.
- Ensure that vehicle is positioned with adequate space to operate tailgate lifter/loader and move loads safely on and off loader.
- Keep clear of tailgate lifter/loader when opening before or stowing away after use.
- Inspect tailgate lifter/loader for damage before use – do not use if damaged or faulty.

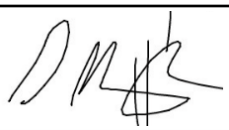
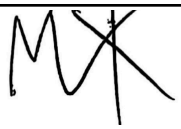
- Check operation of all controls before attempting to lift or lower loads.
- Check loader hydraulic system daily to for evidence of leaks or low fluid.
- Secure operating area from other traffic – use barricades or road cones to prevent other traffic entering area where tailgate lifter/loader is being used.
- Where necessary, traffic controller may be required to direct passing traffic.

10.4. Operational Safety Checks

- Ensure that vehicle is properly and securely braked before using tailgate lifter/loader.
- Operator must always stand in safe position to operate tailgate lifter/loader – never stand or allow any other persons in zone where loader will contact ground.
- Do not overload tailgate lifter/loader – weights of loads should be known before loading.
- Place loads in stable position close to centre of platform.
- Ensure that load is fully on tailgate lifter/loader, and that it will not move when loader is being operated. Pallet jacks and trolleys must be fully lowered.
- Edge protection (e.g., rails) should be provided and used when any person is standing on tailgate lifter/loader when being raised or lowered.
- Operator must call out movements of the loader. Example: “Moving!” to alert all workers in the area that the tailgate lifter/loader is raising or lowering.
- Never jump from a tailgate lifter to the ground. Always climb down carefully using the steps on the vehicle. These should be located near the rear door on one side or the other.

10.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

Justin Phillip Jones	1st December 2025	
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Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

11. Show Support Wet Ramps 011 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-wet-ramps/

11.1 Required PPE

- Hi Vis
- Safety Boots
- Raincoat

11.2 Purpose

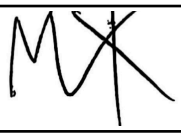
This procedure describes the management of incidents, the internal and external incident reporting and recording requirements of the organisation, and the procedure for wet ramps.

11.3 Procedure

- Reconsider Truck Position try and find a dry location
- Check if machinery can be used such as forklifts instead of crew to load
- If possible wait until weather improves
- All crew wear hi vis and safety shoes
- Recommended 5 People per case – 2 guys at the sides. 2 taller guys at the back and shorter guys at the front.
- Lift any light cases into the truck
- Check which crew have grip shoes and use those crew on the ramp
- Rotate crew to keep them refreshed and relief from the rain
- Crew are to always bring wet weather gear on outdoor gigs when there is a possibility of rain

- Communicate clearly the task at hand, no comments not related to the situation

11.4 Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
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Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

12. Show Support Working Near Machinery 012 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-working-near-machinery-012/

12.1. Required PPE

- Protective Clothing
- Hearing Protection

12.2. Safety Issues

- Exposed moving parts and electrical safety issue with the potential to cause harm through entanglement
- Exposure to heat
- Crush
- Sharp objects

12.3. Pre-Start Safety Checks

- Task is clearly understood.
- All bystanders to keep away from operation area.
- Traffic management plan in place – including designated pedestrian and vehicle areas.
- A defined exclusion zone to be set up to clearly identify the operational area of the Plant inclusive of overhead power lines

12.4. Work Processes

- Workers to be aware of plant movements at all times.
- Workers to remain in pedestrian areas only.
- High Vis work clothing to be worn.

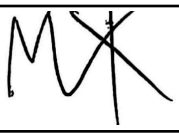
- No Standing behind reversing Plant or Vehicles
- 2 Way communications between worker and site personnel are to remain open and maintained at all times during the movement of any materials during the operation.
- Constant monitoring of other plant moving on site by Site Manager to ensure that no traffic (pedestrian or vehicle) encroaches within the exclusion zone.
- Reporting of any potential threat is broadcast by 2 Way communications § All work is to cease until any identified potential safety issue is removed.

- Drive-in drive out to be used where possible, reversing is to be conducted using a spotter.

12.5. Post Job Checks

- Ensure operations have fully ceased (including all vehicles switched off and operators exit cabins) prior to entering areas.
- Ensure vehicles are parked in appropriate areas, all equipment utilised is stored appropriately and equipment is stowed in its specific out of service configurations; power supply shall be locked off & all doors and windows giving access to machinery or control cabins shall be locked.

12.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	

Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

13. Show Support Truck Driving 013 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-truck-driving

13.1. Required PPE

- Eye Protection
- Safety Shoes
- Protective Clothing
- Hearing Protection

13.2. Safety Issues

- Manual handling
- Slip/trip
- Damage to property
- Impact to pedestrians
- Vehicle collision
- Impact from falling objects
- Fall injuries

13.3. Pre-Operational Safety Checks

- Ensure vehicle pre-start checks are carried out
- Ensure truck has enough fuel for the day’s activities
- Visually inspect all truck and trailer tyres
- Fuel level to be checked first thing. If truck level is ¼ or close to, ensure fuelling occurs before any long trips.

13.4. Operational Safety Checks

- Use a vehicle spotter for reversing if required.
- Take care when climbing, utilise designated entry/exit methods only. Ensure vehicle is on a level surface.
- Vehicle to be maintained in accordance with manufacturer’s standards.

- Appropriate hearing protection should be worn whilst in the vicinity of noisy equipment or as sign posted by site conditions.
- Adhere to vehicle and regulatory load limits at all times. Ensure vehicle is loaded correctly.
- Never climb onto any part of vehicle that is not provided with suitable handrails for access to heights.

13.5. Post-Operational Safety Checks

- Ensure Truck is switched off.
- Make sure good housekeeping practices are in place.
- Trucks and Trailers are to be kept clean and tidy at all times
- Trailers to be swept clean while waiting to be loaded and debris is to be placed in rubbish bins. Ensure the safety of yourself and others at all times

13.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	

Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

14. Show Support Load Bars 014 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-load-bars

14.1. Required PPE

- Gloves
- Safety Shoes
- Protective Clothing

14.2. Safety Issues

- Strains
- Sprains
- Back injuries
- Musculoskeletal Disorder (MSD)
- Slips
- Trips & Falls
- Impact Injuries

14.3. Pre-Start Safety Checks

- Check that the vehicle is on flat ground, if not look to see if there is a flatter area to unload the truck. If there is the crew chief or senior crew should discuss with the client and truck driver.
- If unloading on a hill of slant there is always the potential that straps and load bars have not been used correctly or not at all and therefore the risk of items moving unexpectedly. Crew should be prepared to move out of the way as items could have moved during transit with the potential for items to fall, roll, particularly with larger trucks such as semitrailers.

- Always be alert, listen, and communicate.

- Ensure appropriate footwear is worn and gloves.

14.4. Work Processes

- When removing a load bar from a truck during an unload, it is crucial to assess what is behind the bar, particularly if the truck is on a hill or slant. Make sure the gear WILL NOT move. You'll need assistance; there should always be at least two crew during this exercise, preferably four. . Communicate with your crew and devise a plan so that someone is holding

the load whilst the loadbar is removed. The bigger the load, the more crew required. If the load is too large and looks likely to shift or cause danger, DO NOT REMOVE THE LOADBAR

- Once you have safely assessed the load, 2 people should be used to remove the loadbar. Typical squared loadbars have teeth at each end, pointing down. On each side, A sliding bar is pulled back to reveal a clip which locks the teeth into place on the side walls of the truck and can pose the threat of “finger-bite” fall types of accidents. Only one side should be handled at a time. Make sure there’s a person at both sides of the load bar, one to hold a side firmly so it doesn’t fall when the other releases the clip. “MY SIDE” should be called in a loud clear voice, by the person operating the clip during its removal

- The other person must never have their hands or fingers anywhere near the clip on their side at this time, but should hold the larger, sliding piece of the bar to prevent any kind of clipping of fingers. Once identify which side removes the clip first, slide the large part of the bar back and release the clip

- Holding the bar firmly, it will release and drop slightly. Slowly start to lower the removed side of the bar with your fingers clear so the other person can slide the larger part back to your side. In most circumstances the other side will release as the first person lowers the bar to about 45 degrees. On occasion, the loadbar might be too low to do this, so the same process is repeated on the other side of the bar. The bar should then be slowly raised near to the otherside.

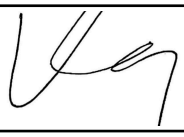
- Communication is paramount during this process as loadbar use has always been a threat on finger crushes

- When loading a truck, the same process should be executed to put a load bar in place. Knowing when and how to use a loadbar is crucial to ALL crew involved in a truck pack. It’s always a safer bet to imagine a worst case scenario during transportation, as the next people to unload could be doing so from a hill, a slant or with less crew. If a load is too heavy for a person to hold in place on the chance of a sloped loading dock, then a loadbar should be used.

- The heavier the load, the shorter distance between bars. Top heavy cases may require 2 loadbars top and bottom, to eliminate the risk of tipping. Cases can also move left and right if the ground isn’t level so straps might also be required or used instead.

- Familiarize yourself with the shifting mechanism in the loadbar and never put your fingers anywhere near its points of movement. Most importantly, never use the sliding mechanism and attempt to unlock the clip without first checking where the second persons hands are.

14.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Sam Davis	1st December 2025	

15. Show Support Base Plate 015 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-truck-driving/

15.1. Required PPE

- Gloves
- Safety Shoes
- Protective Clothing

15.2. Safety Issues

- Strains
- Sprains
- Back injuries
- Musculoskeletal Disorder (MSD)
- Slips
- Trips & Falls
- Impact Injuries

15.3. Pre-Start Safety Checks

- Assess the Load, weight size and shape, if you don’t think you can lift it safely, get assistance.
- Use a mechanical aid if required
- Mechanical lifting equipment should be maintained as per manufacturer’s recommendations.
- Assess the path to make sure there are no trip safety issues, steep or slippery paths.

- Ensure appropriate footwear is worn and gloves if required

15.4. Work Processes

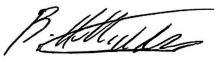
- Take care when leaning base plates, never lean them against cases with wheels, or on uneven surfaces or surfaces that could get damaged
- Take care placing them down, ensure fingers are clear before dropping them. You have to lower them to the ground and then drop them the last few centimetres.

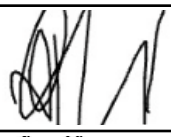
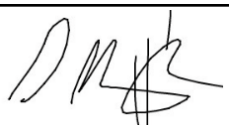
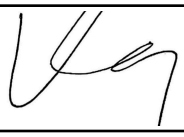
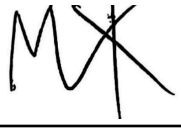
- Take extra care and time when handling base plates
- Never try and catch a falling base plate or stack of base plates, clear out of the way, warn others and let them fall. The same principle applies to anything.
- Be careful when inserting base plates between already standing base plates (EG in the back of the truck) that fingers are clear of other base plates
- Experienced crew must educate novice crew always about proper handling of base plates
- Large bass plates, sometimes referred to as “pizza” base plates require two people minimum to lift
- Be careful when stacking base plates on cases to transport them that cases are secured and there are no uneven floors or lips
- The packer or case used to transport the base plates should be larger than the base plates and base plates should be stacked neatly
- Always exercise maximum caution when handling base plates

15.5. Housekeeping and Post Job Safety Checks

- Make sure good housekeeping practices are in place.
- Place any equipment in approved storage area or back in work vehicle.

15.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	

David Shillabeer	1st December 2025	
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Sam Davis	1st December 2025	

16. Show Support Electrical Safety and High Voltage Work 016 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/electrical-safety/

16.1. Purpose

Show Support Pty Ltd has an obligation to ensure their business is conducted in a way that is electrically safe. This includes identifying electrical safety issues, assessing the risk of injury or property damage that may be attributed to those safety issues and taking necessary actions to minimise exposure to the risks.

16.2. Specified Electrical Equipment

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

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.

16.3. Electrical Safety – Risk Management Process

Ensure that only qualified people carry out work on Show Support Pty Ltd electrical systems. Some common electrical safety issues include:

- Electrical shock
- Fire/explosion
- Toxic gas

To minimise exposure to electrical risks all users of electrical equipment within Show Support Pty Ltd should:

- Visually inspect all electrical equipment prior to use to check:

- 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.)

  - equipment covers and guards are correctly secured.
  - 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.
- 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 –

- supplied with electricity through an electrical socket outlet; and

- 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.

16.4. High Voltage Work

An assessment of all risks involved in undertaking work associated with either live (energised) or deenergised 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.

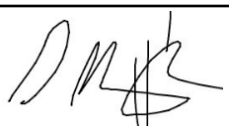
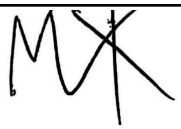
- Gloves Gloves insulated to the highest potential voltage expected for the work being undertaken complying with AS 2225 (Note: Leather work gloves may be considered when performing de-energised electrical work).
- Noise Protection Ear plugs or muffs to AS 1270.
- Clothing Should cover the full body (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.

16.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

17. Show Support Tools – Hand and Power Operated 017 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/tools-and-hand-power/

17.1. Purpose

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

17.2. Responsibility

Manager and

Supervisors

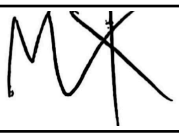
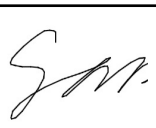
- To provide the correct tools for the tasks to be performed safely and without risk of harm to the user.
- Arrange training for all workers in the correct selection, use, and maintenance of the tools they are required to use.
- Ensure preventative maintenance and repair or replacement of tools when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

17.3. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

18. Show Support Ladder Safety 018 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/ladder-safety/

18.1. 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.

18.2. 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.

18.3. Procedure

Check for safety issues 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.

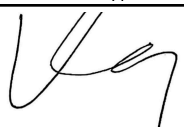
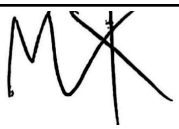
General ladder safety

- 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.

18.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

19. Show Support Safety Committee Procedure 019 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/safety-committee/

19.1. Statement

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that the views of workers and their elected representatives are taken into account in making WHS decisions that affect their health and safety.

19.2. Aims and Objectives

We will develop and implement appropriate and compliant systems of workplace consultation, worker representation and participation in WHS matters for all workers. We will ensure that suitable processes for communication of WHS matters are provided and implemented, and that consultation with workers (and, where applicable, other stakeholders), is carried out regarding matters that may affect their health and safety at work.

19.3. Responsibilities

We will, so far as is reasonably practicable, consult with workers who carry out work for Show Support and who are, or are likely to be, directly affected by a WHS matter. Consultation procedures will be agreed with workers, and be in accordance with legislated requirements for workplace consultation.

Crew Members may elect a health and safety representative to the SHS Safety Committee to represent them in relation to health and safety matters in their workplace. The company will arrange the election of a Safety Committee annually, and training of Safety Committee members as entitled under legislation. We will consult with the elected Safety Committee in relation to any matter which may affect the health and safety of any worker.

All Crew Members will be kept up to date with SHS WHS initiatives via email and blog posts on the Show Support website https://www.showsupport.com.au/blog/.

19.4. Safety Committee

Name	Date	Signature

Name	Date	Signature

20. Show Support Venue Safety Inspections 020 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/venue-safety-2/

20.1. Required PPE

- Safety footwear
- Hi Vis Vest when required by SHS Client
- Safety Helmet when required by SHS Client

20.2. Purpose

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

20.3. Responsibility

Senior Crew Members and Crew Chiefs

- Ensure a safety inspection of the site/venue and risk assessments are carried out at each new site/venue.
- Determine and implement effective control measures for any identified Safety Issues.
- Arrange induction and training for Show Support Pty Ltd workers.
- Pre-start site/venue Inspections are to be conducted using the Venue Safety Inspection Form (https://www.showsupport.com.au/venue-safety-inspection/)
- The Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/) is to be used for any Safety Issues 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 safety issues 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 Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/) for identified safety issues.

20.4. Potential Safety Issues

- Manual Handling risks.
- Slips, Trips and Falls.
- Injury to the public
- Injury to other workers
- Trips & falls
- Risks associated with Traffic and pedestrians.
- Working Alone, or in Isolation
- If working at heights is required.
- Weather safety issues.
- Electrical risks, power lines, power tools, services.
- Damage to surrounding buildings/equipment pollution
- Are there sufficient amenities, facilities.
- Air emissions (including dust)
- Chemical burns/poisoning
- Vibration

20.5. Procedures

- Ensure Venue Safety Inspection Form (https://www.showsupport.com.au/venue-safety-inspection/) 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 Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/) for any identified Safety Issues not already controlled using the Show Support Pty Ltd

SWMS's.

- Review and sign-off on SWMS for tasks to be completed.
- Tool Box Talk (https://www.showsupport.com.au/whs/tool-box-talk/) and induction 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.

- In cases where it is not practical to inspect the venue before the commencement of the shift, Senior Crew Members should conduct the investigation during the early stages of the shift by leading all Crew Members through the work areas and checking ahead for Safety Issues.
- Atypical Safety Issues not recorded in the SWMS are reported and clearly communicated to all SHS Crew Members and to the SHS Client.
- Safety Issues may be recorded in the Venue Safety Inspection or the Report Safety Issue form.

20.6. Pre-Start Safety Job Checks

- Tasks are clearly understood. All staff to be competent in relevant tasks
- All staff to be inducted to the site.
- SHS Client to provide barricading to prevent entry by unauthorised persons.
- Conduct the Tool Box Talk
- Make sure equipment used is appropriately installed and tested & tagged.
- SHS Client to display signs to warn of specific safety issues & traffic management requirements.

20.7. Work Processes

- Alcohol and illicit drugs are not to be taken onto site or consumed on site. Workers to maintain a zero blood alcohol level. Where prescribed or over the counter medicine is taken that may affect performance (e.g. drowsiness), operators are to advise plant Site Manager immediately.
- Crew Chiefs and SHS Clients shall provide first aid kits which are adequate for the type of injuries which may occur.
- Appropriate licenses and certificates of competency are to be held where required in the performance of any work.
- Workers will be sufficiently trained and skilled to perform the work in a proper and safe manner.

- Use of items of PPE where it is not practical to control risk of injury by other means. Protective footwear is to be worn at all times.
- High Visibility vests/clothing to be worn as directed by SHS Client or Venue Management / Security.

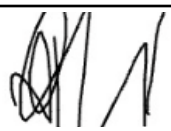
20.8. Housekeeping

- Make sure good housekeeping practices are in place.
- After hours – Safety Issues are to be made safe and safety signage to be erected which is reflective. Lighting as necessary.

20.9. Forms

- Venue Safety Inspection Form (https://www.showsupport.com.au/venue-safety-inspection/)
- Tool Box Talk (https://www.showsupport.com.au/whs/tool-box-talk/)
- Safety Induction (https://www.showsupport.com.au/safety-induction/)
- Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/)
- Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)
- Feedback Form (https://www.showsupport.com.au/feedback/)

20.10. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	

Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

21. Show Support Induction Procedure 021 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/induction-procedure/

21.1. Purpose

To set out the arrangements for induction of new crew members, transferred workers, workers of contractors, and visitors.

21.2. Procedure

New Crew Members

Orientation Induction (https://www.showsupport.com.au/orientation-induction/) is to be provided by the SHS Senior Crew Member or Crew Chief. All items on the Orientation Induction (https://www.showsupport.com.au/orientation-induction/) are to be explained to the new Crew Member. This induction is to be signed by the by the new Crew Member and stored in the “Orientation Induction” email folder.

A Competency Assessments (https://www.showsupport.com.au/competency-assessment/) is to be signed by the Senior Crew Member or Crew Chief and the newly inducted Crew Members. Competency Assessments (https://www.showsupport.com.au/competency-assessment/) are to be stored in the Competency Assessment email folder.

Workers of Contractors

Contractor induction is to be provided by the Senior Crew Member or Crew Chief. All items on the Orientation Induction (https://www.showsupport.com.au/orientation-induction/) are to be explained and the Orientation Induction (https://www.showsupport.com.au/orientation-induction/) is to be signed by contractor’s worker/s and stored in the “Orientation Induction” email folder.

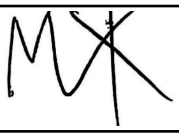
A Competency Assessment is to be signed by the Senior Crew Member or Crew Chief and the newly inducted contractor’s worker/s. Competency Assessments (https://www.showsupport.com.au/competency-assessment/) are to be stored in the “Competency Assessment” email folder.

21.3. Forms

Orientation Induction (https://www.showsupport.com.au/orientation-induction/)

Competency Assessments (https://www.showsupport.com.au/competency-assessment/)

21.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

22. Show Support Training and Qualifications 022 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/training-and-qualifications/

22.1. Purpose

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

22.2. Procedure

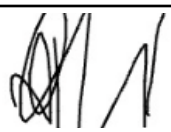
- Show Support Pty Ltd will ensure that its workers are adequately trained to a level of competency sufficient to ensure their health and safety when at work.
- Show Support Pty Ltd will undertake training / competency needs assessment of all workers prior to the commencement of work or alteration of task. The assessment will be recorded on Competency Assessments (https://www.showsupport.com.au/competency- assessment/)
- Workers will be selected for specific tasks based on their level of skill and competency to undertake the work safely.
- 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
- Proof of the competency of casual labour must be detailed in the Competency Assessment Form (https://www.showsupport.com.au/competency-assessment/)
- Internal and external training will be recorded on the Crew Member's Profile Logs.

22.3. Forms

Competency Assessment Form (https://www.showsupport.com.au/competency-assessment/)

22.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	

Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
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Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

23. Show Support Competency Assessment Procedure 023 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/competency-assessment/

23.1. Competency Assessment Familiarisation

All Senior SHS Crew Members should become familiar with the online Competency Assessment (https://www.showsupport.com.au/competency-assessment/) and use it when required.

The Competency Assessment (https://www.showsupport.com.au/competency-assessment/) can be found under the WHS drop down on the Show Support Website.

There are 3 uses for the Competency Assessment (https://www.showsupport.com.au/competency-assessment/):

- SHS Crew Members on their first Shift for Show Support must be competency assessed.
- SHS Crew Members must be competency assessed for general work every 12 months.
- SHS Crew Members performing High Risk work must be competency assessed every 6 months.

Examples of High Risk work are: Fork Lift, Telehandler, EWP, Scissorlift, Rigging and Scaffolding.

High Risk Activities require a High Risk License, issued by the relevant authority.

23.2. Responsibilities

The Senior Crew Member should liaise with the Client Onsite Contact before the Shift commences and conduct the Competency Assessment (https://www.showsupport.com.au/competency-assessment/) for all Crew Members that require it.

If there is no Senior Crew Member available on the Shift, then the Client's Onsite Contact must conduct the Competency Assessment (https://www.showsupport.com.au/competency-assessment/), or the equivalent used by their organisation, or some type of acknowledgement that they are satisfied that the Crew Member is competent in the tasks that they have booked them to undertake.

23.3. Procedure

Competency Assessments for SHS Crew Members on their first shift for Show Support are conducted during the Orientation Induction (https://www.showsupport.com.au/orientation-

induction/) for those Crew Members.

Competency Assessments for High Risk and General work are conducted by:

- Ensuring the Crew Member has been trained in the relevant SWMS, and;
- Ensuring that Crew Member is following the approved steps in the Safe Work Method Statement (SWMS) for the Activity they are undertaking.

In cases where it is not practical to assess that Crew Members are able to follow the approved steps in the SWMS prior to the commencement of their Shift, the procedure is to observe the SHS Crew Member performing their tasks and to ensure that the tasks are being performed according to the relevant steps of the Safe Work Method Statement (SWMS).

In this way, it is not necessary for the person conducting the assessment to be qualified in the High Risk Activity, only to be competent in the training according to the procedures and SWMS of Show Support.

In cases where the SHS Crew Member does not meet the criteria for competency, then prevent them working immediately and contact Show Support operations on 0295562011 to advise that the Crew Member has not been deemed competent.

Take the Crew member aside and retrain them in the correct way to perform their task according the relevant steps of the Safe Work Method Statement (SWMS) before allowing the Crew Member to continue that task.

If the SHS Crew Member fails a second competency assessment in the space of one shift, notify Show Support operations to remove that particular Activity from the Crew Member’s profile. This will prevent that Crew Member from working on that High Risk Activity for Show Support until they have passed the Competency Assessment.

Only submit the Competency Assessment for Crew Members that have passed.

Advise SHS Operations immediately for any Crew Members that were unsuccessful and complete the Feedback Form (https://www.showsupport.com.au/feedback/) with details of any Crew Members who were unsuccessful.

23.4. Forms

Competency Assessment (https://www.showsupport.com.au/competency-assessment/)

Orientation Induction (https://www.showsupport.com.au/orientation-induction/)

Feedback Form (https://www.showsupport.com.au/feedback/)

23.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Sam Davis	1st December 2025	

24. Show Support Injury/Incident Management 024 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/incident-management/

24.1. 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.

24.2. 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).

Reporting incidents/injuries

The person involved in the incident completes the Incident Report Form (https://www.showsupport.com.au/crew/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 Show Support Pty Ltd 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.

Show Support Pty Ltd must keep a record of each notifiable incident for at least five (5) years

from the date notified to the relevant statutory authority.

SHS Incident and Injury Register

Incidences are to be recorded in an SHS Incident and Injury 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 Analysis

The incident is to be analysed by the SHS Safety Committee. The findings are to be communicated to the Managing Director and Operations Manager and any relevant findings shall be updated in the policies, procedures and SWMS.

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:

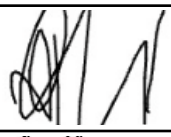
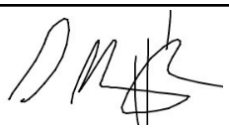
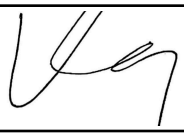
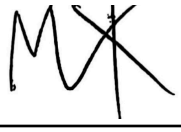
- Staff meetings/tool box talks
- During induction process

24.3. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

24.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	

David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
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Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

25. Show Support First Aid Procedure 025 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/first-aid/

25.1. Purpose

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

25.2. Responsibilities

SHS Crew Chiefs & Senior Crew Members

- Administer first aid when required
- Ensure their training is current and up to date

SHS Clients, Venues and Safety Officers

- Provide appropriate first aid facilities
- Ensure that there is a trained personnel to administer first aid

25.3. 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 (https://www.showsupport.com.au/crew/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 safety issues. 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

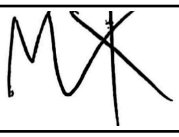
In some workplaces specific injuries or illnesses may occur. Additional first aid kit contents and facilities, including properly trained people, should be provided, for example:

- 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

25.4. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

25.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

26. Show Support Office Safety Procedure 026 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/office-safety/

26.1. 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.

26.2. 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 safety issues;
- Burning, cutting, and pinching safety issues;
- 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 safety issues. 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 safety issue. 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 safety issues 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 Safety Issues

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 stabilise 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:

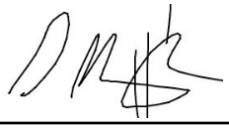
- Do not load ladders or step stools above their intended capacity.

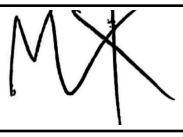
- Place ladders or step stools on slip-free surfaces even if they have slip-resistant feet.
- Avoid placing ladders or step stools in walkways, and never place them in front of a door, unless the door is locked and barricaded.
- Refer to the Industrial Safety section in this manual for more information 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.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

27. Show Support Dispute Resolution 027 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/dispute-resolution/

27.1. Purpose

Management and workers of Show Support Pty Ltd have agreed upon the following dispute 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.

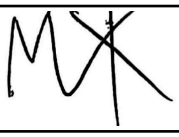
27.2. Procedure

- 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.
- 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.
- 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.
- 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 Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/)
- Solutions should be recorded as well as communicated to relevant workers for their information.
- Where relevant, the Safety Issue should be raised with the SHS Safety Committee to decide on the best Control Measures which should be updated in the relevant Procedures and Safe Work Method Statements.

27.3. Forms

Report Safety Issue Form (https://www.showsupport.com.au/report-safety-issue/)

27.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

28. Show Support Working in Extreme Weather Conditions 028 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/show-support-working-hot-conditions/

28.1. Required PPE

- Gloves
- Protective Clothing
- Safety Shoes

28.2. Safety Issues

- Dehydration
- Fatigue
- Thirst
- Nausea
- Exhaustion
- Cramps
- Mental dysfunction
- Dizziness
- Fainting
- Sweating profusely
- Hypothermia
- Chills

28.3. Pre-Start Safety Checks

- Conditions to be discussed by crew chief at toolbox prior to shift commencement
- Take water, Wide brimmed hats and wear sun cream for hot weather.
- Take warm clothing, jackets for cold weather and wet weather clothing for wet weather.
- Always wear Hi Vis Safety Vests over jackets.
- Take rehydration tablets

- No prior activities that may dehydrate

28.4. Work Processes

Hot Conditions

- Keep covered, shirts to be worn at all times.
- Drink plenty of water to stay hydrated, and use rehydration tablets in accordance to the dosage instructions.
- People should be assessed individually.
- In extreme cases break every hour for 5 to 15 minutes, rotating crew.
- If uniform is presenting a safety issue alternative black uniform can be worn.
- PPE MUST always be worn
- Isolate workers from heat sources, where possible
- Remove heat from buildings by using extraction fans or similar devices
- Ensure that work areas are ventilated to provide adequate airflow

Cold Conditions

- Ensure there is sufficient support for workers who may suffer from cold weather
- Allow workers to acclimatise before undertaking a full workload
- Shorten the duration of each exposure (more short exposures, fewer long exposures)
- Monitor temperature and workers' physical responses to environmental conditions

Other Conditions

- Remove workers from the conditions, whenever reasonably practicable.
- Rotate workers and use relief workers

28.5. Post-Job Safety Checks

- Rehydrate, drink plenty of water, avoid caffeine and Alcohol after working from a hot environment.
- Seek the shade or indoors and use other cooling methods, fans, ice towels after working from a hot environment.
- Seek shelter for workers exposed to wind chill in outdoor work.

28.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

29. Show Support Working in Remote and Rural Locations Procedure 029 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/working-in-remote-locations/

29.1. 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 safety issues. These Procedures outline necessary steps for safe management of rural and remote field work. They provide a framework for identification of safety issues, 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

29.2. 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.

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, safety issue identification, risk assessment and risk controls.

29.3. Procedures

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 safety issues, 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 SAFETY ISSUES and ASSESS the RISKS

Workers

Workers must consider the safety issues 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 safety issues.

The Field Work Plan requires identification of safety issues 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 safety issues 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 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:
  - tyres (visual inspection of inflation and tread conditions);
  - radiator (water level);
  - oil level;
  - 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
    - driver fatigue;
    - legal speed limits;
    - climatic conditions & weather;
    - 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.

29.4. Forms

Field Work Plan

29.5. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
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Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

30. Show Support Safe Driving Procedures 030 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/safe-driving/

30.1. 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.

30.2. 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.

30.3. 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 safety issues 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.
- 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 of the Management

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

Show Support Pty Ltd 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:

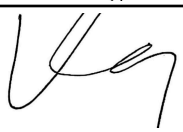
- Do not use mobile phone when driving (turn off and divert to voicemail and check messages regularly when it is safe to pull over);
- Do not make calls, dial numbers or text when driving;
- Pull over to the side of the road when it is safe before making or answering a call.

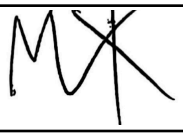
Driving long distances

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

30.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	

Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

31. Show Support Working Near Water 031 – SWP

You can also read this procedure online at https://www.showsupport.com.au/procedure/near-water/

31.1. Purpose

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

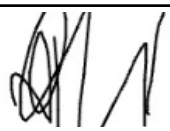
31.2. Responsibility

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

31.3. Procedure

- Perform visual inspection of area noting potential overhead and other safety issues that are not in the normal field of vision.
- 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.
- 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.
- 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.
- Workers must know how to use rescue equipment such as "pole & life hook" and "ring buoy
- Use caution when walking on wet surfaces.
- 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.

31.4. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

32. Show Support Harassment/Bullying Handling Procedure 034 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/harassment-bullying/

32.1. 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.

32.2. 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;

32.3. Grievance Procedure

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

should take:-

- 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.
- Report the behaviour or incident to your manager. If the alleged perpetrator is a manager then report the manager to a senior manager or use the Incident Report Form and / or the Feedback Form.
- Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or the company.
- Report all allegations of Workplace Harassment or Bullying using Incident Report Form and / or the Feedback Form.

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.

32.4. 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.

32.5. Forms

- Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)
- Feedback Form (https://www.showsupport.com.au/feedback/)

32.6. Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

33. Show Support Managing Aggressive Customers Procedure 035 – SWP

You can also read this procedure online at
https://www.showsupport.com.au/procedure/aggressive-customers/

33.1. 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 procedure 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.

33.2. Definition

For the purpose of this procedure, 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.

33.3. 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 Report Form (https://www.showsupport.com.au/crew/incident-report-form/) 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:

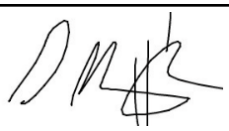
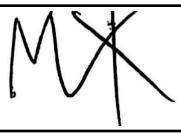
- Formally report all incidents of aggression, violence or threats, including near misses.
- Participate in education and training programs to be able to respond appropriately to any incident of workplace aggression or violence.
- Understand and comply with this policy and all related procedures.
- Contribute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

Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	

Jeff Ward	1st December 2025	
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Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

34. Show Support Cutting Cable Ties PROC 034

You can also read this procedure online at
https://www.showsupport.com.au/procedure/harassment-bullying/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes

Cutting Cable Ties - Approved & Prohibited Methods

Blades on multi-tools must never be used at all except under the strict terms of Safe Work Procedure 2 (Authorised Knife Use – Client-Directed Tasks Only PROC 036).

34.1. Purpose

To outline the safe, approved methods for cutting cable ties on all Show Support worksites and to prevent laceration injuries caused by incorrect cutting techniques or prohibited tools.

34.2. Scope

Applies to all Show Support Crew Members performing tasks involving the removal of cable ties of any size.

34.3. Approved Cutting Tools

34.3.1 Small to Standard Cable Ties

Only the following tools may be used:

• Klever Kutters (Klever Cutters)

• The pliers section of a multi-tool

• Side cutters

These tools minimise slip risk and prevent blade-related injuries.

34.3.2 Large or Heavy-Duty Cable Ties

Approved tools:

• Pliers on a multi-tool

• Side cutters

Knives must never be used to cut any form of cable ties.

34.4. Prohibited Tools and Methods

❌ 34.4.1 Knives

Knives must never be used to cut cable ties. Prohibited items include:

• Utility knives

• Stanley knives

• Box cutters

• Retractable blades

• Pocket knives

• Any sharp blade

❌ 34.4.2 Multi-Tool Blades

The blade on a multi-tool must not be used unless a client specifically instructs and authorises it (see **Safe Work Procedure Authorised Knife Use – Client-Directed Tasks Only PROC 035**).

34.5. Hazard Controls

• Use only approved tools (Section 3).

• Keep hands and body parts clear of the cutting path.

• Apply slow, controlled pressure; avoid sudden or forceful cuts.

• Secure cable ties before cutting to prevent recoil.

• Collect and safely dispose of off-cuts.

• Wear PPE as required (e.g., gloves, eye protection).

• Remove damaged or unsafe tools from service immediately.

34.6. Reporting Requirements

Report all incidents, near misses, or unsafe tool use to:

• Duty Manager on 1300973016

• Site Supervisor / Crew Chief

• Client Representative

An incident report form must be completed ASAP according to Incident Reporting Policy P002

34.7. Non-Compliance

Unauthorised knife use or unsafe cutting practices may result in:

• Immediate removal from site

• Disciplinary action

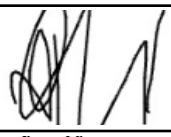
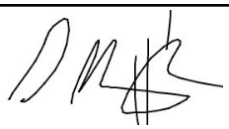
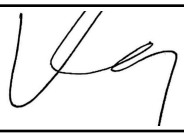
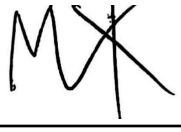
• Suspension from future work

34.8. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
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Sam Davis	1st December 2025	

35. Show Support Authorised Knife Use - Client - Directed Tasks Only PROC 035

You can also read this procedure online at https://www.showsupport.com.au/procedure/authorised-knife-use-client-directed-tasks-only/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes

35.1. Purpose

To outline the strict conditions under which knives or multi-tool blades may be used on Show Support worksites, and the minimum safety training required.

35.2. Scope

This procedure applies only to rare, client-directed tasks that require the use of a knife. Knife use is otherwise prohibited.

35.3. Conditions for Authorised Knife Use

Knife use is permitted only when all of the following apply:

The client specifically instructs that a blade must be used for the task.

The task **cannot be completed safely using approved tools** (e.g., cutting carpet, artificial grass, or other materials that cannot be cut by a Klever Kutter, pliers, or side cutters).

The client provides **task-specific safe-use instruction** and supervises the work directly.

Only trained and competent workers perform the cutting work.

A safe cutting technique is demonstrated by the client and **followed precisely** throughout the

task.

The only knife permitted onsite is either:

• **The blade on a multi-tool,** or

• **A knife supplied by the client**,

and only under the client's **instruction, authorisation, and direct supervision**.

These situations are **rare and exceptional** and do not represent normal work practice.

35.4. Minimum Safe Knife-Use Training Requirements

When a blade is authorised, the following safety techniques must be taught and followed:

• Keep hands, fingers, legs and other body parts clear of the blade path.

• Always cut away from the body—never towards yourself or others.

• Use slow, controlled cutting movements; never force the blade.

• Stabilise and secure the material before cutting.

• Use the correct knife type for the task as specified by the client.

• Ensure blades are sharp to reduce force and slipping.

• Never walk with an exposed blade.

• Retract, sheath or fold the blade immediately after use.

• Store or return the knife safely as instructed by the client.

Knife use remains a high-risk activity and must be strictly supervised.

35.5. Prohibited Uses

Even when knife use is authorised by a client, the following remain prohibited:

• Cutting cable ties

• Using knives for convenience or speed

• Using unapproved or damaged knives

• Allowing untrained workers to perform knife tasks

35.6. Hazard Controls

• Maintain a clear work area.

• Use PPE as required (e.g., gloves, eye protection).

• Ensure adequate lighting when using blades.

• Stop work immediately if the blade becomes damaged.

• Keep bystanders out of the cutting zone.

35.7. Incident Reporting

All knife-related injuries, near misses, or unsafe practices must be reported immediately to:

• Duty Manager
• Site Supervisor
• Client Representative (if required)

An incident report form must be completed ASAP according to Incident Reporting Policy P002

35.8. Non-Compliance

Failure to follow this SWP or using a knife without explicit authorisation may result in:

• Immediate removal from site

• Disciplinary action

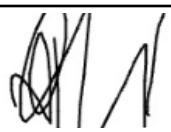
• Suspension from future engagements

35.9. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

Name	Date	Signature
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Sam Davis	1st December 2025	

36. Show Support Safe Handling & Carrying of Truss PROC 036

You can also read this procedure online at
https://www.showsupport.com.au/procedure/truss/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes

36.1. Definition

Tri-Truss (Triangular Truss)

A tri-truss, or triangular truss, is a lightweight but strong structural component made from three interconnected chords forming a triangular profile.

It is widely used in event production for lighting grids, small structures, display frames, and applications requiring a high strength-to-weight ratio.

Its stability comes from triangle geometry, which resists deformation under load and maintains shape without stressing its members.

Tri-truss is significantly lighter than concert truss and can be safely carried by one experienced crew member over the shoulder when conditions allow.

Concert Truss (Square Truss)

A concert truss is a heavier, more robust truss type, generally constructed with a four-chord, square-profile design.

It is made for supporting substantial loads such as lighting rigs, PA systems, screens, motors,

and flown scenic elements.

Concert truss is modular, highly durable, and designed to safely suspend heavy and dynamic loads during performances.

Because of its weight and bulk, concert truss must never be carried overhead or on a single crew member's shoulder, and normally requires two-person handling.

36.2. Purpose

To outline safe methods for handling and transporting tri-truss and concert truss, reducing risks of crush injuries, falls, musculoskeletal strain and overhead damage.

36.3. Scope

This procedure applies to all Show Support crew handling truss in venues, loading docks, hotel kitchens, hallways, back-of-house areas and outdoor event sites.

36.4. Key Hazards

- Truss falling when left upright
- Striking other workers or the public
- Overhead collisions with ceilings or sprinkler heads
- Musculoskeletal strain to back, shoulders, wrists
- Pinch points when gripping
- Losing control in confined spaces

36.5. Controls & Safe Work Steps

36.5.1 General Handling Rules for All Truss

- Never leave any truss upright.
- Tri-truss and concert truss must always be laid flat to prevent tipping or falling.
- Never insert your head inside truss when carrying it.

36.5.2 Handling Tri-Truss

- Tri-truss is lightweight and may be carried by one trained, experienced crew member, provided:
    - It is carried on the shoulder only, never over the head.
    - The path is clear and free of overhead hazards.
    - Conditions are not confined or unsafe for single-person carry.

    - Safe single-person tri-truss method:
- Position the truss on one shoulder.

36.5.3 Handling Concert Truss

- Concert truss must never be carried on one crew member's shoulder.
    - It is too heavy and too high for a safe single-person lift.
- Two-person carry is REQUIRED in all circumstances, including:
    - Hallways
    - Hotel kitchens
    - Loading docks
    - Ramps, stairs, tight corners
    - Any confined spaces or public access areas

Correct Two-Person Diagonal Carry Method

- To minimise twisting and ensure maximum balance:
- The front carrier stands on the right-hand side, gripping with their left hand.
- The rear carrier stands on the left-hand side, gripping with their right hand.
- This creates a diagonal offset, preventing collision of hands or bodies.
- Crew maintain straight backs, communicate clearly, and move at the same pace.

This is considered the industry-best method for controlling the weight and stabilising concert truss.

One person may manouvre concert truss by movinbg one end at a time or lifting one end safely so that a dolly may be inserted under the centre

36.5.4 Overhead Hazards

- Always scan ahead for:
    - Low ceilings
    - Sprinkler heads
    - Exit signs
    - Chandeliers or decor
    - Hanging conduits or ducting
- Maintain safe clearance and do not lift truss high enough to strike sprinkler bulbs or pipes.

36.5.5 Communication

- Use clear commands when lifting or moving truss:
    - "Ready to lift?"
    - "Moving."
    - "Stopping."
    - "Turning left/right."
- In loud environments, use visual signals.

36.5.6 Environmental Awareness

- Walk the planned route beforehand.
- Identify pinch points, blinds corners, wet areas, cables, ramps or uneven ground.
- Take extra care in:
    - Hotel back of house kitchens
    - Narrow corridors
    - Backstage technical zones
    - Crowded festival sites

36.5.7 Manual Handling Techniques

- Bend knees and lift using leg muscles.
- Keep spine neutral and avoid twisting.
- Stop and rest if fatigued.
- Swap leading and trailing positions when necessary

36.6. Prohibited Actions

- Leaving truss upright
- Inserting your head inside truss to carry it
- One-person carry of concert truss
- Dragging truss across floors that might scratch
- Moving truss through tight areas without caution

36.7. PPE Required

- Steel cap boots
- Gloves recommended (to avoid pinching and improve grip)
- High-visibility clothing when required
- Hard hats where venue policy mandates head protectio
- An incident report form must be completed ASAP according to Incident Reporting Policy P002

36.8. Incident Reporting

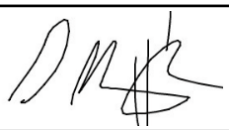
All near misses, truss drops, sprinkler strikes, collisions, back strains, or unsafe behaviour must be reported immediately via:

- CrewCard Incident Report,
- Show Support Hotline, or
- On-site supervisor.

36.9. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
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Sam Davis	1st December 2025	

37. Show Support Crew Chief Response When Crew Fail To Follow Safety Instructions PROC 037

You can also read this procedure online at
https://www.showsupport.com.au/procedure/crew-chief-response-when-crew-fail-to-follow-safety-instructions-proc/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes

37.1. Purpose

This procedure provides clear direction to Crew Chiefs on the required steps when any worker fails, refuses, or neglects to follow a safety instruction.

Its purpose is to ensure:

- Immediate control of unsafe situations
- Consistent enforcement of safety rules
- Prompt escalation to management
- Proper documentation for WHS and disciplinary processes

Protection of workers, clients, and Show Support from preventable harm

37.2. Scope

Applies to all Show Support Crew Chiefs and Leading Hands at all job sites, including venues, stadiums, hotel back-of-house areas, loading docks, studios, and outdoor events.

37.3. Responsibilities

Crew Chiefs

- Must enforce Show Support's safety policies
- Must act immediately if a worker engages in unsafe behaviour

- Must escalate non-compliance to management
- Must complete required documentation
- Must apply the Stop Work Policy when required

All Workers

- Must comply with all safety instructions
- Must follow direction from Crew Chiefs
- Must not continue unsafe behaviour after being told to stop

37.4. Procedures

37.4.1 Immediate Cessation of Unsafe Activity

If a worker is performing a task in an unsafe manner, or refuses to comply with a safety instruction:

- **Tell the worker to STOP immediately**.
- Remove them from the unsafe situation (e.g., step away from machinery, put down equipment, etc.).
- Ensure no other crew are exposed to harm.

37.4.2 Issue a Clear Verbal Direction

The Crew Chief must then:

- Provide a **clear, direct, unambiguous instruction** explaining the correct safety requirement.
- Ensure the worker acknowledges the instruction.
- Remind them that safety directions are mandatory under WHS law and Show Support policy.

Example phrasing:

“You must not continue this task in that manner. This is a safety instruction and must be followed.”

37.4.3 If the Worker Refuses or Repeats the Unsafe Behaviour

If the worker:

- Refuses to comply, OR
- Attempts to continue the unsafe behaviour, OR
- Challenges the instruction, OR
- Complies temporarily but repeats the behaviour shortly afterward…

…then the Crew Chief must **escalate immediately**.

Friendship, familiarity, length of service, or assumptions of skill **must not** influence this process.

37.4.4 Apply the Stop Work Policy (If Required)

If unsafe behaviour is affecting multiple workers or creating a serious hazard:

Notify the client politely:

"I need to briefly stop work for safety reasons."
Gather the relevant team for a quick safety stand-down.
Reiterate the instruction and the reason the task is unsafe.
Inform crew that work will stop again if the instruction is ignored.

Crew Chiefs must not hesitate to use Stop Work—this is a critical WHS control.

37.4.5 Mandatory Escalation to Management

The Crew Chief must immediately notify management of the non-compliance.

They may use **any communication method available**, including:

- Email
- Call SHS Operations (Ops)
- Feedback button on the website – goes directly to MD
- Direct call or message to David Neil
- Any reliable method to ensure the message is received

Information to include:

- Name of the worker
- Description of the unsafe behaviour
- What instruction was given
- Whether the worker refused or repeated the behaviour
- Any immediate risks present
- Anything said by the worker (if relevant)

This escalation is essential for Show Support to issue warnings or take disciplinary action.

37.4.6 Documentation Requirements

Crew Chiefs must complete:

- An **Incident Report** in CrewCard, *or*
- Supervisor notes sent to management, if an IR is not required

Documentation must be:

- Accurate
- Objective
- Completed as soon as possible after the incident

This creates the necessary record for WHS compliance, insurance obligations, and staff management.

4.7 Management Follow-Up

Once notified, management will decide on appropriate action, which may include:

- Formal warning
- Refresher training
- Re-induction
- Temporary or permanent removal from shifts
- Other disciplinary measures as required

The Crew Chief may be contacted for further clarification.

37.5. Key Principles

- Safety instructions are not optional.
- Crew Chiefs have authority under WHS law to stop unsafe work.
- Enforcement must be consistent and impartial, regardless of friendships or worker reputation.
- All non-compliance must be reported and documented.
- The goal is prevention of harm, not punishment—but consequences are necessary when safety is disregarded.

37.5. Summary Flowchart

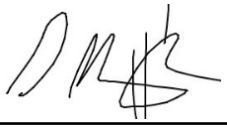
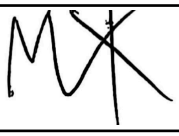
Unsafe behaviour observed → Tell worker to stop → Give clear instruction → If refusal

or repeat → Stop Work (if necessary) → Escalate immediately → Document → Management action

37.5. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

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Richie Duarte Rudder	1st December 2025	

Sam Davis	1st December 2025	

38. Show Support Safe Use of Power Tools PROC 038

You can also read this procedure online at
https://www.showsupport.com.au/procedure/safe-use-of-power-tools-proc/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes

38.1. Purpose

This procedure outlines the safe and compliant use of powered hand tools by Show Support crew, including cordless drills, impact drivers, and screw guns (treated as the same category of tool).

It ensures that all tool use occurs **under the client's supervision**, in accordance with their site rules, instructions, and WHS responsibilities.

38.2. Scope

This SWP applies to all Show Support crew using:

- Cordless drills
- Impact drivers
- Screw guns
  (All considered equivalent for this procedure)

Crew **may bring these tools only when the client specifically requests them**.
All other power tools (e.g., grinders, saws, rotary cutters, etc.) must be provided, maintained, and supervised by the client.

38.3. Key Principles

- The **client controls the workplace** and is legally responsible for supervising the use of power tools and knives.

- Show Support crew may only use power tools:
  - **At the client's request**,
  - **Under the client's direct supervision**,
  - **Using the client's method and specifications**.
- Show Support crew **must not self-direct tool work** or invent their own work methods.

Crew may bring **cordless drills / impact drivers / screw guns**, but **only if the client requests them**.

38.4. Responsibilities

Client Responsibilities

- Supervise all use of powered equipment
- Provide clear task instructions
- Ensure the tool, accessories, and work method are safe
- Provide required training, onsite direction, and hazard controls

Show Support Crew Responsibilities

- Only use tools under client supervision
- Follow the client's work method exactly
- Only bring drills/impact drivers/screw guns if requested
- Keep tools in safe condition
- Cease work immediately if unsafe conditions arise
- Report hazards, damage, or tool faults

Show Support Management Responsibilities

- Ensure crew understand the limits of tool use
- Provide WHS guidance consistent with labour-hire laws
- Support crew who decline unsafe or unsupervised tasks

38.5. Procedure

38.5.1 Before Use

- Confirm with the client:
  - Is tool use required?
  - Who will supervise the work?
  - What method is to be followed?
- If crew are bringing a cordless drill/impact driver/screw gun:
  - It must be in good working order, with secure batteries
  - Bits, drivers, or attachments must be appropriate and undamaged
- Conduct a visual inspection:
  - No cracks, loose parts, or missing guards
  - Batteries secure and locking correctly
  - Bits/drill accessories tight and undamaged
- Report any damaged or questionable tools to the client and Show Support.

  Do not use any tool that appears unsafe.

38.5.2 During Use

Crew must:

- Work **exactly as instructed by the client**
- Maintain full control of the tool
- Keep hands, clothing, and other workers clear of pinch points
- Ensure stable footing and a clear work area
- Stop immediately if:
  - A tool malfunctions
  - Conditions become unsafe
  - The task changes
  - They feel uncomfortable or untrained for the task

Crew **must not**:

- Use power tools without supervision
- Decide the work method themselves
- Use tools for unauthorised tasks

- Modify or adapt tools or safety features
- Bring any other personal power tools besides drills/impact drivers/screw guns

38.5.3 After Use

- Return tools to the client or secure them as directed
- Report wear or damage immediately
- Recharge personal batteries if applicable

Clean and clear the work area if required

38.6. Prohibited Actions

Crew must **never**:

- Use power tools unsupervised
- Use knives or cutting tools except under client instruction
- Bring or use personal grinders, saws, cutting machines, or any high-risk tools
- Invent or modify the work method
- Perform any task they have not been trained or instructed to do

38.7. Incident Reporting

Any incident, near miss, tool malfunction, or unsafe situation must be:

- Reported to the client immediately
- Reported to Show Support via an Incident Report or supervisor communication
- Documented in accordance with Show Support WHS procedures

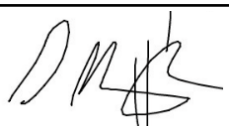
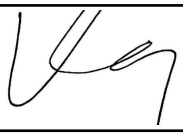
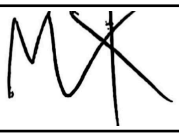
38.8. Summary

- Crew may bring **cordless drills / impact drivers / screw guns** only when **requested by the client**.
- All tool use must occur under **client supervision**.
- Show Support crew must follow **client instructions exactly**.
- Unsafe conditions must trigger immediate work stoppage.
- All incidents must be reported.

38.9. Forms

Incident Report Form (https://www.showsupport.com.au/crew/incident-report-form/)

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

MANUAL HANDLING COMPENDIUM C002

SHS Manual Handling Safety

You can also read this procedure online at
https://www.showsupport.com.au/procedure/shs-manual-handling-compendium/

MANUAL HANDLING INTRODUCTION

When performed correctly, manual handling can be a beneficial activity—it promotes physical exercise and can help improve strength and focus. However, when done incorrectly, it can lead to serious injury.

At Show Support, we rely on Crew Members to follow safe work practices, comply with our procedures, and take direction from senior crew to carry out manual handling tasks safely.

For a clear summary of manual handling instructions, refer to the **Toolbox Talk**—your go-to resource for onsite safety guidance.

Key reminders:

- Never lift an item that is too heavy.
- Do not perform any activity you feel uncomfortable with.
- Always ask for help when lifting, where possible.
- Use mechanical aids—such as forklifts, trolleys, or pallet jacks—for heavy lifting.
- Report any twinges or minor pain immediately. Let your supervisor know and rest. Only carry out light duties for the remainder of your shift.
- Do not try to impress others with unsafe lifting. That's what we mean when we say, *"Don't try to be a hero when lifting."*
- Always follow instructions from supervisors or senior crew, and accept safety directions without hesitation.

MANUAL HANDLING PROCEDURE

Please visit the resources section of your Crewcard App and familiarise yourself with the Show Support Manual Handling Procedure 007.

Please see a link here Support Manual Handling Procedure 007 and excerpts from the Procedure below:

TOOLBOX TALKS

When conducting Toolbox Talks at the start of a shift (site-specific inductions), Crew Chiefs and senior SHS Crew Members must ensure that all personnel clearly understand the Manual Handling safety procedures being discussed. It is not sufficient to assume Crew Members are reading the safety documentation or fully paying attention during the briefing. Ask questions to confirm comprehension of safe work methods and procedures.

Please refer to the following manual handling guidance, available in the Pre-Start Acceptance, Resources, the Show Support Website, the Day Sheet, and the Safety tab in the Job Details section of the CrewCard app.

Manual Handling

- Lift correctly – bend knees, keep back straight
- Never attempt to lift too heavy a load
- Never lift extra heavy cables packers, unpack them and carry in sections
- Correct numbers for lift – use 4 crew where possible
- If unsure do a test lift to gauge the weight of the case before lifting
- Always count to three before a lift
- Check for loose smeg on top of cases before lifting
- The most experienced Crew Member should always lead
- Check latches are locked before lifting
- Make sure wheel locks are off when destacking cases

- If unsure, ask a seasoned Crew Member or the Client
- Don’t try to be a hero when lifting!

PRE-START ACCEPTANCE

For the ease of use for all Crew Members, much of the relevant safety information can be found inside the Pre-Start Acceptance which you perform on every shift prior to Check In. Please take the time to read the contents and familiarise yourself with the information regarding Manual Handling. All of the helpful information is included inside the Pre-Start Acceptance.

MANUAL HANDLING QUIZ

In order to really get the message across to all Crew members about the importance of performing Manual Handling tasks as safely as possible, we have created a Manual Handling Quiz that is to be completed by each Crew Member to test their knowledge of our safety protocols for manual handling.

DON’T TRY TO BE A HERO WHEN LIFTING

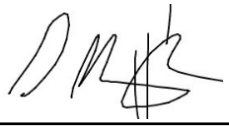
Every Show Support Crew member is a hero in our eyes, as you all contribute to a difficult

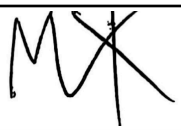
industry with a great attitude and excellent work ethic. Therefore there is no need to try and prove your worth by performing superhuman feats of strength to attempt to impress anyone onsite. In fact, when crew attempt to go over and above the safe work protocols, they increase the risk of accidents occurring for themselves and others around.

If you feel any type of back pain has occurred during your shift, report it at once to your supervisor or senior crew member and do not perform any heavy lifting for the remainder of the shift, but seek out light duties. We can't stress the importance of this enough. Do not tempt fate by attempting to lift heavy loads if you feel your back is strained in any way.

Always stick to the safety protocols that we reinforce on every shift for Show Support and, as always, never perform any task that you are not comfortable with.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	
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Sam Davis	1st December 2025	

NO UNAUTHORISED KNIFE USE COMPENDIUM C002

You can also read this procedure online at
https://www.showsupport.com.au/procedure/shs-no-knives-on-site-compendium-c003/

SHS No Knives On Site

1. Purpose

This Safe Work Compendium outlines Show Support Pty Ltd's strict **No Unauthorised Knife Use** procedures to prevent injuries and ensure the safety of all personnel, clients and the general public at all worksites.

2. Scope

This compendium applies to:

- All Show Support Crew Members onsite;
- All work sites, venues and client premises; and
- Any situation where cutting tools may be required as part of a task.

3. Safety Statement

Knives are not permitted on any Show Support worksite under any circumstances, **except in the following strictly controlled situations:**

> **Client-Directed Use:**
> Where the client has specifically instructed that a knife be used for a defined task **and** no approved safety cutter (e.g., Klever Kutters, pliers on a multitool, or side cutters) can reasonably perform the task.
> **Approved Equipment Only:**
> Where the blade is part of an **approved multitool** carried in accordance with SHS policy, **or** is an **approved blade supplied directly by the client** for the authorised task.

This rule is one of Show Support's **core safety standards** and is reinforced across multiple

channels including:

- Pre-start acceptances;
- Toolbox talks;
- Safe Work Method Statements (SWMS);
- App Notice Board announcements;
- Safety blog posts;
- Crew Chief briefings; and
- Continual onsite training by Crew Chiefs

Knives must never be used to cut cable ties of any size or to strip electrical tape.

4. Approved Cutting Tools

Only **approved safety cutting tools** such as **Klever Kutters** or other approved tools such as pliers on a multitool or side cutters may be used onsite.

Multitools:
Multi-tools (such as Leathermans or Gerbers) may be carried, but **the knife blade must never be used unless specifically instructed by the Client**. Non-blade attachments (screwdrivers, pliers, files, etc.) are permitted.

No Unauthorised Knife Use

Crew Members may carry an SHS-approved multi-tool (e.g., Leatherman, Gerber) in the SHS-issued waist pack; however, **the knife blade on any multi-tool must never be used unless expressly authorised by the Client.**

All non-blade attachments — such as screwdrivers, pliers, files, and similar tools — are permitted for normal use.

5. Exceptions

Knives may only be used where:

- The client has specifically instructed their use for a particular purpose (e.g. cutting artificial grass or carpet); and
- No other suitable approved cutting tool is available

6. Responsibilities

Crew Members:

- Must not bring or use knives on site, (except multitools);
- Must use only approved cutting tools;
- Must immediately report any incidents, injuries,or near misses to the Crew Chief and the Show Support office;
- Must complete an Incident Report for any injury, near miss or breach of this policy.

Crew Chiefs / Supervisors:

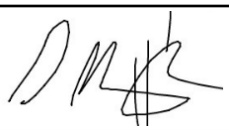
- Must ensure all crew comply with this procedure;
- Must immediately remove from site any crew member found incorrectly using a knife;
- Must report breaches to Show Support Operations without delay.

Show Support Management:

- Will enforce this policy consistently;
- Will provide approved cutting tools where required;
- May apply disciplinary action, including termination, for any breach.

Safety Committee

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SHOW SUPPORT EVENT RIGGING 003

You can also read this procedure online at
https://www.showsupport.com.au/procedure/rigging-swp/

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes


Full Body Harness

Potential Hazards:

- Falls from height
- Crushing
- Slip/Trip/Fall
- Lack of adequate lighting
- Weather conditions
- Loads not safely rigged before being hoisted.
- Improper use of tag line allowing hoisting material to swing out of control.
- Gear and equipment not properly inspected.
- Defective gear and equipment.
- Pedestrians
- Sprains/Strains
- Operator not competent/trained
- Contact with live electrical power lines/underground services
- Obstructions (surface hazards/surrounding structures/vegetation)

Pre-Operational Safety Checks:

- Establish a barrier around your work area to make people aware that there is potential for injury from overhead and to take caution. Ensure you establish a clear communication strategy with your spotter.
- Do not exceed rated load.
- Wear PPE that is appropriate to the task (e.g. safety harness, enclosed sturdy shoes and head protection).
- Do not commence operations without completing the pre-start check. Pay particular attention to all safety devices including emergency stop buttons and emergency lowering devices if so equipped.
- Do not use if [EWP] is not working properly or if any part is damaged, worn or missing.
- Inspect the worksite for obstacles around the work platform and in the path of travel such as holes, drop-offs, debris, ditches or soft fill. Check for overhead clearances. Allow for platform sway, rock or sag when establishing your work areas.
- Consult supply authority if work carried out will be placed at risk due to presence of electricity installations or underground carparks.
- Electrocution Hazard: This machine is not insulated. Maintain safe clearances from electrical power lines and contact with any electrically charged conductor.
- Do not drive onto uneven soft surfaces or slopes when platform is elevated.
- Do not use without guardrails, mid rails, chain, or bar in place. Do not stand on, sit or work outside of guardrails.
- Do not raise platform in windy, gusty or stormy conditions.
- Empty pockets completely before operating [EWP].
-

Operational Safety Checks:

- Wire rope slings must not be used with loads that exceed the rated capacities.
- Slings must be used only according to the manufacturer’s recommendation.
- Determine the weight of a load before attempting any lift.
- Select a sling with sufficient capacity rating.
- Examine all hardware, equipment, tackle, and slings before using them and destroy all defective components.
- Use the proper hitch.
- Guide loads with a tag line when practical.
- When using multiple-leg slings, select the longest sling practical to reduce the stress on the individual sling legs.
- Attach the sling securely to the load.
- Pad or protect any sharp comers or edges the sling can come in contact with to prevent chaffing.
- Keep slings free of kinks, loops, or twists.
- Keep hands and fingers from between the sling and the load.
- Start the lift slowly to avoid shock loading slings.
- Keep slings well lubricated to prevent corrosion.
- Do not pull slings from under a load when the load is resting on the slings; block the load up to remove slings.
- Do not shorten a sling by knotting or using wire rope clips.
- Do not inspect wire rope slings by passing bare hands over the rope. Broken wires, if present,

can cause serious injuries. When practical, leather palm gloves should be worn when working with wire rope slings.

- Centre of Balance. It is very important that in the rigging process that the load is stable. A stable load is a load in which the centre of balance of the load is directly below the hook. When a load is suspended, it will always shift to that position below the hook. To rig a stable load, establish the centre of balance (C/B). Once you have done this, simply swing the hook over the C/B and select the length of slings needed from the hook to the lifting point of the load.
- When using a multi-legged bridle sling, do not forget it is wrong to assume that a three- or four-leg hitch will safely lift a load equal to the safe load on one leg multiplied by the number of legs. With a four-legged bridle sling lifting a rigid load, it is possible for two of the legs to support practically the full load while the other two only balance it

Housekeeping

- When finished, clear all tools and rubbish from the platform.
- Perform any post-activity inspections/maintenance as described in the operator's manual.
- Elevate the Platform using the ground controls / return key to security.

Safety Committee

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SHOW SUPPORT STOP WORK PROCEDURE

You can also read this procedure online at
https://www.showsupport.com.au/procedure/stop-work-procedure/

Purpose

The purpose of this procedure is to ensure that all employees are given the responsibility and authority to stop work when employees believe that a situation exists that places them, their coworker(s), contracted personnel, or the public at risk or in danger; could adversely affect the safe operation or cause damage to the facility; or result in a release of radiological or chemical effluents to the environment above regulatory requirements or approvals; and provides a method to resolve the issue (see Appendix A). Maintaining a diligent questioning attitude is vital to safe execution of work-scope and is a cornerstone to effective Conduct of Operations and Integrated Safety Management.

This procedure extends the authority to stop work to situations where an employee believes there is a need to clarify work instructions; or to propose additional controls.

Scope

This procedure is applicable to all SHS Crew Members and contractors, or other personnel member of the public personnel working onsite.

Responsibilities

SHS Crew Members

In supporting safe execution of work, all personnel, have the following responsibilities:

- The responsibility and authority to stop work or decline to perform an assigned task without fear of reprisal, to discuss and resolve work and safety concerns. The Stop Work may include discussions with co-workers, supervision, or safety representative to resolve work related issues, address potential unsafe conditions, clarify work instructions, propose additional controls, etc.
- The responsibility and authority to initiate a Stop Work IMMEDIATELY, without fear of reprisal, when the Crew Member believes a situation exists which places

himself/herself, a coworker(s), or the environment in danger or at risk.
- The responsibility to report any activity or condition the employee believes is unsafe or for which they have initiated a Stop Work. Notification should be made to the affected worker(s) and to the supervisor or their supervisor's designee at the location where the activity or condition exists.
- The responsibility to notify their supervisor if a raised Stop Work issue has not been resolved to their satisfaction through established channels prior to the resumption of work. Alternatively, contact the employer's Employee Concerns Program or the DOE Employee Concerns Program.
- Employee can contact their safety representative or union safety representative with a concern or to initiate a stop work, if the employee prefers to remain anonymous.

Management – Crew Chief, Field Manager, Section Manager, Operations Management and supervision are committed to promptly resolve issues resulting from an employee-raised Stop Work

- Resolve any issues that have resulted in an individual stopping a specific task(s) or activity.
- Provide feedback to individual/s and the affected work group who have exercised their Stop Work responsibility on the resolution of their concern prior to resuming work. If the employee that issued a stop work is not available due to reasons such as vacation, PTB, PTO, shift change, or training, then the supervisor provides the feedback to the safety representative and union safety representative, prior to resuming work.
- Notify the employer's Safety Representative and the Union Safety Representative, when bargaining unit personnel are affected, if a raised stop work issue has not been resolved.
- Notify the DOE Facility Representative if the Contractor's Stop Work action meets the Stop Work Criteria defined in Appendix B.
- Ensure no actions are taken as reprisal or retribution against individuals who raise safety concerns or stop an activity they believe is unsafe.
- If a stop work is not brought up by a bargaining unit employee, but does impact bargaining unit personnel, then also notify the union safety representative.

Implementation

Effective Immediately.

PROCESS

Actionee Step Action

Employee

1. Stop work if an activity or condition is believed to be unsafe, such as:

a. A situation exists that places them, their coworker(s),contracted personnel, or the public at risk or in danger;

b. A situation could adversely affect the safe operation or cause damage to the facility; or

c. A situation could result in a release of radiological or chemical effluents to the environment above regulatory requirements or approvals.

d. To clarify work instructions or to propose additional controls.

2. Ensure the work/activity is in, or placed in a safe condition and immediately notify supervision/management and affected workers when you stop work or decline to perform an activity.

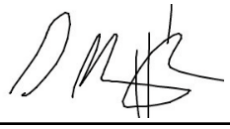
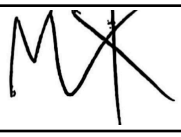
Manager/Supervisor/PIC/FWS

3. Resolve any issues that have resulted in an employee stopping work or an activity. Involve individuals who initiated the Stop Work or their appropriate safety representatives if the individual is not available, in reaching mutual agreement on the resolution or proposed actions necessary to return to work. Be sure any necessary corrective or compensatory actions are taken before resuming an activity and are documented* in accordance with Contractor procedures (logbook or other established method of reporting/tracking/communicating safety issues and corrective action management).

Notify senior management, and the DOE Facility Representative if the Stop Work meets the Stop Work Criteria defined in Contract Section H “Stop-Work and Shutdown Authorization” (Appendix B), Report in accordance with established notification processes (e.g., occurrence reporting).

4. If a Stop Work has not been resolved to the mutual agreement of manager and employee, then the stop work remains in place and the Supervisor/PIC/FWS will notify the appropriate company management, safety representative and union safety representative. Resolution of the stop work resides with the union safety representative and company management to resolve and/or propose actions necessary to return to work. Work may be resumed when union safety representation and management agree that the issue has been resolved. The objective is to reach resolution at the lowest levels of engagement. Notify the DOE Facility Representative that a Stop Work has resulted in an unresolved issue.

Safety Committee

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Sam Davis	1st December 2025	

SHOW SUPPORT EWP - ELEVATED WORK PLATFORM

You can also read this procedure online at https://www.showsupport.com.au/procedure/ewp-swp/

Required PPE:MUST BE WORN AT ALL TIMES



Safety Issues:

- Falls from height
- Crushing
- Slip/Trip/Fall
- Lack of adequate lighting
- Weather conditions
- Pedestrians
- Sprains/Strains
- Equipment failure
- Unsuitable ground surface (roll over)
- Operator not competent/trained in use of [EWP]
- Contact with live electrical power lines/underground services
- Obstructions (surface safety issues/surrounding structures/vegetation)

Pre-Operational Safety Checks:

- Establish a barrier around your work area to make people aware that there is potential for injury from overhead and to take caution. Ensure you establish a clear communication strategy with your spotter.
- Do not exceed rated load.
- Wear PPE that is appropriate to the task (e.g. safety glass, enclosed sturdy shoes and head protection).
- Do not commence operations without completing the pre-start check. Pay particular attention to all safety devices including emergency stop buttons and emergency lowering devices if so equipped.

- **Do not use** if [EWP] is not working properly or if any part is damaged, worn or missing.
- Inspect the worksite for obstacles around the work platform and in the path of travel such as holes, drop-offs, debris, ditches or soft fill. Check for overhead clearances. Allow for platform sway, rock or sag when establishing your work areas.
- Consult supply authority if work carried out will be placed at risk due to presence of electricity installations or underground carparks.
- Electrocution Safety Issues: This machine is not insulated. Maintain safe clearances from electrical power lines and contact with any electrically charged conductor.
- Do not drive onto uneven soft surfaces or slopes when platform is elevated.
- Do not use without guardrails, mid rails, chain, or bar in place. Do not stand on, sit or work outside of guardrails.
- Do not raise platform in windy, gusty or stormy conditions.
- Empty pockets completely before operating [EWP].

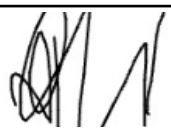
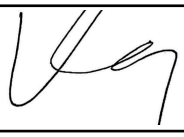
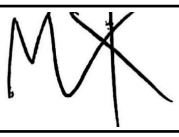
Operational Safety Checks:

- Do not exceed working height of the unit. Do not:
    - Stand on handrails or lean/reach of out platform.
    - Use ladder, scaffolding, or other devices to increase size or working height of platform.
    - Exit platform once elevated or enter the elevating assembly when the [EWP] is elevated.
- If the nature of the work requires access or movement beyond the limits of the platform guardrail system the worker:
    - is to outfit themselves with an approved body harness; and
    - tie off before proceeding with the task.
- Ensure all tools and equipment cannot be dropped over the side. Secure with lanyard or use a tool basket.
- Never drive [EWP] on non-level surfaces. Keep well clear of floor grates.
- Never anchor or attach [EWP] to a permanent structure while working at height
- Never use the [EWP] to push or pull other objects or use as a crane or lifting device.
- Never climb down elevating assembly if platform fails to lower.
- Only one designated person should operate the controls (except in an emergency).
- All loads must be stored within the platform perimeter.
- Malfunction: If a malfunction is suspected, such as a sudden partial drop, all work must be suspended and the equipment checked.

Housekeeping

- When finished, clear all tools and rubbish from the platform.
- Perform any post-activity inspections/maintenance as described in the operator’s manual.
- Elevate the Platform using the ground controls / return key to security.

Safety Committee

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Anthony Horler	1st December 2025	
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Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	

SHOW SUPPORT SAFE LOADING AND UNLOADING OF LED CARTS FROM TRUCKS INTO VENUES PROC 042

You can also read this procedure online at
https://www.showsupport.com.au/procedure/safe-loading-and-unloading-of-led-carts-from-trucks-into-venues-proc-042/

Required PPE:MUST BE WORN AT ALL TIMES



1. Hazard

Uncontrolled movement of LED carts during loading or unloading from trucks, including carts rolling due to incline, release of load restraints, or loss of control by crew.

Potential Risks

- Crush injuries to hands, fingers or feet
- Lacerations from sharp LED panel edges
- Musculoskeletal injuries during manual handling
- Carts rolling from truck and striking workers or others
- Damage to equipment or property

2. Control Measures

To minimise the risk of injury, the following safe work procedures must be followed at all times when loading or unloading LED carts from trucks.

Staffing and Supervision

- A minimum of two (2) crew members must be present when handling LED carts inside trucks.
- The most experienced crew member must be positioned inside the truck, in accordance with Show Support guidelines, to oversee and control the unloading process.
- Crew members must communicate clearly and coordinate movements before any load restraints are released.

Load Assessment

Before releasing any load restraints, crew must:

- Conduct a visual and situational assessment of the load.

This includes checking for:

- Truck incline or uneven ground
- Load movement or instability
- Position and security of LED carts
- Adequate crew positioning to control the load

Load Restraints and Cart Control

- LED cart gates and locking mechanisms must be checked and confirmed secure before carts are handled or moved.
- Load restraints (including ratchet straps or load bars) must be released gradually and under control.
- All load restraints must never be released simultaneously unless carts are physically secured and controlled by crew.
- At least one LED cart must remain restrained (via strap, gate, wheel chock or crew control) until workers are in position and ready to safely control the movement of the load.
- Ratchet straps must never be released by a single crew member when inside a truck, particularly when the truck is parked on an incline.

Truck Positioning

- Where possible, trucks should be parked on level ground before unloading begins.
- If the truck is parked on an incline, additional control measures must be used, including maintaining partial load restraint, wheel chocking carts, or maintaining physical control of carts during unloading.

Handling and Movement of Carts

- Crew must maintain awareness of sharp LED panel edges, pinch points and moving loads.
- Hands and fingers must be kept clear of panel edges, gates, wheels and moving carts.
- Carts must be moved slowly and under control at all times.

3. Incident Reporting

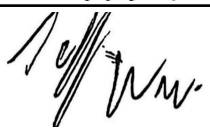
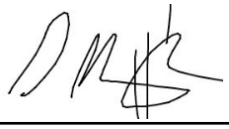
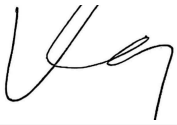
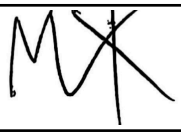
Any incident, near miss, injury or unsafe condition encountered during the loading or unloading of LED carts must be reported in accordance with Show Support's Incident Reporting Policy.

All crew are required to complete an Incident Report Form within the Job Details section of the CrewCard App for any serious incident, accident, near miss or safety breach.

4. Compliance

Failure to follow these procedures may result in serious injury and will be treated as a breach of Show Support safety policy.

Safety Committee

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Anthony Horler	1st December 2025	
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Sam Davis	1st December 2025	

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You can also read this procedure online at
https://www.showsupport.com.au/procedure/emergency-management-procedure-emp-proc-041/

Required PPE:MUST BE WORN AT ALL TIMES



1. Purpose

The purpose of this Emergency Management Procedure is to ensure that all Show Support personnel, contractors, and clients are prepared to respond effectively to emergencies that may occur during event operations, warehouse work, or client-site activities. This procedure outlines required actions, communication protocols, responsibilities, and reporting obligations to minimise harm to workers and the public.

2. Scope

This procedure applies to:

- All Show Support crew, supervisors, Crew Chiefs, and operational staff
- All Show Support activities conducted on client sites, venues, event locations, studios, stadiums, and warehouses
- All emergencies including but not limited to:
  - Medical emergencies
  - Fire or smoke
  - Equipment failure or collapse
  - Hazardous substance exposure
  - Electrical incidents
  - Structural instability
  - Vehicle or mobile plant incidents (e.g., forklift)
  - Violence, aggression, or security threats
  - Extreme weather

3. Definitions

Emergency:

Any unplanned event that poses risk of injury, illness, property damage, or disruption to safe work.

Incident Controller (IC):

The most senior Show Support representative onsite, usually the Crew Chief, until emergency services arrive and take command.

Evacuation Point:

A designated safe assembly area identified by the host PCBU (client site).

4. Responsibilities

4.1 Show Support Crew

- Follow instructions from the Crew Chief or emergency wardens.
- Report hazards or emergency indicators immediately.
- Assist others if safe to do so.
- Do not re-enter an unsafe area unless authorised.

4.2 Crew Chief (Incident Controller until emergency services arrive)

- Assume command during an emergency.
- Contact emergency services (000) if required.
- Coordinate evacuation and ensure all crew assemble at the designated point.
- Ensure exclusion zones are maintained.
- Communicate with the client's Site Supervisor or Safety Officer.
- Complete incident reporting after the event.

4.3 Operations Team

- Provide support and direction to crew and IC.
- Notify the Managing Director of significant events.
- Ensure documentation is completed and filed.
- Initiate post-incident review.

4.4 Managing Director

- Ensure corrective actions are implemented.

- Liaise with regulators if required.
- Authorise incident investigation findings.

5. Emergency Response Procedures

5.1 Immediate Actions (All Emergencies)

- STOP WORK immediately
- Warn nearby workers (“Emergency! Stop work!”)
- Assess for danger without entering unsafe areas
- Crew Chief assumes control
- Contact emergency services (000) if any threat to life or property
- Notify client Site Supervisor
- Follow site-specific emergency plans

5.2 Medical Emergency

- Do not move the injured person unless in immediate danger.
- Provide first aid only within your level of training.
- Call 000 if:
  - Unconsciousness
  - Serious bleeding
  - Difficulty breathing
  - Suspected spinal injury
  - Electric shock
- Assign a crew member to meet ambulance personnel onsite.
- Preserve the area for investigation (do not disturb tools/equipment unless necessary).

5.3 Fire or Explosion

- Raise the alarm loudly.
- Activate fire alarms if available.
- Evacuate to the designated assembly point.
- If trained and safe to do so, use a fire extinguisher: PASS – Pull, Aim, Squeeze, Sweep
- Do not use water on electrical or fuel fires.
- Await emergency services clearance before re-entry.

5.4 Electrical Incident / Electrocution

- Do NOT touch the person if they are still in contact with electricity.
- Isolate power (switchboard or emergency stop).

- Call 000 immediately.
- Report immediately to Crew Chief and client supervisor.
- Preserve evidence for investigation.

5.5 Mobile Plant or Equipment Failure (Forklift, EWP, Hoists)

- Stop work.
- Isolate the equipment (turn off, remove key).
- Establish a 3m exclusion zone minimum.
- Report immediately to the Crew Chief and client.
- Do not attempt repairs unless authorised and competent.

5.6 Structural Instability or Load Failure

- Evacuate the area immediately.
- Establish exclusion zones.
- Contact Site Supervisor and Operations.
- Do not re-enter until certified safe by the client or engineering staff.

5.7 Hazardous Substance Exposure

- Move away from fumes or spilled material.
- Notify the Crew Chief.
- Refer to the site's SDS (Safety Data Sheet).
- Contact emergency services if respiratory distress occurs.
- Avoid handling without proper PPE.

5.8 Violence, Aggression, or Security Threat

- Do NOT engage physically unless unavoidable for self-defence.
- Move to safety.
- Notify site security and Crew Chief.
- Call Police (000) if required.
- Document the incident.

6. Communication Protocols

6.1 Mandatory Notifications

- Emergency services (000) when required
- Client Site Supervisor
- Show Support Operations (1300 973 016)
- Managing Director for serious incidents

6.2 Information to Provide

- Your name and company (Show Support)
- Exact location
- Nature of the emergency
- Number of injured persons
- Hazards present (electricity, machinery, heights, etc.)

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7. Evacuation Procedure

- Client Representative or SHS Crew Chief directs evacuation.
- Cease all work and secure loose equipment if safe.
- Move to the designated evacuation point.
- Conduct a crew headcount.
- Await further instructions.

If a crew member is missing, **do NOT re-enter**—notify emergency services immediately.

8. Post Emergency Actions

8.1 Incident Reporting

Crew Chief must complete:

- Incident Report Form
- Witness statements (if applicable)
- Photos (if safe and appropriate)

All reports must be submitted to Operations within **12 hours**.

8.2 Internal Review

Operations and Managing Director will:

- Determine root cause
- Identify corrective actions
- Update SWMS, procedures, or training as required
- Consult with the Safety Committee

8.3 SafeWork NSW Notifications

The Managing Director is responsible for notifying the regulator if the incident meets the criteria for a **Notifiable Incident** (death, serious injury, or dangerous incident).

9. Training Requirements

All crew must:

- Receive induction on this procedure
- Understand emergency roles and responsibilities
- Participate in toolbox talks relating to emergency response
- Complete competency checks as required

Crew Chiefs must:

- Undergo additional training in emergency coordination
- Know site-specific emergency plans
- Be able to manage evacuations

10. Document Control

- Procedure Number: **041**
- Version: **1.0**
- Next Review Date: **December 2026**
- Approved by: Managing Director, Show Support Pty Ltd

Safety Committee

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COMPENDIUM: Crew Safety Compendium C006

You can also read this procedure online at

Crew Safety Compendium C006

Responsibility:

Crew, Crew Chief, Operations, Management

SHS C006 [V1.0]

Approval: SHS Safety Committee

National Operations Manager

Issue Date: 19th October 2026

Review Date: 19th October 2027

Show Support Crew Safety Compendium C006

Required PPE: MUST BE WORN AT ALL TIMES


Safety Helmet


Hi Vis Vest


Safety Shoes


Full Body Harness

Purpose

This compendium provides practical safety guidance for Show Support Crew Members on the common injuries and hazards associated with event crewing work.

It is intended to help Crew Members:

- recognise common workplace hazards;
- understand how injuries can occur;
- apply appropriate control measures;
- communicate effectively during manual-handling and equipment-moving tasks;
- identify when work should stop;
- report incidents, near misses and unsafe conditions.

This compendium supports the **Show Support Health and Safety and Policy Handbook**, procedures and Safe Work Method Statements (SWMS). It does not replace those documents.

Stop Work - Every Crew Member Has This Right and Responsibility

Every Crew Member has the responsibility and authority to **STOP WORK IMMEDIATELY** if they believe a task or condition:

- is unsafe;
- is unlawful;
- is dangerous;
- places themselves or another person at risk; or
- cannot be performed with the required safety controls in place.

This applies to every Crew Member regardless of experience, seniority or how routine the task may appear.

When unsafe work is identified:

1. Stop the activity.
2. Make the situation safe where possible.
3. Notify the Crew Chief, supervisor or relevant client representative.
4. Warn affected workers.
5. Ensure appropriate control measures are implemented.
6. Do not resume work until the hazard has been addressed.

Safety First at All Times. If it does not feel safe, STOP, SPEAK UP and REPORT IT.

1. Back Strains and Lifting Injuries

1.1 The Risk

Lifting and carrying equipment is a routine part of event crewing.

Cases, packers, production equipment and other loads may be heavy, awkward, long or unstable. Back injuries can occur when Crew Members attempt to lift or carry loads that are beyond their comfortable control.

The risk increases when a worker:

- twists while lifting;
- reaches away from the body;
- rushes the lift;
- lifts without assessing the load;
- attempts to lift too much weight;
- moves an awkward load without enough people; or
- fails to communicate with other Crew Members involved in the lift.

1.2 Assess The Load Before Lifting

Before lifting or moving an item:

- assess its size and shape;
- test its weight and stability;
- determine whether it can be safely controlled;
- identify where it needs to be moved;
- check the intended route;
- determine how many Crew Members are required; and
- consider whether a mechanical aid should be used.

Do not commit to lifting an item until its weight and stability have been assessed.

1.3 Reduce The Load Where Possible

Where reasonably practicable, make heavy items lighter before moving them.

This may include:

- removing cables from heavy packers;
- removing loose or heavy contents;

- dividing loads into smaller parts; or
- moving contents separately.

Once the load has been reduced, reassess it before lifting.

If it remains too heavy or awkward, use additional Crew Members or a mechanical aid.

1.4 Team Lifting

When more than one Crew Member is required:

- agree on how the item will be lifted;
- agree on the destination;
- communicate before moving;
- lift together;
- maintain communication during the move; and
- agree on when and how the item will be lowered.

No Crew Member should unexpectedly change direction, lower the item or release the load while others are supporting it.

1.5 Body Position

When lifting or carrying:

- keep the load close to the body;
- avoid twisting under load;
- avoid reaching beyond a comfortable position; and
- maintain control throughout the movement.

1.6 Don't Try To Be A Hero When Lifting

Crew Members should never attempt to prove that they can lift or control an item that is too heavy or awkward.

If a load is beyond comfortable control:

STOP AND GET HELP.

Use additional Crew Members or a suitable mechanical aid before continuing.

2. Cuts and Lacerations

2.1 The Risk

Cuts and lacerations may occur when handling:

- knives;
- sharp packaging;
- metal edges;
- damaged equipment;
- cable ties; or
- inappropriate cutting tools.

Improvised or unauthorised cutting methods increase the likelihood of injury.

2.2 Approved Cutting Tools

Crew Members must use approved cutting tools.

Unauthorised knife use is prohibited.

Knife use is exceptional and is only permitted under the strict client-directed and supervised conditions contained in the relevant Show Support procedure.

2.3 Safe Cutting Practices

When an authorised cutting tool is being used:

- cut away from your body;
- cut away from other people;
- keep the non-cutting hand outside the cutting path;
- do not use damaged or unsuitable blades;
- retract or secure blades immediately after use; and
- wear task-appropriate PPE where required.

A knife must not be used to cut cable ties.

2.4 Do Not Improvise

If the correct authorised cutting tool is not available:

- do not borrow an unsuitable knife;

- do not use screwdrivers or other tools as makeshift blades; and
- do not attempt to force packaging apart where sharp edges may be present.

Obtain the correct authorised tool or ask the Crew Chief for assistance.

2.5 Report Cutting Hazards

Report:

- damaged cases;
- sharp metal edges;
- damaged cutting equipment; and
- other hazards that could cause cuts or lacerations.

3. Crushed and Pinched Fingers

3.1 The Risk

Fingers are particularly vulnerable when equipment is:

- being lowered;
- being closed;
- rolling;
- repositioned;
- stacked; or
- moved between fixed surfaces.

Common pinch points include:

- road cases;
- lids;
- doors;
- hinges;
- wheels;
- staging components;
- mating surfaces; and
- gaps between equipment and the ground.

3.2 Identify Pinch Points

Before moving or handling equipment, identify where fingers or hands could become

trapped.

Use handles wherever they are provided.

Do not place fingers into closing gaps or between moving surfaces.

3.3 Never Put Fingers Under A Load

Fingers must not be placed underneath a load to:

- guide it;
- position it;
- straighten it; or
- move it a small distance.

Keep hands clear while the team safely repositions the equipment.

3.4 Communication

Crew Members should communicate before:

- lowering equipment;
- closing lids or doors;
- repositioning a case; or
- moving any item where another person's hands may be exposed.

If the hand position cannot remain clear, stop the task and reset.

3.5 If Your Hand Is About To Get Caught

If your hand is in danger:

1. Speak up immediately.
2. Warn the other Crew Members involved.
3. Be prepared to put the item down as close to the ground as safely possible.
4. Put it down before your hand becomes trapped.
5. Coordinate the release using a clear countdown.

A suitable command is:

“THREE, TWO, ONE, DROP!”

4. Hand Crush Injuries

4.1 The Risk

Hands can be crushed when several Crew Members carry a heavy item together without a clear plan.

The risk is especially high if one person:

- moves unexpectedly;
- changes direction;
- lowers the item early;
- loses their position; or
- releases the load before others are ready.

4.2 Plan The Lift

Before starting:

- discuss the lift;
- identify the destination;
- agree on the route;
- establish clear commands; and
- ensure each person understands their role.

4.3 Communicate Throughout

Maintain communication throughout the lift.

Crew Members must immediately speak up if:

- their grip is failing;
- their balance is affected;
- their hand is entering a crush zone; or
- they can no longer safely control the load.

4.4 Put The Load Down Safely

If a hand is at risk of being trapped, protecting the hand takes priority over completing the lift.

Where necessary, lower or drop the item as close to the ground as safely possible before

the hand becomes trapped.

Use a loud coordinated countdown such as:

“3, 2, 1, down.”

5. Ankle Injuries From Cases and Carts

5.1 The Risk

Road cases, LED video carts and similar equipment are commonly moved in single file.

The following cart can strike the:

- ankle;
- heel;
- Achilles tendon; or
- lower leg

of the worker directly ahead.

This can occur when spacing is reduced, speed increases or the worker ahead slows unexpectedly.

5.2 Control The Speed

Cases and carts should be moved at a slow, controlled walking pace.

Do not rush.

Maintaining control is more important than maintaining speed.

5.3 Maintain Safe Separation

Maintain approximately **two metres of separation** between carts wherever practicable.

Never allow a cart to approach the ankles or legs of the worker ahead.

If spacing is lost:

- slow down;
- stop if necessary;
- communicate; and

- re-establish safe separation before continuing.

5.4 Large Carts and Poor Visibility

Large carts may significantly restrict forward visibility.

Where appropriate, use two Crew Members:

- one person pushing; and
- one person safely guiding from the front or side.

A spotter should be used where sufficient Crew Members are available and the task requires one.

5.5 Stop If Conditions Become Unsafe

Stop moving the cart if:

- visibility is inadequate;
- the route becomes congested;
- safe spacing cannot be maintained;
- the surface is unsafe; or
- the cart cannot be safely controlled.

6. Truss-Handling Injuries

6.1 The Risk

Truss is generally long and awkward and may cause injuries to the:

- hands;
- feet;
- shoulders; and
- back.

Injuries may occur when Crew Members:

- lift at different times;
- lower at different times;
- change direction unexpectedly;
- lose grip or balance; or
- place hands or feet beneath the truss.

6.2 Plan The Move

Before moving truss:

- agree on the lift;
- agree on the route;
- agree on the destination; and
- ensure sufficient Crew Members are available for its length and weight.

6.3 One Person Calls The Move

Nominate one person to call:

- the lift;
- changes in direction; and
- the lowering of the truss.

All Crew Members should respond to the same commands.

6.4 Keep Hands And Feet Clear

Do not place hands or feet underneath truss while it is being moved or lowered.

Maintain awareness of:

- the ends of the truss;
- corners;
- doorways;
- surrounding equipment; and
- other workers.

6.5 Stop And Reset

If any Crew Member:

- loses grip;
- loses balance;
- moves out of position; or
- cannot safely continue,

the team should stop together and reset the lift.

No Crew Member should attempt to take the entire weight of an uncontrolled truss.

7. Tailgate, Lifter And Loading-Dock Injuries

7.1 The Risk

Truck lifters, tailgates and loading docks present:

- fall hazards;
- crush hazards;
- trapping hazards; and
- uncontrolled rolling hazards.

Workers may be trapped between:

- cases;
- trucks;
- lifters;
- loading docks; or
- fixed structures.

There is also a risk of falling from an unprotected edge.

7.2 Stay Clear of Edges And Crush Zones

Crew Members must stay clear of:

- lifter edges;
- gaps;
- trapping points; and
- crush zones.

Never stand in a position where movement of a case, truck or dock equipment could trap you.

7.3 Control Loads

Cases and other equipment must be stabilised to prevent uncontrolled movement.

Do not overload the lifter.

Only essential workers should be on the lifter.

7.4 Communicate Before Movement

Communicate before:

- raising the lifter;
- lowering the lifter;
- moving cases on or off the platform; or
- changing the position of equipment.

7.5 Rolling Cases

If a case begins rolling while the lifter is moving:

- do not use your body as a barrier;
- do not attempt to stop the wheel with your foot;
- stop the lifter if it is safe to do so; and
- regain control without entering a crush or fall zone.

7.6 Loading Area

Keep the loading area:

- clear of unnecessary obstacles; and
- adequately lit.

Stop the operation if the lifter, load or dock conditions become unsafe.

8. Forklift and Moving-Plant Injuries

8.1 The Risk

Forklifts and other moving plant can cause serious crush and struck-by injuries.

The risk is particularly high in:

- busy loading areas;
- reversing zones;
- turning areas;

- congested sites; and
- locations where visibility is restricted.

8.2 Authorised Operators

Only authorised and competent persons may operate plant.

8.3 Pedestrian Separation

Pedestrians should be separated from operating plant wherever reasonably practicable.

Crew Members should not enter an active operating zone unless it is safe to do so.

8.4 Never Assume The Operator Can See You

Before approaching or crossing near operating plant:

- remain in a safe position;
- make eye contact with the operator or otherwise confirm that they have seen you; and
- only proceed once movement is controlled and it is confirmed safe.

Wearing high-visibility clothing does not guarantee that the operator has seen you.

8.5 Keep Clear Of Danger Areas

Crew Members must:

- remain clear of reversing zones;
- remain clear of turning zones;
- never walk beneath raised loads;
- never walk beneath raised forks; and
- follow site traffic-management requirements.

Use a spotter where visibility or congestion requires one.

9. Trips, Slips And Same-Level Falls

9.1 The Risk

Common causes of slips and trips include:

- loose cables;
- straps;
- packaging;
- debris;
- uneven surfaces;
- wet floors;
- slippery surfaces;
- poor lighting;
- ramps; and
- temporary structures.

The risk can increase during busy load-ins and load-outs.

9.2 Good Housekeeping

Keep:

- access ways clear;
- work areas clear; and
- walking routes free from unnecessary obstacles.

Remove straps, packaging and debris promptly.

9.3 Cables

Route and protect cables appropriately.

Do not leave cables arranged in a way that creates an unnecessary trip hazard.

9.4 Spills And Slippery Surfaces

Control or report:

- spills;
- wet areas; and
- slippery surfaces.

Where a hazard cannot be immediately removed, it should be controlled until it can be

properly addressed.

9.5 Lighting And Walking Surfaces

Ensure work areas have adequate lighting.

Pay attention to:

- changes in floor level;
- ramps;
- uneven surfaces; and
- temporary structures.

Walk through work areas.

Do not run.

Wear suitable footwear.

9.6 Deal With Hazards Promptly

If loose packaging, straps or debris are obstructing a busy access route:

- move or secure them promptly if it is safe to do so; or
- report and control the hazard if you cannot safely remove it.

Do not simply step over the hazard and leave it for the next person.

10. Falls From Ladders

10.1 The Risk

Falls from ladders can result in serious injury.

The risk increases when a ladder is:

- unstable;
- incorrectly positioned;
- used on an unsuitable surface;
- the wrong height for the task;
- climbed while carrying equipment; or

- used while the worker is overreaching.

10.2 Select The Correct Ladder

Use a ladder that is suitable for the task.

Before use, inspect the ladder.

If the ladder is unsafe:

- do not use it;
- tag it **OUT OF SERVICE**; and
- report it.

10.3 Ladder Position

Place the ladder on a:

- firm;
- level; and
- stable

surface.

Set up and secure the ladder in accordance with its design and site requirements.

10.4 Three Points of Contact

Maintain three points of contact with the ladder at all times.

Use a tool belt where appropriate to keep hands free.

Do not carry equipment in a manner that prevents three points of contact.

10.5 Do Not Overreach

If the work cannot be comfortably reached:

- climb down;
- reposition the ladder; or

- use a safer work-at-height method.

Never attempt to solve a reach problem by leaning further sideways.

10.6 Do Not Improvise Height

Use the correct-height ladder.

Never place a ladder on:

- boxes;
- drums;
- blocks; or
- other objects

to gain additional height.

10.7 Leaning Ladders

For a leaning ladder:

- use the **1:4 setup ratio**;
- ensure the ladder is securely fixed; and
- where accessing another level, ensure the top extends at least **900 mm above the surface being accessed**.

10.8 Load Rating

Do not exceed the ladder's industrial load rating.

The Show Support procedure specifies a **120 kg** load rating.

10.9 Control The Surrounding Area

Keep the area around the ladder controlled so that the ladder cannot be:

- struck;
- moved; or
- displaced

while it is in use.

Stop work if the ladder or surrounding conditions are unsafe.

Incidents, Near Misses and Reporting

All:

- incidents;
- accidents;
- work-related injuries;
- work-related illnesses;
- near misses;
- serious safety incidents; and
- relevant safety or employment policy breaches

must be reported.

Crew Members should notify their supervisor or manager as soon as possible.

Crew must also complete an **Incident Report** in the **Job Details** section of the CrewCard App as soon as practicable.

Verbal notification alone does not satisfy the reporting requirement.

Feedback Is Welcome

Show Support welcomes:

- feedback;
- complaints;
- positive comments;
- suggestions;
- ideas for improving safety; and
- feedback regarding any workplace matter.

The Show Support Feedback Form is available through the **Feedback** link in the header of the Show Support website.

Crew Members are encouraged to speak up whenever they identify a safety issue or an opportunity to improve the way work is performed.

Show Support Safety - Key Principles

Before starting a task:

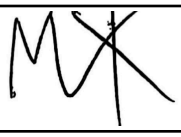
- understand what is required;
- assess the hazards;
- make sure the required controls are in place;
- check that equipment is safe;
- make sure sufficient Crew Members are available;
- establish clear communication;
- keep hands, feet and body clear of danger zones; and
- stop if conditions change and the task can no longer be performed safely.

Report • Speak Up • Stop Work

Safety First at All Times. If it does not feel safe, STOP, SPEAK UP and REPORT IT.

Safety Committee

Name	Date	Signature
Anthony Horler	1st December 2025	
Ben Albrecht	1st December 2025	
David Neil	1st December 2025	
David Shillabeer	1st December 2025	
Jeff Ward	1st December 2025	

Justin Phillip Jones	1st December 2025	
Justin McMaugh	1st December 2025	
Kenny Xuan	1st December 2025	
Matthew Richard Johnston	1st December 2025	
Richie Duarte Rudder	1st December 2025	
Sam Davis	1st December 2025	