



Workplace Health & Safety Manual



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GENERAL WORKPLACE HEALTH, SAFETY AND REHABILITATION MANAGEMENT SYSTEM ELEMENTS

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1 WH&S RESPONSIBILITIES

1.1 OBLIGATIONS AND RESPONSIBILITIES

It is the obligation of *Inglass Pty Ltd* to ensure the work health and safety of all employees, while working for our organisation. This matter must receive top priority attention from all levels.

Health and safety is the functional responsibility of each supervisor who has the right to demand safe operations. It is the supervisor's obligation to teach employees to work safely. Notwithstanding the responsibilities of supervisors, each level of our organisation is accountable for safe performance.

Workplace health and safety performance is a topic included in *Inglass Pty Ltd* Performance Appraisal process.

Duties and responsibilities of all personnel are as follows:-

1.1.1 MANAGEMENT

(Work Health and Safety Act 2011 – Division 2 Section 19)

- To ensure as far as is reasonably practicable, the health and safety of all employees is not put at risk from work carried out at *Inglass Pty Ltd*
- Ensure the provision and maintenance of the work environment is without risks to health and safety
- Ensure the provision and maintenance of safe plant and structures
- Ensure the provision and maintenance of safe systems of work
- Ensure the safe use, handling and storage of plant, structures and substances
- Ensure the provision of information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of conducting business at *Inglass Pty Ltd*
- Ensure that the health of workers and the conditions of the workplace are monitored to prevent illness or injury of workers, arising from the conduct of the business at *Inglass Pty Ltd*.
- Develop and approve health and safety policies and procedures and ensure they are reviewed regularly
- Be familiar with current WHS legislation regulations relating to the employees area of responsibility.
- Ensure due diligence including taking reasonable steps to:
 - Acquire and obtain up to date knowledge of health and safety matters
 - Understand the nature of the operations and of the hazards and risks associated with those operations
 - Ensure the business has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out
 - Ensure information regarding incidents, hazards, and risks are responded to in a timely way
- Direct and coordinate safety activities within area of responsibility.
- Ensure adequate resources are available to meet the requirements of *Inglass Pty Ltd* Work Health and Safety Plan.
- Approve and maintain a safe working environment to all employees, contractors and visitors.
- Arrange safety inspections of work areas and direct corrective action for any unsafe condition noted.
- Ensure that supervisors are aware and comply with requirements for safe practices and safe conduct on job sites.
- Review all accidents, injuries and near misses with supervisors and ensure that the root cause has been determined and corrective action implemented immediately to eliminate the hazard.

- Require all subcontractor and contractor personnel to comply with applicable health and safety regulations.
- Provide information (feedback) to Supervisors and Health and Safety Officers concerning health and safety matters.

1.1.2 SUPERVISORS

- Be familiar with and enforce safety regulations applicable to Inglass Pty Ltd operations within area of responsibility.
- Correct and coordinate health and safety activities within his/her area of responsibility, to ensure employees comply with safe work practices.
- Ensure safety devices and proper individual protective equipment is used by persons under his/her supervision. Consult with employees on pertinent issues and follow through with agreed actions.
- Instruct all persons within area of responsibility in job safety and health requirements and insist on compliance.
- Ensure that injuries and illnesses are treated promptly and reported properly.
- Investigate all accidents, obtain all pertinent data, file a complete report with management and initiate corrective action.
- Ensure that unsafe conditions do not exist in area of responsibility and report to management on any corrective actions needed which are beyond his/her control.

Recommend disciplinary procedures for repeated violators of health and safety rules.

1.1.3 All Workers *(A worker under the Act includes employees, contractors and subcontractors, apprentices or trainees, student gaining work experience, an employee of a labour hire company who has been assigned to work in the business or a volunteer).*

(WHS Act 2011– Division 2 Section 28 and WHS Regulations 2011)

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction that is given by Inglass Pty Ltd to allow the employee to comply with the WHS Act.
- Co-operate and comply with policies or procedures of Inglass Pty Ltd relating to health or safety at the workplace that have been notified to employees
- Must use or wear the personal protective equipment in accordance with any information, training or reasonable instruction given by Inglass Pty Ltd.
- Must not misuse or intentionally damage personal protective equipment
- Notify supervisors immediately of any unsafe conditions, acts or malfunctions in machinery and conditions.
- Report all injuries, near misses, accidents or *dangerous occurrences* to supervisors immediately.
- Observe all safety instructions for the use of chemicals, act with caution and avoid risk.

1.1.4 WORK HEALTH AND SAFETY ADVISOR *(Under the WHS Act 2011 Workplace Health Safety Officers (WHSOs) are no longer mandated, however, Inglass Pty Ltd recognises advantages in retaining a suitably trained safety advisor to assist management in their 'due diligence' obligations as defined under Section 27 (%) of the WHS Act 2011.)*

While trained safety advisors will not have legislated functions like the workplace health and safety officer, their role is to support management in demonstrating due diligence in the following ways:

- Acquiring knowledge of health and safety issues.
- Understand operations and associated hazards and risks.
- Ensure that appropriate resources and processes are used to eliminate or minimise risks to health and safety.

- Implement processes to receive and respond to information in relation to incidents, hazards and risks.
- Establish and maintain compliance processes.
- Access up to date safety information.

1.1.5 WORKPLACE HEALTH AND SAFETY REPRESENTATIVE (WHS Act 2011- DIVISION 3 SECTION 68)

- Represent workers in matters relating to work health and safety
- Monitor the measures taken by Inglass Pty Ltd in achieving compliance with the Act
- Investigate complaints from members of the work group relating to work health and safety
- Inquire into anything that appears to be a risk to health or safety of workers at Inglass Pty Ltd
- Inspect the workplace at any time after giving reasonable notice and at any time without notice after an incident or a situation involving a serious risk to the health or safety of a person emanating from an immediate or imminent exposure to a hazard
- Accompany an inspector during an inspection of the workplace
- With the consent of the worker be present during an interview concerning health and safety between a worker and an inspector or the worker and Inglass Pty Ltd
- Request the establishment of a health and safety committee
- Receive information concerning the work health and safety of workers at Inglass Pty Ltd
- Assist in the prevention and resolution of workplace health and safety issues within the representative's area of representation.
- Liaise with the Work Health and Safety Advisor.
- Recommend programmes and activities that will develop and maintain incentives for and motivations of employees in safety.
- Assist departmental inspectors in their duties.
- Other functions prescribed by legislation.
- Be a part of the Workplace Health and safety Committee.

1.1.6 Workplace Health and Safety Committee (WHS Act 2011 – Division 4)

- To facilitate cooperation between Inglass Pty Ltd and workers in instigating, developing and carrying out measures designed to ensure the worker's health and safety at work
- To assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace
- Any other function prescribed by the regulations or agreed by Inglass Pty Ltd and the committee
- Encourage and maintain an active interest in work health and safety;
- Make recommendations to Management on work health and safety issues;
- Inform the employees about work health and safety standards, rules and procedures;
- Review incidents surrounding work injuries, illnesses and accidents;
- Communicate the outcomes of meetings to the employees they represent.
- Keep under review measures taken to ensure the health and safety of persons at the place of work;
- Investigate relevant matters raised by a member of the committee or another employee and review circumstances surrounding work injuries, illnesses or dangerous events;
- Attempt to resolve such matters and if unable to do so, request the assistance of management;
- Assist in the development of a safe working environment and system of work and formation of a workplace health and safety policy;

- Monitor the use and maintenance, and if necessary the replacement, of safety equipment and devices;
- Make recommendations to management on matters concerning workplace health and safety.
- Liaise between management and employees on safety issues, assist in training and encourage an active interest in workplace health and safety.

1.1.7 WORKPLACE REHABILITATION COORDINATOR

- Implement the approved Rehabilitation Policy and Procedures
- Manage the early return to work of injured or ill employees; and
- Monitor and report on rehabilitation programs for employees.

1.1.8 CONTRACTORS

Contractors have an obligation to ensure that when they are at a workplace, they follow the established health and safety policy, procedures and systems of work of the organisations. Contractors must be informed of these requirements and will be held accountable for their actions.

2 WH&S POLICY STATEMENT

2.1 GENERAL POLICY

The work health and safety of all persons employed within **Inglass Pty Ltd** and those visiting **Inglass Pty Ltd** is considered to be of the utmost importance. Resources in line with the importance attached to work health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

2.2 MANAGEMENT'S RESPONSIBILITY

The promotion and maintenance of work health and safety is primarily the responsibility of management. Management at all levels is required to contribute to the health and safety of all persons in the workplace. To this end, it is management's responsibility to develop, implement and keep under review, in consultation with its employees, the company's WHS program.

2.3 SPECIFIC RESPONSIBILITIES

a. PROJECT MANAGER

The manager is required to ensure that this policy and the WHS Program is developed and effectively implemented in their areas of control, and to support supervisors and hold them accountable for their specific responsibilities.

b. SITE SUPERVISOR

The first-line supervisor is responsible, and will be held accountable, for taking all practical measures to ensure that:

The WHS Program is complied with and employees are supervised and trained to meet their requirements under this Program;

Employees are consulted on issues, which affect their health and safety, and any concerns they may have are referred to management.

c. EMPLOYEES

All employees are required to comply with the WHS Policy and Programs to ensure reasonable care of their own health and safety and the health and safety of others in the workplace.

d. CONTRACTORS AND SUB-CONTRACTORS

All Contractors and Sub-contractors engaged to perform work on Inglass Pty Ltd premises or site locations, are required, as part of their contract, to comply with the work health and safety policies, procedures and programs of **Inglass Pty Ltd** and to observe directions on health and safety from **designated officers of Inglass Pty Ltd**. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

2.4 WORKPLACE HEALTH AND SAFETY PROGRAM

In order to implement the general provisions of this policy, a program of activities and procedures has been established. The Workplace Health and Safety Advisor regularly reviews and updates the program. The Program will relate to all aspects of work health and safety including:

- WHS training and education;
- Work design, workplace design and standard work methods;
- Changes to work methods and practices, including those associated with technological change;
- Emergency procedures, emergency plans and drills;
- Provision of WHS equipment, services and facilities;
- Maintenance of personal protective equipment
- Workplace inspections and evaluations;

The Policy is
to be signed
by
Management
and
displayed in
a prominent
location

- Investigation, reporting and recording of incidents, accidents, injuries and illnesses; and
- Implementation of corrective actions and controls; and
- Provision of information to workers (including contractors, sub-contractors, students performing work experience and volunteers).

3 CONSULTATION AND COMMUNICATION

As stated in the Work Health and Safety Act 2011 Part 5 - Consultation, Representation and Participation
A business or undertaking has a duty to consult with workers or other duty holders.

Nature of consultation?

- (1) Consultation requires that the relevant information about the matter is shared with all workers; and
- (2) Workers are given reasonable opportunity to express their views and to raise work health and safety issues in relation to the matter and to contribute to the decision making process relating to the matter
- (3) The views of workers are taken into account by the person conducting the business; and
- (4) The workers that are consulted are advised of the outcome of the consultation and
- (5) If the workers are represented by a health and safety representative, the consultation must involve the representative.

Consultation is about fostering cooperation and developing partnerships between employers and workers to ensure a safe and healthy environment.

The business is committed to encouraging co-operation between management and employees on health and safety issues. The arrangements for consultation are:-

- Via any Work Health and Safety Committee and Health and Safety Representatives
- Regular staff meetings
- Notice/bulletin boards
- Memos
- Email/Text

Contractors/Visitors/Volunteers/Work Experience Students - Persons who are not employees of the business but are Workers at the premises of the business are required to:

- Abide by all of the staff rules of the business
- Comply with health and safety related instructions, advice and directives issued by the management of the business.

Consultation with all levels within the organisation is essential to establishing the best work health and safety system. It is important that all employees have input and are able to understand the work health and safety system.

The identification of the Work Health and Safety Advisor and any Health and Safety Representative will be displayed on the main notice board.

3.1 WORK HEALTH AND SAFETY COMMITTEE

(WHS Act 2011 –Division 4)

A Work Health and Safety Committee has been set up to meet once a month to discuss issues that have been raised by staff. The committee will be made up of:-

- Management;
- Section supervisors; and
- Work Health and Safety Representative/s if elected.

Other personnel that may form part of the committee are the Rehabilitation Officer and First Aid Officer. The Work Health and Safety Advisor will chair the meeting and all meetings will be minuted. All outcomes and minutes will be made available to all employees and management. All major issues will be communicated to staff from their immediate supervisors.

3.2 WORK HEALTH AND SAFETY REPRESENTATIVE (WHSR)

(WHS Act 2011 –Division 3)

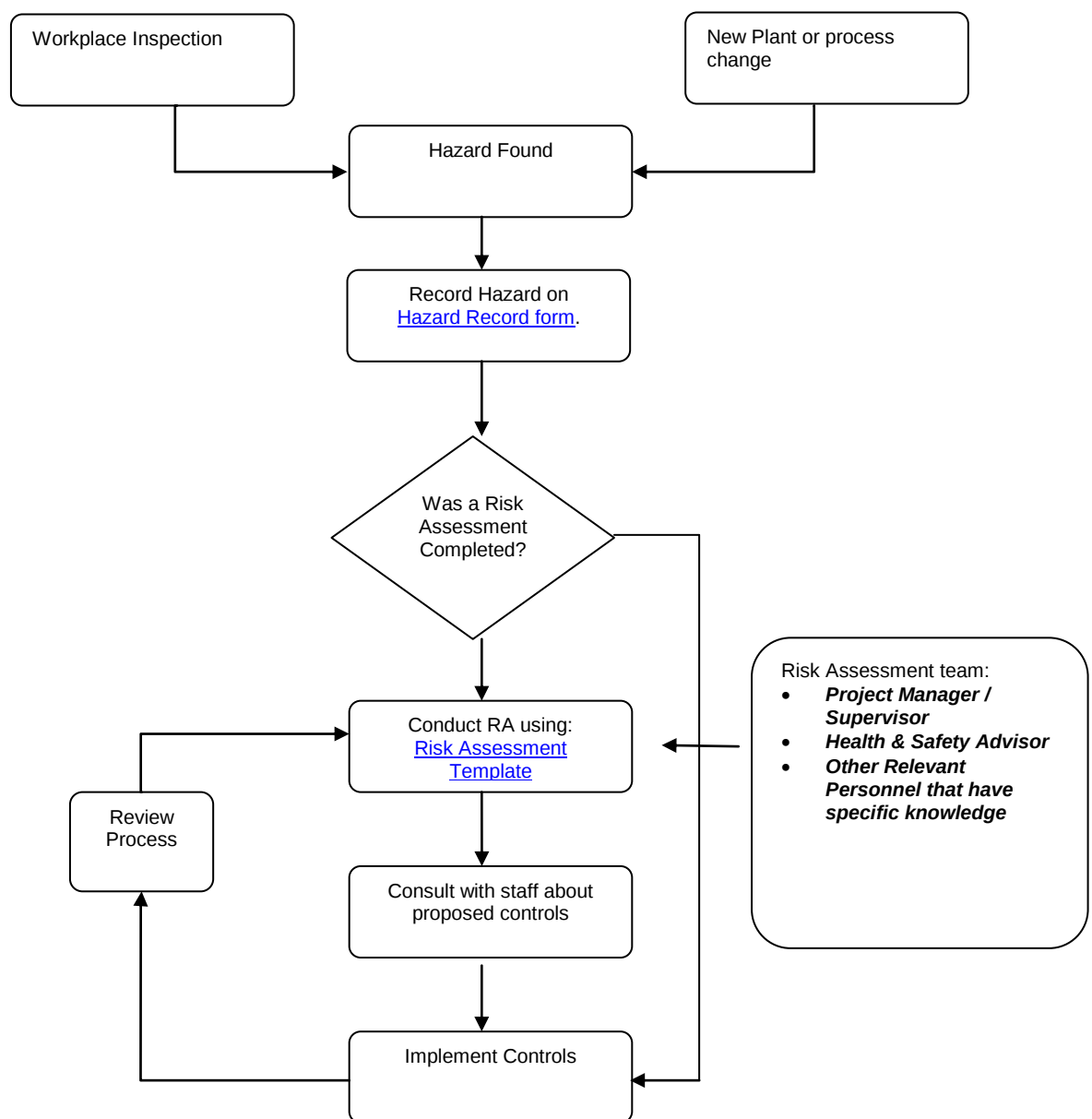
The identity of any WHSR will be displayed on the staff notice boards. The WHSR is elected by the employees through an election process which is facilitated by **Inglass Pty Ltd** management. The appointment is for period of 2 years from date of election.

The WHSR will communicate any change to the workplace/procedures etc. that are planned by management to the employees, either by toolbox talks or notices on the staff notice board.

If any staff member has any safety issues/concerns they should be raised with the WHSR, who will communicate the issue/concern to the WHSA and management for resolution.

4 HAZARD IDENTIFICATION AND RISK ASSESSMENT

4.1 HAZARD IDENTIFICATION AND RISK ASSESSMENT PROCEDURE



Hazardous work including noise, manual tasks, confined spaces, falls, electrical equipment and hazardous chemicals must be risk assessed and the risk assessment should be reviewed at least annually to ensure there are no changes to work procedures and to ensure the controls that have been implemented are still effective in controlling potential hazards.

Persons trained in conducting risk assessments should only carry out risk assessment.

5 QUALITY

5.1 QUALITY STRUCTURE

Inglass Pty Ltd has developed a structure, which consists of three types of recording documentations.

5.2 SAFETY MANUAL

The Safety Manual provides an overview of Inglass Pty Ltd policies and organisational structure which can be used to provide employees and customers with non-confidential information about Inglass Pty Ltd and how it operates.

5.3 POLICIES AND PROCEDURES

Procedures are internal documents that provide instructions on how an activity or task is to be performed safely. Most jobs with Inglass Pty Ltd have a written procedure (Safe Working Procedure). These Safe Working Procedures give each employee guidance and instructions on how they should perform that task. Also within these Safe Working Instructions there is reference to other work instructions and procedures that are a requirement for performance of that work task. An employee who is performing a task, which is covered by a Safe Working Procedure, should be able to understand and perform the tasks outlined. It is the responsibility of each manager/supervisor to ensure all employees have training, follow up and monitoring in the specific Safe Working Procedures.

5.4 FORMS AND RECORD

These forms and records are to be used in the day to day running of Inglass Pty Ltd activities.

- (List all form to be used eg. [4.1 Incident Report Form](#))

6 EMERGENCY MANAGEMENT

6.1 EMERGENCY TYPES

The following emergency situations may occur.

All the below emergency scenarios have their own different responses.

- Fire
- Bomb threat
- Violence/ armed hold up
- Chemical spill
- Explosion
- Offsite accidents

6.2 EMERGENCY RESPONSE TEAM

- Structure – The Emergency Response Team should consist of a number of people at specified locations within the site, consistent with the functional layout of the workplace.
- Organisation – The team should consist of at least:
 - Chief Warden
 - Deputy Chief Warden(back up if Chief warden is away)
 - Wardens
 - Deputy Wardens
 - First Aid Officer
- Principal Roles and Responsibilities – Each member in the Team should have clearly defined duties and responsibilities as follows:
 - A. Chief Warden – on becoming aware of an emergency, should take the following actions:
 - Ascertain the nature of the emergency and determine appropriate actions
 - Ensure that the appropriate emergency service has been notified
 - Ensure Wardens are advised on the situation
 - If necessary, initiate evacuation procedure
 - If necessary notify neighbours of the emergency
 - Brief the Emergency Services personnel upon arrival on
 - Type
 - Scope
 - Location of the emergency
 - Thereafter act on the Fire Officers instructions
 - B. Deputy Chief Warden – The Deputy Chief Warden shall be required to assume the responsibilities normally carried out by the Chief Warden if he/she is unavailable.
 - C. Wardens – On hearing an alarm or on becoming aware of an emergency, the Wardens should take the following actions:
 - Operate first attack firefighting equipment eg. portable fire extinguisher, hose reels and fire blankets
 - Upon assessment of the situation, call fire brigade or other appropriate emergency service by operation of manual alarm point/ telephone
 - Commence evacuation if the circumstances warrant this
 - Communicate with the Chief Warden by whatever means available and act on his/her instructions
 - Ensure orderly flow of persons into the designated assembly points
 - Assist mobility-impaired persons
 - Checklist to ensure all persons are accounted for

- Check to ensure fire doors and smoke doors are closed properly
 - Advise Chief Warden as soon as possible of the circumstances and of the action taken
 - Role check of staff, visitors or contractors working in the area
- D. Deputy Warden – The Deputy Warden shall be required to assume the responsibilities that are normally carried out by the Warden if he/she is unavailable.
- E. First Aid Officer – On hearing an alarm or on becoming aware of an emergency or as directed by a Warden, the First Aid Officer should:
- Proceed to the assembly point with a first aid kit
 - Be prepared to assist the emergency services where requested
 - Advise the Warden of his/her location at all times during the emergency.

6.3 TRAINING

All employees will be trained in the above procedures every twelve months and this will be documented in their training records.

The evacuation procedure will be practiced at least every 12 months, this entails planning and post evacuation meetings to determine any insufficiencies in the procedures or staff, this will also be documented.

6.4 EMERGENCY MANAGEMENT PROCEDURE

[Notes for employers:

Emergency evacuation is critical to the management of WH&S.

The policy/procedure should be known to all staff.

There should be regular reminders and the procedure should be periodically tested.]

6.5 CHEMICAL SPILL EMERGENCY PROCEDURE

These procedures apply to any staff that observes or is involved with a chemical spill on the site.

- **Evaluate** the situation
- **Alert** others in immediate danger
- **Advise** Manager/supervisor, who will assess the risk and notify the Chief Warden if warranted.
- After the incident has been concluded, you are to complete the appropriate documentation (incident report).

These procedures apply to any staff that observes or is involved with a chemical spill in a company vehicle.

- **Evaluate** the situation
- **Alert** others in immediate danger
- **Advise** Police, Fire Services and Manager/supervisor
- The driver of the vehicle should also take all safe and practical steps:
 - To carry out any emergency procedures recommended in the Emergency Procedure Guide (EPG) for transporting by road.
 - **Escape of flammable dangerous goods.** Restrict other vehicles or sources of ignition from entering a minimum radius of 15 metres from the source. A greater distance may be specified in the Emergency Procedure Guide (EPG) for transporting by road.
 - To prevent or minimise the escape of the dangerous goods and their entry into drains, sewers or natural watercourses.

- After the incident has been concluded, you are to complete the appropriate documentation.

6.6 SUSPECTED EXPLOSIVE OBJECT (BOMB) EMERGENCY PROCEDURE

These procedures apply to any staff that observes a suspected explosive object on the site.

- **Do not touch** the object
- **Clear** the area
- **Prevent entry** to the area where the object is located
- **Notify** the Chief Warden immediately
- After the incident has been concluded, you are to complete the appropriate documentation.

6.7 EXPLOSION EMERGENCY PROCEDURE

These procedures apply to any staff that observes a suspected explosive object on the site.

- Assess the situation and determine whether safe to approach area
- Determine if medical help is required
- Advise the First Aid Officer, if required
- Notify the Chief Warden immediately
- After the incident has been concluded, you are to complete the appropriate documentation

6.8 ROBBERY OR HOLD UP EMERGENCY PROCEDURE

In the event of an attempted robbery or hold up, no person is to put himself or herself or any other person in any danger by antagonising the assailant.

- Do as requested
- Give them anything that they ask for (if it's possible)
- Observe as much as possible (personal description – clothing- vehicle, etc.)

7 HEALTH AND SAFETY PROMOTION

7.1 HEALTH & SAFETY PROMOTION PROCEDURE

Inglass Pty Ltd will actively promote health and safety, in order to maximise safety and health awareness and to positively influence the behaviour and attitude towards health safety of all personnel and clients.

The most effective form of promotion is the example shown by all Managers and Supervisors demonstrating their commitment to the implementation of the workplace health and safety management system.

Posters and brochures will be posted in prominent positions to highlight specific health and safety issues.

Safety talks will be used as a means of reinforcing safe work practices.

8 CONDITIONS OF EMPLOYMENT

8.1 CONDITIONS

The following points out the terms and conditions of your employment with Inglass Pty Ltd. Conditions and terms of your employment shall not be less than required by any Laws, Awards or Acts of Parliament (either State or Federal).

1. All employees of Inglass Pty Ltd are required to work in accordance with the Work Health and Safety Act 2011, Workplace Health and Safety Regulations 2011 and all applicable Compliances, Codes of Practice and Advisory Standards associated with the Act or Regulations.
2. Employee work hours may be:
 - Monday to Friday, from 7:00am to 5:00 pm
3. Employees need to begin at their workstation at the appropriate starting times.
4. If you are late for work, you should report to your manager/supervisor before commencing work. The manager/supervisor will then decide if any docking of pay is to take place.
5. If you are not attending work because of sickness or other reasons, you are to advise your manager/supervisor within 30 minutes of your starting time. Failure to do so may result in non-payment of sick pay if that is the stated reason for not attending work.
6. If you are absent for more than two (2) days or away a day prior or after a gazetted public holiday, a Doctor's Certificate is required to be eligible for sick pay. Failure to do so may result in non-payment of sick pay
7. You are to report to your manager/supervisor before commencing work when returning from absenteeism so the appropriate forms can be recorded and filed.
8. Employees giving notice of intention to leave should be in writing as follows as per the appropriate award or site EBA.
9. The employer is required to give the following notice in writing of their intention to dismiss an employee as per the appropriate award or site EBA.
10. This period of notice is increased by one week if the employee is over the age of 45 years and has completed at least 2 years continuous service with the employer.
11. You shall not undertake any work duties or task on Inglass Pty Ltd site, nor drive any company vehicles or operate any plant or equipment if you have consumed any drugs whether legal or illegal that may impair your ability to carry out your normal work duties immediately prior to or during any day in question. If you are caught, you will be relieved of your work duties, asked to leave the site for the remaining part of the day and immediately forfeit the corresponding amount of pay. The severity of the offence or continuing offences will result in counselling and lead to dismissal.
12. You are to wear the appropriate safety footwear and clothing. Inglass Pty Ltd reserves the right to refuse to employ any employee who fails to wear appropriate clothing and footwear or disciplinary action will be actioned.
13. Inglass Pty Ltd requests a duty of care in driving vehicles when entering and leaving the premises.

8.2 CUSTOMERS, VISITORS, CONTRACTORS ETC.

Employees of Inglass Pty Ltd must treat all customers (internal and external), visitors, contractors, and other company representatives with kindness, respect and courtesy at all times, and ensure their health and safety while on the premises or under their supervision.

8.3 PAYMENT OF WAGES

Wages will be paid directly into your nominated bank account.

8.4 AWARDS

All conditions of employment, wages, holidays and sick days, termination, etc are all based on award conditions, which are set out in the applicable awards.

8.5 TRAINING

The training of employees will be up to the manager/supervisor to decide on training requirements as the employee is assigned to new duties or tasks, which may occur from time to time.

9 WORK HEALTH & SAFETY TRAINING

9.1 WH&S TRAINING PROCEDURE

Inglass Pty Ltd understands that the key to a healthy and safe work environment is the training of our employees.

All employees are inducted in Inglass Pty Ltd systems of work, policies, objectives and procedures specific to their task prior to commencing work or moving into a new work environment.

Ensure all employees are under direct supervision until they reach a level of competency.

1. All employees will be inducted in the specifics of the tasks they are required to complete. Induction training will include SDS access and interpretation, label interpretation, correct chemical handling, chemical awareness, chemical spill procedures, emergency plans, hearing conservation and manual handling.
2. Training needs identified for employees and scheduled as required.
3. All training must be documented and records maintained.
4. Specific information and training in the correct use, storage and handling of all personal protective equipment and clothing required to be worn is given during the induction.
5. Guidelines for safe lifting are provided at the induction. Additional instruction will be given as part of the ongoing training program.
6. Additional training, under supervision, is conducted until it is determined that the employee is competent to work in their allocated work environment.
7. Ensure that all employees are placed under the direct supervision of an experienced operator for a probationary period, relevant to the level of task competency requirements.
8. Any training provided and any accreditation or licence received is registered and authorised in personnel maintained records.

10 BEHAVIOUR

10.1 BEHAVIOUR PROCEDURE

The manner in which you conduct yourself while working is very important to our business, your continued employment and the safety of yourself and your work mates.

Inglass Pty Ltd will not tolerate the following conduct.

THE MANNER IN WHICH YOU CONDUCT YOURSELF WHILE WORKING IS VERY IMPORTANT TO OUR BUSINESS.

- Reporting for work under the influence of alcohol or other drugs;
- Theft or pilferage of any company property or any other property or equipment;
- The wilful damage or destruction of company property or any other property or equipment;
- Unauthorised entry into any restricted areas; and
- Failure to wear, use or correctly store personal protective equipment or clothing.

10.2 ENFORCEMENT OF SAFETY REQUIREMENTS

Inglass Pty Ltd are aware of the necessity of enforcing policies and procedures for safety requirements.

NON-COMPLIANCE WILL BE DISCUSSED WITH EMPLOYEES TO ENSURE THAT THEY HAVE FULLY UNDERSTOOD THE INSTRUCTIONS.

Non-compliance will be discussed with employees to ensure that they have fully understood the instructions and information given to them.

If it is found that employees have not clearly understood or have misinterpreted the instructions and information, further training or induction will be provided.

The Manager or immediate Supervisor must record any verbal warnings given.

If non-compliance continues written warnings will be given.

If inappropriate behaviour continues, the Manager will decide on any action to be taken, which may include dismissal.

11 DISCIPLINARY AND TERMINATION POLICY

The Disciplinary and Termination policy to ensure that the proceedings are both ***fair and just*** to the employee and Inglass Pty Ltd. Inglass Pty Ltd will ensure that all allegations of misconduct or inadequate work performances are investigated and discussed with the employee concerned.

11.1 WARNINGS

11.1.1 Verbal Warning

Verbal warning is given to an employee

1. The reason for the warning
2. The method in which the work standards is not met
3. Explain and reinforce the work standards again
4. List a review period date in which the employee can demonstrate those improvements and the review period should be no more than 3 months.

The reason/s for the warning must be recorded on the [Disciplinary Warning Record](#) (Form No: 4.3), signed by Inglass Pty Ltd representative, employee and witness, dated and attached to the employee's personnel file.

11.1.2 First Written Warning

Following a review period, and that employee's performance has not improved or met the required set standards, a further meeting will be held.

1. The reason for the warning
2. The method in which the work standards is not met
3. Explain and reinforce the work standards again
4. List a review period date in which the employee can demonstrate those improvements and the review period should be no more than 3 months.

The reason/s for the warning must be recorded on the [Disciplinary Warning Record](#) (Form No: 4.3), signed by Inglass Pty Ltd representative, employee and witness, dated and attached to the employee's personnel file.

11.1.3 Second Written Warning

Following the review period, and that employee's performance has not improved or met the required set standards, a further meeting will be held.

1. The reason for the warning
2. The method in which the work standards is not met
3. Explain and reinforce the work standards again
4. List a review period date in which the employee can demonstrate those improvements and the review period should be no more than 3 months.

The reason/s for the warning must be recorded on the [Disciplinary Warning Record](#) (Form No: 4.3), signed by Inglass Pty Ltd representative, employee and witness, dated and attached to the employee's personnel file.

11.1.4 Third Written Warning

Following the review period, and that employee's performance has not improved or met the required set standards and then his or her employment terminated.

1. The reason for the warning
2. The method in which the work standards is not met
3. Explain and reinforce the work standards again

This is the employee's final warning at which time the employee will have their employment terminated.

The reason/s for the warning must be recorded on the [Disciplinary Warning Record](#) (Form No: 4.3), signed by Inglass Pty Ltd representative, employee and witness, dated and attached to the employee's personnel file.

11.2 DISCIPLINARY ACTIONS FOR MISCONDUCT

Misconduct may include such acts as:

1. refusal to carry out lawful instruction/s from a supervisor/manager
2. physically or verbally assaulting an employee, customers, other company representatives or contractors
3. sexually harassing, discrimination or bullying in the workplace
4. breaches of company safety policies, procedures and regulations
5. dishonesty

11.3 DISCIPLINARY ACTIONS FOR GROSS MISCONDUCT

Gross misconduct is defined as:

1. any action that involves dishonesty and harm
2. theft and damages
3. misuse of or tampering with plant & equipment
4. unsafe behaviour
5. continuing failure to use the correct PPE issued

11.4 TERMINATION OF EMPLOYMENT

Termination of employment will proceed as per Award conditions. The reason/s must be recorded on the [Disciplinary Warning Record](#) (Form No: 4.3), signed by Inglass Pty Ltd representative, employee and witness, dated and attached to the employee's personnel file.

12 SMOKE FREE WORKPLACE

12.1 NON-SMOKING POLICY

Inglass Pty Ltd aims to provide its employees with a healthy work environment. Smoking in the workplace is a recognised health hazard and as such is not permitted in any company office, manufacturing area, company vehicle, or other area designated as non smoking. Employees must comply with the [Smoking Policy](#) within the workplace.

Employees who smoke outside the premises should not do so near the main entrance to the building. They should also ensure that they dispose of cigarette butts and other litter carefully.

12.1.1 POLICY FOR SMOKING BREAKS

There are no fixed smoke breaks for employees. Breaks may only be taken if they do not impact on the employee's performance.

If it appears that the duration and frequency of an employee's smoke breaks are impacting on their effectiveness then the employee may be consulted.

Unrestricted smoking breaks are a privilege that should not be abused.

Special arrangements will be made to accommodate smoking breaks during periods of overtime.

12.1.2 DESIGNATED SMOKING AREAS

Inglass Pty Ltd has designated the following area/s as smoking areas:

- The smoking area is 4 meters from the workshop doors.

It is the responsibility of the employees using these areas to ensure that cigarette butts are disposed of properly using receptacles provided.

12.1.3 Quit smoking

Inglass Pty Ltd will provide support to employees wishing to quit smoking. Inglass Pty Ltd will provide access to 'Quit' programmes.

Employees who are interested in quitting smoking should contact the Workplace Health and Safety Advisor to investigate available options.

13 DRUGS AND ALCOHOL IN THE WORKPLACE

13.1 DRUGS AND ALCOHOL POLICY

13.1.1 INTRODUCTION

Inglass Pty Ltd provides a work environment that aims to ensure the health, safety, respect and productivity of all employees. Employees must comply with the [Drugs and Alcohol Policy](#) within the workplace.

The use of drugs and alcohol may impair an individual's capacity to perform their job safely, efficiently and with respect for work colleagues and customers.

The use of such substances may result in the risk of injury or a threat to the wellbeing of the impaired employee, other employees, customers or any other parties.

13.1.2 POLICY

The policy is that no employee is to commence work, or return to work while under the influence of alcohol or drugs.

The purpose of this policy is to maintain a work environment free from the effects of the use of alcohol and drugs. The consequences of breaching this policy will result in disciplinary action being taken.

13.1.3 COMPANY VEHICLES

Company vehicles are not to be driven by anyone who is under the influence of alcohol or drugs. Inglass Pty Ltd will accept no liability for any damage to a company vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of an Inglass Pty Ltd vehicle is in breach of this policy or of the law. All liabilities shall rest with the driver concerned.

13.1.4 MACHINERY

Inglass Pty Ltd have an obligation to all employees under the WHS Act 2011 Division 2 Section 19 to provide a safe and healthy work environment.

To ensure a safe environment, no machinery is to be operated or used by anyone who is under the influence of alcohol or drugs.

13.1.5 PRESCRIPTION DRUGS

If you take prescription drugs please check with your doctor to establish if the use of the drug will impact on work performance. If so, please obtain this advice in writing and provide this advice to your manager.

13.1.6 SMOKING

Inglass Pty Ltd observes the non-smoking policy at its premises and company vehicles.

14 WORKPLACE EQUITY POLICIES

Inglass Pty Ltd will develop and foster an employment climate and culture, which allows every person the opportunity to apply and develop their abilities free of obstruction and to achieve their potential.

Inglass Pty Ltd are committed to providing all employees with a workplace free of discrimination, harassment and bullying. Employees will comply with the [Equal Employment Opportunity and](#)

[Elimination of Discrimination and Harassment Policy](#) and [Workplace Bullying Policy](#) within the workplace.

14.1 ANTI-DISCRIMINATION

Inglass Pty Ltd is an equal opportunity employer. All employees are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm to maintain our standards of service.

Inglass Pty Ltd believes that all employees have the right to work in an environment free of discrimination and harassment.

Under Federal and State anti-discrimination laws, discrimination in employment on the basis of the following attributes is prohibited:

- sex
- marital status
- pregnancy and breastfeeding
- age
- race
- impairment
- religion
- political belief and activity
- trade union activity
- lawful sexual activity
- association with or relation to a person who has any of the above attributes

Disciplinary action will be taken against anyone who discriminates against a fellow co-worker. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

14.2 EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all staff, employment decisions at Inglass Pty Ltd are based on merit and ability. Inglass Pty Ltd does not discriminate employment opportunities or practices.

This policy governs all aspects of employment:

- including recruitment and selection,
- job assignment,
- compensation,
- discipline,
- termination
- access to benefits and training

Anyone found to be engaging in any type of unlawful discrimination would be subject to disciplinary action, which may include termination of employment.

14.3 SEXUAL HARASSMENT

Inglass Pty Ltd considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances. We believe all employees should be able to work in an environment free of intimidation and sexual harassment.

Any reports of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially. Complaints may be lodged verbally or preferably in writing. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

14.4 WORKPLACE BULLYING

Workplace bullying is “the repeated less favourable treatment of a person by another person or persons in the workplace, which a reasonable person would consider unacceptable and inappropriate workplace practice”.

Bullying is a behaviour that intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients or customers.

Workplace bullying is a pattern of abuse of workers or co-workers, which can range from the subtle to the more obvious and may include but need not be limited to:

- Yelling, screaming, abuse, offensive language, insults, inappropriate comments about appearance, personal life or lifestyle, slandering you or your family
- Belittling opinions or constant criticism
- Isolating workers from normal interactions, training and development or career opportunities
- Overwork, creating a feeling of uselessness
- Undermining work performance, deliberately withholding work related information or resources or supplying incorrect information.
- Unexplained job changes, meaningless tasks, tasks beyond your skills, failure to give credit where due
- Tampering with personal effects or work equipment
- Teasing or regularly being made the brunt of pranks/ practical jokes
- Display written or pictorial material, which degrades or offends
- Unreasonable “administrative sanctions” eg. Undue delay in processing applications for training. Leave or payment of wages.

Bullying is unacceptable behaviour and can lead to low morale or illness on the part of the recipient or loss of productivity, increased sick leave and Workcover costs.

Workplace bullying can be instigated by and affect both females and males at all levels of employment.

Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially. Complaints may be lodged verbally or preferably in writing. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

All employees, contractors and visitors will be held accountable for upholding the letter and spirit of the policy and eliminating any practices and behavior which are discriminatory or which could lead to discrimination or harassment in the workplace.

15 SKIN PROTECTION

15.1 SKIN PROTECTION POLICY

The health of employees is a primary concern for Inglass Pty Ltd. It is acknowledged that skin cancer is a major public health problem with about two out of every three people who have spent their childhood in Australia requiring treatment for skin cancer in their lifetime. Employees will comply with the [Skin Protection Policy](#) within the workplace.

Exposure to ultraviolet radiation (UVR) from the sun has been identified as the major cause of skin cancer.

The aim of this procedure is to reduce outdoor worker exposure to UVR. UVR is recognised as a risk to health. As a result, risk assessment procedures apply. The measures outlined below reflect a risk management approach.

**EXTENDED
EXPOSURE
TO UV RAYS
MAY CAUSE
SKIN
PROBLEMS.**

Sunlight and its ultra-violet radiation (UV) are required to assist the body's production of Vitamin D that is essential to human health.

UV also stimulates the production of melanin, the natural colouring or pigmentation in the skin that absorbs UV in the skin to prevent harmful effects.

Extended exposure to UV rays can cause problems such as:

Sunburn - this is a type of radiation burn

Eye damage – over exposure to UV can damage the retina and blindness may occur.

Premature ageing of the skin will result from over exposure.

Sun spots - dry or rough spots on the skin. Like premature ageing, these are indicators of excessive exposure to UV. These can develop into cancers.

Skin cancers - UV is a carcinogen. Common types of skin cancers are carcinomas or melanomas.

The risks are largely dependent on the duration and extent of exposure.

15.1.1 SKIN PROTECTION FOR OUTDOOR WORKERS

Worker exposure to UVR will be minimised all year round by implementing a control strategy that includes protective measures as listed below.

To help prevent damage to the skin from exposure to UV, remember:

Sun Protective Clothing

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

Eye Protection

- appropriate eye protection is to be worn where necessary; Sunglasses must comply with Australian Standard AS/NZS1067:2003 and screen out at least 99% of ultra violet light. If safety glasses are required then sunglasses need to comply with AS/NZS1337.1:2010 and AS/NZS1338.1:2012
- Sunglasses should be glare resistant, light weight, comfortable and fit closely to the face. Wrap around sunglasses offer the best protection. Clip ons are available for persons with prescription glasses.

Sunscreen

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

Changing work hours

- Consideration will be given to rescheduling work hours to minimise UVR exposure during the peak periods of UV ie 10.00am - 2.00pm (EST).

Using shade

- Where the job or work times cannot be changed, workers will be encouraged to make maximum use of shade. The following options will be considered.
 - Use of natural or existing shade from buildings, trees and other structures at the worksite.
 - Use of portable canopies or erected shade structures made from fabrics such as canvas, awning, umbrella fabric or shade cloth. Shade cloth should provide at least 94% protection from UVR.
 - have lunch or any breaks in shady spots; and
 - replace lost fluids by keeping up your liquid intake.

15.1.2 CASUAL EMPLOYEES AND CONTRACTORS

This policy will cover all employees including casual, temporary and permanent workers. Contractors are required to meet the minimum Personal Protective Clothing & Equipment (PPE) requirements at their own cost. There will be no exemptions to these requirements.

Inglass Pty Ltd will provide resources to ensure this policy is fully developed and implemented in a consultative, coordinated and consistent way across the full range of worksite functions.

16 INCIDENT REPORTING AND INVESTIGATION

16.1 INCIDENT PROCEDURE

- All employees, customers, visitors and contractor incidents are to be reported.
- A notifiable incident under the WHS Act 2011 means:
 - The death of a person; or
 - The serious injury or illness of a person; or
 - A dangerous incident.
- A serious injury or illness means immediate treatment as an in-patient in a hospital; or immediate treatment for amputation of body part, serious head injury, serious burn, separation of skin from an underlying tissue, spinal injury, loss of bodily function, serious laceration or medical treatment within 48 hours of exposure to a substance.

- A dangerous incident means an incident that exposes a worker to an immediate or imminent exposure risk to;
 - An uncontrolled escape, spillage or leakage of a substance;
 - An uncontrolled implosion, explosion or fire; or
 - An uncontrolled escape of gas or steam; or
 - An uncontrolled escape of a pressurised substance; or
 - An electric shock; or
 - The fall or release from a height of any plant, substance or thing; or
 - The collapse, overturning, failure or malfunction of, or damage, to any plant that is required to be authorised for use; or
 - The collapse or partial collapse of a structure; or
 - The collapse or failure on and excavation or any shoring supporting an excavation; or
 - the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or
 - Interruption of the main system of ventilation in an underground excavation or tunnel.
- Inglass Pty Ltd must notify (by telephone or in writing) the regulator, immediately after becoming aware of a notifiable incident occurring.
- Inglass Pty Ltd must ensure the site where a notifiable incident occurred is not disturbed until the inspector arrives.
- Inglass Pty Ltd must keep a record of each notifiable incident from at least 5 years from the day that the notice of the incident was given to the regulators.
- All near misses are to be reported to management and an incident report completed and investigated. Someone's near miss today maybe someone's injury tomorrow.
- All incidents are to be reported within 24 hours of the incident occurring.

[Incident Report Form](#) (Form No: 4.1)

16.2 STEPS FOR INCIDENT REPORTING & INVESTIGATION

All near misses, first aid or medical treatment incidents must be recorded on the incident report form.

All incidents will be investigated by the Supervisor and, where necessary, by the relevant Health and Safety Representative.

Incident investigation has three (3) purposes. They are:

- to establish root causes;
- identify contributing factors; and
- Implement control strategies to prevent a recurrence.

Incident investigation is NOT about apportioning blame.

When an incident investigation is conducted, the Incident Report form will be used.

All incidents, injuries and near misses should be investigated. Inglass Pty Ltd will request copies of external investigation reports.

The Incident Report form will be signed by the person conducting the investigation, passed on to the Manager and the Senior Management Meeting.

**IT IS
IMPERATIVE
THAT ALL
ACCIDENTS
AND
INCIDENTS
ARE
REPORTED
IMMEDIATELY.**

16.3 OCCURRENCE OR NEAR MISS INVESTIGATION

Inglass Pty Ltd understands that not every incident results in an accident. To assist in preventing an accident occurring, these incidents need to be recorded and investigated.

17 CUSTOMER, VISITORS AND CONTRACTORS ACCIDENTS/INCIDENTS

17.1 CUSTOMERS, VISITORS AND CONTRACTORS ACCIDENTS/INCIDENTS

- The staff are to immediately report any customer, visitor and contractor accidents to the manager/supervisor.
- Upon receiving notification, the manager/supervisor is to:
 - Ensure that any hazards are under control or take action to prevent staff or customers from contacting uncontrolled hazards
 - Ensure that any injured person receive First Aid treatment
 - In the case of property damage/loss ensure that further loss/damage is prevented or minimised.
 - If the accident is a notifiable incident, the manager/supervisors must IMMEDIATELY notify the Manager and the Work Health & Safety Officer. This is necessary so that appropriate notification to the regulator can occur.
 - If the accident is a notifiable incident, the incident site must be not be interfered with, until an inspector has attended to the incident.
 - Complete the documentation for the reporting of customer, visitor and contractors.
 - Insurance Forms are to accompany the Incident Report Form. The insurance form is to be compiled by the manager/supervisor, regardless of the customer's intent to or not to, take the matter further.
 - NO LIABILITY, PROMISE OR SUGGESTION IS TO BE OFFERED. If asked, politely advise the person that all enquiries are to be directed to the Manager.
 - The staff are not authorised to issue statements or respond to media enquiries on behalf of Inglass Pty Ltd.

17.2 FIRST AID TREATMENT

The First Aid Officer should be trained in first aid. First aid personnel should not treat beyond their level of training. When in doubt, the first aid officer should recommend that a person seek outside medical advice. The following is to be observed:

- If the injury is of a serious nature, an ambulance should be called to take the person to hospital
- If the injury is considered not to be serious enough to warrant calling an ambulance, the First Aid Officer/Manager/Supervisor may discuss alternative transport options to assist the injured person to the hospital, medical centre or home.
- The First Aid Officer is not to offer an opinion as to liability nor make any reference to insurance/compensation/legal actions
- Complete the Incident Report Form and hand on to Manager/Supervisor
- First Aid Officer is to enter details of the injury and treatment into First Aid Report Form after assistance has been given

17.3 CLAIMS FOR DAMAGES

Should a customer, visitor or contractor forward a claim to Inglass Pty Ltd, the Manager/ Supervisor must forward onto the Senior Manager immediately. Any further contact from the claimant or claimant's solicitor should also be referred to the Senior Manager.

18 FIRST AID TREATMENT AND FACILITIES

18.1 FIRST AID KITS

First aid kits are located in the following areas:

- All work trucks have their own first aid kits and the main first aid kit is in the factory.

The kits are maintained on a regular basis and an inventory completed (every three months), therefore you are required to enter all details of the use of the first aid kits and fill in all relevant forms as required. First aid Inventory check is also required to identify out of date first aid supplies.

Forms you may be required to fill out are:

- [First Aid Report Form](#) (Form No: 4.4)
- [First aid Inventory Report Form](#)(Form ???)
- [Incident Report Form](#) (Form No: 4.1)

18.2 FIRST AID PERSONNEL

Inglass Pty Ltd has appointed first aid officers. The details of First Aid personnel will be displayed in a prominent position.

All first aid officers require refresher recertification training.

All first aid officers have undertaken the necessary training to obtain the certification of Senior First Aid Officer.

FIRST AID PERSONNEL SHOULD UNDER NO CIRCUMSTANCE ASSIST AN INJURED PERSON IF THE INJURY IS BEYOND THEIR CAPABILITIES.

They are there to support the injured person until the emergency services arrive.

We will designate trained first aiders in work areas and publish a list of the nominated first aiders in a visible location.

18.3 FIRST AID KITS

The first aid kit is to be used by employees of Inglass Pty Ltd who are ill or injured. Of course if you know you are too ill or injured to work before you commence work then the best course is to take sick leave.

18.4 INFECTION CONTROL

Before commencing any treatment of injured persons, the first aid officer will put on the disposable gloves provided in the first aid kits. They will also dispose of any items used; i.e. tweezers and any contaminated material, in the correct manner.



18.5 ACCIDENT RESPONSE PLAN

In the case of a major incident that the first aid officers are not capable of dealing with, the following procedure should be used:

Call the emergency services on the following numbers

Police / ambulance / fire - 000
112 (MOBILE PHONE)

18.6 FIRST AID SIGNAGE

The following signs will indicate the location of the first aid kits
(A white cross on a green background)



18.7 RECORD KEEPING

All injuries that require first aid treatment will be recorded on the [First Aid Report Form](#) (Form No: 4.4), which will be used by management to track the types of injuries for future reference.

18.8 CONFIDENTIALITY OF INFORMATION

All information and records regarding an incident will be kept in the strictest of confidence and only allowed to be distributed (if required) with the staff member's express permission.

18.9 WORKPLACE CONSULTATION

Employees must be consulted in the first instance before the final first aid plan is implemented and then only if there are to be no changes.

19 REHABILITATION (RETURN TO WORK/INJURY MANAGEMENT)

19.1 RETURN TO WORK POLICY AND PROCEDURE

19.1.1 INTRODUCTION

Under the WHS Act 2011 and Queensland Workers Compensation and Rehabilitation Regulations 2014, an employer is required to establish a Return to Work and Rehabilitation Plan that is consistent with the insurer's injury management program to assist injured workers return to work.

Workplace rehabilitation aims to provide an early and safe return to work for workers suffering from work related injury or illness by using the workplace itself as a vital part of the rehabilitation process.

19.1.2 COMMITMENT

Inglass Pty Ltd is committed to the prevention of illness and injury by providing a safe and healthy working environment (see *Work Health and Safety Policy*).

Inglass Pty Ltd is committed to the rehabilitation of injured workers. Inglass Pty Ltd aims to manage the process of rehabilitation in the workplace to ensure that all injured workers have the opportunity to recover and return to work by:

- ensuring that return to work as soon as possible is a normal practice and expectation;
- ensuring early access to rehabilitation services, eg accredited rehabilitation providers *[or similar professionals]* for all who need them;
- providing suitable duties for an injured worker as an integral part of the rehabilitation process;
- consulting with workers, and where applicable any industrial union representing them, to ensure that the rehabilitation program operates smoothly and effectively;
- informing workers of their rights in relation to a workers compensation claim including the choice of doctor and accredited rehabilitation provider;
- providing access to interpreter services;
- ensuring that participation in a return to work plan will not in itself prejudice an injured worker;
- ensuring that no dismissal occurs within the legislatively prohibited period of the injury occurring, solely or principally because of that injury.

19.1.3 RETURN TO WORK CO-ORDINATOR

[Note: Certain employers are required by workers compensation law to appoint a RTW Co-ordinator. Check with the WorkCover Authority to determine whether this requirement applies to your company.

Employers in all States should discuss rehabilitation with their insurers and work out the best approach for them

The role of the Return to Work Coordinator is to:

- determine the injured worker's needs;
- identify suitable duties for the injured worker;
- co-ordinate and monitor return to work plans;
- liaise with all parties including the Rehabilitation Provider where appropriate;
- provide information and support to the injured worker; and
- maintain confidentiality.

19.1.4 CONFIDENTIALITY

The confidentiality of rehabilitation records shall be maintained. Reports and records will only be available on a 'need to know' basis.

19.1.5 PROCEDURE

Procedure for the management of injured workers:

- If any work related injury or illness occurs it must be reported to the WHS Advisor or Supervisor, an Incident Report Form completed and treatment arranged.
- Inglass Pty Ltd will notify the insurer of any 'significant injury' within 48 hours and within 7 days for any other type of injury.
- Claims for compensation are to be forwarded to the insurer within 7 days of receipt of the claim.
- Inglass Pty Ltd will arrange for a suitable person in the organisation or, where this is not practicable, their workers compensation insurer, to provide advice to the injured worker to:
 - assist in filling out Workers Compensation forms;
 - explain rights, obligations, benefits and rehabilitation procedures to the injured worker;
 - ensure that the worker is offered the help of an accredited Rehabilitation Provider who shall be given reasonable access to the workplace (the

- injured worker, in consultation with the employer, may select the Rehabilitation Provider to be used);
- where appropriate, arrange a return to work plan on the advice of the treating doctor or the accredited Rehabilitation Provider in consultation with the treating doctor.

19.1.6 PROVIDING SUITABLE DUTIES/EMPLOYMENT

When the injured worker is, according to medical judgment, well enough to return to work on suitable duties Inglass Pty Ltd shall, as far as practicable, provide suitable duties/employment. Suitable duties/employment shall be approved by the treating doctor or by the accredited Rehabilitation Provider in consultation with the treating doctor. The Return to Work Co-ordinator or Rehabilitation Provider can identify suitable duties in the workplace.

19.1.7 CONSULTATION

Inglass Pty Ltd will consult with the injured worker and other workers on the rehabilitation process.

19.1.8 RESOLVING DISPUTES

If any disputes arise, every effort will be made to resolve them in a spirit of cooperation through discussion with the employee, management and where applicable an employee's union.

19.1.9 RESPONSIBILITIES OF EMPLOYEES

Every worker shall:

- take reasonable care, in the performance of work, so as to prevent injuries to themselves and others;
- co-operate in reasonable workplace change designed to assist in rehabilitation of fellow workers;
- notify the employer of an injury as soon as possible;
- co-operate in reasonable efforts by Inglass Pty Ltd to rehabilitate the person.

19.1.10 RIGHTS OF EMPLOYEES

Each worker who sustains an injury shall have the choice of treating doctor and of accredited Rehabilitation Provider, and access to an interpreter where necessary.

19.1.11 NOMINATED REHABILITATION PROVIDERS

The Nominated Rehabilitation Providers for this company are:

- **WHSO'S FOR HIRE ??? is this still current**

20 SAFE WORK PROCEDURES

20.1 SAFE WORK PROCEDURE

Safe work procedures will be developed for all work processes. The safe work procedure will specify methods of carrying out certain types of work activities or tasks. A [Plant Risk Assessment](#) (Form No: 4.7) will be completed in conjunction with [Safe Working Procedure](#) (Form No:4.6).

Once the safe work procedure is agreed on and approved, all employees involved in performing the job will be trained in the procedure.

A copy of the safe work procedure will be kept available and a [Register for Safe Working Procedure](#) (Form No: 5.7) to be maintained at all times.

The safe work procedure will be reviewed annually and/or when there are changes to the work environment or the type of equipment used.

20.2 EXAMPLE OF A LIST OF SAFE WORKING PROCEDURES:

- SWP 01 - Fork lift
- SWP 02 - Power Saws
- SWP 03 - Hand Saws
- SWP 04 - Loading trucks
- SWP 05 - Unloading trucks

21 HOUSEKEEPING

21.1 HOUSEKEEPING PROCEDURE

Good housekeeping practices will result in a more efficient and productive work environment.

Poor housekeeping will contribute to incidents and injuries.

The following housekeeping standards are required:

- Work and storage areas are to be kept neat and tidy.
- Any oils, greases, flammable or hazardous substances that are spilled must be cleaned up immediately and disposed of correctly.
- Tools and portable equipment are to be replaced in storage areas after use and at the end of each shift.
- Walkways and access areas to be kept clear of obstructions.
- Hoses, piping and electrical cords are not to be placed in areas where they may be subjected to damage or could cause a trip hazard.
- Personal protective equipment shall be maintained in good working order. When not in use, personal protective equipment is to be stored in a clean and hygienic manner.
- Ensure all rubbish is cleared away as soon as possible and placed in the correct bins.
- Areas shall only be used for purposes for which they are intended.
- Material stored in open areas shall be stored in a tidy manner and in appropriate containers as well as in accordance with any relevant legislation.
- Vehicles shall be parked only in authorised parking areas.
- Aisles, walkways, corridors, staircases, doorways, entrance halls, foyers and exits shall be unobstructed, free from tripping (hoses, cables etc) and slipping hazards and the accumulation of combustible materials. Plant girders, trusses, walls, windows, skylights etc. shall be regularly cleaned to avoid excessive accumulation of dirt and dust.
- Accumulations of dirt and dust shall be removed from floors and benches of workrooms daily or as otherwise prescribed. Floor areas and walkways should be marked (eg painted lines to designate particular areas).
- Access to safety and fire fighting equipment shall be unobstructed.
- There shall be arrangements for routine cleaning, tidying and inspection of all areas, including amenities.
- Removal of rubbish, scrap or unwanted material to a designated place shall be an integrated part of all tasks.

**GOOD
HOUSEKEEPING
PRACTICES
WILL RESULT IN
A MORE
EFFICIENT,
PRODUCTIVE
AND SAFER
WORK
ENVIRONMENT.**

- Exit and safety signs must be visible from all defined walkways.
- Compressed air must not be used for any housekeeping activity or for dusting down clothing.

22 MANUAL HANDLING

22.1 MANUAL HANDLING PROCEDURE

It is recognised that manual handling injuries constitute a large proportion of lost time injuries (LTI) across all industries.

Definition:

“Any activity requiring the use of force exerted by a person to lift, push, pull, carry, or otherwise move, hold or restrain any person, animal or thing”.

The Workplace Health & Safety Code of Practice for Manual Tasks is recognised as an excellent reference source to assist in the identification, assessment and application of control measures for manual handling activities.

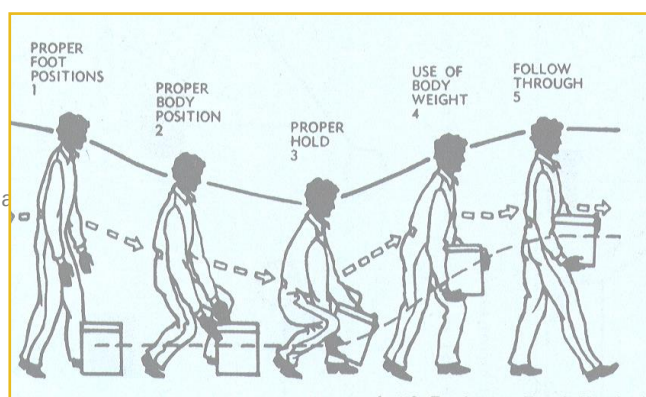
In all cases always assess the task to eliminate the need for manual lifting.

Where it is not practicable to use mechanical lifting devices, the following general procedures apply:

- always plan a manual lift prior to attempting the lift;
- ensure that the route taken is clear of obstacles or obstructions;
- check that the load is not too heavy to lift or carry alone. If the load is too heavy, get assistance either from a fellow worker or use a mechanical lifting device;
- if carrying a load with a fellow employee, always keep in step;
- when carrying a load with a fellow employee, always ensure that you tell each other of any action you are about to perform, such as, lowering or adjusting the load;
- never carry a load that blocks your vision, as you may trip or run into another object; and
- keep your back straight throughout the lift.

22.1.1 STEPS OF MANUAL HANDLING

1. Plan your lift – make sure the path is clear and the load is not too heavy.
2. Stagger your stance.
3. Bend at the knees when picking up the load.
4. Maintain the natural curve of the spine; don't bend your back to pick up the load.
5. Keep a firm grip on the load.
6. Lower the load using your body weight by putting the weight on your legs and bending your knees.



**DO NOT TRY
TO LIFT
BEYOND
YOUR
CAPACITY -
ASK FOR
HELP**

22.2 HAZARDOUS MANUAU TASK (HMT) WHS REGULATION 2011 PART 4.2

A HMT means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain something that involves one or more of the following:

- (a) Repetitive or sustained force;
- (b) High or sudden force;
- (c) Repetitive movement;
- (d) Sustained or awkward posture;
- (e) Exposure to vibration

23 NOTICES & SIGNS

23.1 NOTICES AND SIGNS

**ALL SIGNS
WILL
CONFORM TO
AUSTRALIAN
STANDARD
1319**

**“SAFETY SIGNS
FOR THE
OCCUPATIONAL
ENVIRONMENT.”**

Notices and signs are used in appropriate locations to advise people of the existence of hazards, provide directions and general information and/or indicate the types of personal protective equipment or clothing required.

All signs will conform to AS/NZS 1319:1994 - *Safety Signs for the Occupational Environment*.

Signs or notices are to be adhered to and any person disregarding these will be subject to disciplinary action.

A blue background safety sign is compulsory and must be adhered to.

Signs and notices are there for a specific purpose and are not to be defaced.

Signs and notices are not to be removed or interfered with unless authorisation is given.

Typical signs are:

- personal protective equipment required;
- restricted entry;
- hazards;
- fire fighting appliances and equipment; and
- emergency exits.

Workplace inspections will monitor the condition of safety signage. All damage to safety signs must be reported.



24 PERSONAL PROTECTIVE EQUIPMENT (PPE)

24.1 EXAMPLE OF PROTECTIVE EQUIPMENT (PPE) INCLUDES

- Safety Glasses
- Safety footwear (steel cap boots, shoes, rubber boots, non-slip shoes)
- Safety goggles, face shields

**INSTRUCTION AND
TRAINING WILL BE
GIVEN ON THE
CORRECT USE,
CARE AND
STORAGE OF
PERSONAL
PROTECTIVE**

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ty Ltd

Version 2.0

Reference No 1.1

Revision Date
August 2017

- Hearing protection ie Ear plugs, ear muffs
- Hard hats
- Welding shields
- Aprons
- Overalls
- Gloves
- Gauntlets
- Respiratory protection (dust masks, respirators, self contained breathing apparatus etc)

Where PPE has been identified as the last form of control to minimise exposure, then appropriate PPE will be provided.

Where such equipment has been issued, it is your responsibility to wear, maintain, clean and store it so that it is in good condition for use. Failure to comply or refusing to wear the appropriate PPE and clothing (unless granted an exemption) may result in disciplinary actions.

The wearing of PPE must be worn and will be enforced by Inglass Pty Ltd.

The issues of PPE and clothing will be on a personal basis, where not supplied with a machine, then the policy will apply:

- The initial issues will be supplied to the employee
- Replacement issues shall be upon the article/s being contaminated or wear and tear.
- Request for additional or alternative PPE and clothing must be submitted to the Supervisor/Manager for approval detailing the needs for additional or alternative items.

24.2 PERSONAL PROTECTIVE EQUIPMENT & CLOTHING PROCEDURE

Each job and each work place have varying requirements for personal protective equipment (PPE) and clothing. Requirements for PPE will be determined following a risk assessment of the work process.

Instruction and training will be given on the correct use, care and storage of personal protective equipment and clothing provided.

Specific jobs may require more personal protective equipment or clothing. For instance:

- hand, face and eye protection;
- respirators for employees who may be exposed to atmospheric contaminants (e.g. hazardous fumes, gases or dust);
- fall arrest systems and devices when working at heights (e.g. harnesses);
- hearing protection (e.g. ear muffs or plugs);
- protective clothing; and
- sunscreen, hats and eye protection will be provided for outside workers.

Areas of known hazards that require PPE, will be appropriately sign-posted to warn all personnel.

All personal protective clothing or equipment will be in accordance with relevant Australian Standards.



Manager/Supervisor Responsibilities:

- Undergo training to ensure competency in the proper selection, fit, use, cleaning and maintenance of the PPE.
- Ensure PPE is to be worn by personnel during all job tasks, which require such protection.
- Provide appropriate instruction and training to personnel required to use the equipment and clothing.

Employee & Contractor Responsibilities:

- To wear PPE provided.
- Participate in training provided.
- To report any problems or defects to their Manager/Supervisor.

Exemptions

Exemptions from wearing the PPE and clothing will only be considered upon production of a certificate from a medical practitioner.

Inglass Pty Ltd reserves the right to contact the employee's doctor in relation to providing alternative PPE and clothing. If for medical reason, it is not possible to equip the employee with PPE for a particular task, then the employee will not be allowed access to that work area.

25 ELECTRICAL SAFETY REQUIREMENTS

25.1 ELECTRICAL SAFETY REQUIREMENTS

Electricity can kill. Extreme care must be taken when working with any electrical appliances, equipment, electrical leads etc.

Specified electrical equipment and safety switches need to be tested at intervals according to their class of work. For construction work this information is in AS/NZS 3012:2010 Electrical installations – Construction and demolition sites.

For manufacturing, service, office, amusement and rural industry work, the information is in the Electrical Safety Regulations 2013 .

The following applies:

- only qualified electrical workers can carry out electrical work;
- if an electrical fault is noticed, promptly report it to the Manager or Maintenance Supervisor, on the hazard report form;
- **all portable electrical equipment will be tested and tagged in accordance**
Electrical Safety Act 2002 ; Electrical Safety Regulation 2013
Codes of Practice Electrical Work; AS/NZ 3760:2001
- electrical appliances, equipment and cords should be inspected prior to use and any damage or faults reported. Damaged equipment may need to have an “OUT OF SERVICE” or “DANGER” tag attached;
- follow isolation/lock out/tag out procedures when working on plant or machinery;
- if drilling into a wall, ensure that you know the location of electrical cables;
- when working near energised “overhead” power lines, ensure that your distance is in compliance with regulatory clearances – **contact ENERGEX 131253**
- ensure that tools are properly insulated. Tools with damage to insulation on handles should be replaced;
- when working on equipment connected to an electrical supply, ensure the electrical supply is disconnected by turning off the main switch, removing fuses or turn off circuit breakers and attach a “DANGER” or “OUT OF SERVICE” tag;
- ensure that you use the correct fire extinguisher for electrical fires;
- electrical leads wound onto a reel can overheat when used. Fully unwind the cord before using it; and
- Ensure electrical leads do not create a trip hazard

**ONLY
QUALIFIED
PEOPLE CAN
CARRY OUT
ELECTRICAL
WORK.**

ALL ELECTRICAL EQUIPMENT MUST BE INSPECTED BY A LICENCED ELECTRICIAN /COMPETENT PERSON AND TAGGED WITH THE RELEVANT TAG. In accordance with AS/NZS 3760:2001-In-Service Safety Inspection and Testing of Electrical Equipment; and the Electrical Safety Act 2002 Queensland

25.2 TEST AND TAGGING

The record of testing must state the name of person who did the testing, date of testing, outcome of the testing, and the date on which the next test must be carried out. The record of the testing may be in the form of the tag which is attached to the electrical equipment (WHS Regulation 2011 Division 3 Section 150).

25.2.1 Workshop, Manufacturing, Production, Storage & Warehousing

Electrical equipment will be maintained in a safe working condition and must be inspected and tested by an electrician/competent person.

- If the equipment is double insulated at least once every year

- If the equipment is not double insulated at least once every six (6) months and will be connected to a type one (1) safety switch or a type two (2) safety switch in accordance with the Electrical Safety Regulations.
- Double adapters and piggyback plugs are prohibited.
- Any unsafe electrical equipment should be removed from use
- Safety switches must be tested and recorded by a person, at least every three (3) months and tested by an electrician/competent person at least every two (2) years.
- A logbook should be maintained in accordance with the Electrical Safety Regulations.

25.2.2 Office

Power cords including extension leads must be located where they are not likely to suffer damage and be protected against damage including damage by liquids.

- Electrical equipment must be inspected by an electrician/competent person every five (5) years
- Equipment connected to a type one (1) or type two (2) safety switch must be tested and recorded by a person, at least every three (3) months and tested by an electrician/competent person at least every two (2) years.
- A logbook should be maintained in accordance with the Electrical Safety Regulations

26 HAZARDOUS CHEMICALS

26.1 SAFE HANDLING, USING AND STORING OF HAZARDOUS CHEMICALS

The control of dangerous, flammable or hazardous chemicals is a major concern.

**IF A SPILLAGE
OCCURS IT
MUST BE
IMMEDIATELY
CLEANED UP.**

Transport, storage, use, handling and disposal will be in accordance with relevant legislation.

It is the responsibility of Inglass Pty Ltd that hazardous chemicals introduced into the workplace have been identified and assessed. This assessment should consider:

- the severity of the hazard;
- the degree of exposure to personnel; and
- possible control measures to eliminate or minimise the risk.



Management will identify, assess all hazardous chemicals and place into the [Hazardous Chemicals Register](#) (Form No: 5.1). The register must include a list of hazardous chemicals used, handled or stored and the current Safety Data Sheet (SDS) for each hazardous chemical listed.

Safety Data Sheets (SDS) for any hazardous substance used will be readily accessible to a worker using, handling or storing the chemicals and anyone else who may likely be affected by the hazardous chemical in the workplace. Copies will be kept with the Manager and, where practicable, located within access of workers using the chemicals and accessible to emergency service workers.

SDS includes information on short and long term health effects, first aid treatment and emergency procedures in the event of a spillage.

If employees have a concern about any chemical or hazardous chemicals used, they should request an SDS and seek advice from the Supervisor.

Training and instruction will be provided on the correct use, storage handling and transport of hazardous chemicals.

SDS located in the Hazardous Chemical Register must not be older than five years old since it was last written or reviewed by the manufacturer or supplier.

Liquids such as petrol, kerosene, thinners and other flammable substances are a significant fire risk. Care should be taken when handling flammable substances. Flammable liquids and gases should be stored in a separate location away from any potential sources of ignition.

If a spillage occurs it must be immediately cleaned up and correctly disposed of, in accordance with the SDS.

If a hazardous chemical is decanted into smaller containers, the smaller container must be clearly labelled in accordance with regulation 335 of WHS Regulations. The hazardous is correctly labelled if the label is in English and states the product identifier (name) and a hazard pictogram or hazard statement consistent with the correct classification of the chemical.

Inglass Pty Ltd will maintain a register of all hazardous chemicals and other records as specified in the relevant State/Territory legislation. The hazardous chemicals register will include a list of all hazardous substances used and kept on site; copies of safety data sheets (SDS) and documented risk assessments. This register will be updated on an as needed basis – when a new hazardous chemical is to be used in the workplace.

Management of risk associated with handling, using or storing of Hazardous Chemicals in the workplace require a risk assessment. In addition, any controls that are implemented to control the risk in relation to hazardous chemicals must be reviewed when there is a change to the SDS of the hazardous chemicals, or results from health monitoring are elevated, or airborne concentrations of the hazardous chemical exceed the relevant exposure standard or at least every 5 years.

Any disposal of dangerous or hazardous chemicals will be conducted in accordance with legislation and SDS.

Placarding and manifests needs to be prepared if the quantities of hazardous chemicals used, handled or stored exceed Schedule 11 of WHS Regulations 2011.

Spills of hazardous chemicals are to be contained and managed using a spill containment system.

26.2 FIRE PROTECTION AND FIRE FIGHTING EQUIPMENT

27 THE WORKPLACE MUST BE PROVIDED WITH FIRE PROTECTION AND FIRE FIGHTING EQUIPMENT THAT IS DESIGNED AND BUILT FOR THE TYPES OF HAZARDOUS CHEMICAL AT THE WORKPLACE. THE FIRE PROTECTION AND FIRE FIGHTING EQUIPMENT MUST BE PROPERLY INSTALLED, TESTED AND MAINTAINED. A RECORD MUST BE KEPT OF THE LATEST TESTING RESULTS AND MAINTENANCE, UNTIL THE NEXT TEST IS CONDUCTED. THE FIRE PROTECTION AND FIRE FIGHTING EQUIPMENT MUST

**INGLASS PTY
LTD WILL
MAINTAIN A
REGISTER OF
ALL
HAZARDOUS
CHEMICALS**

BE COMPATIBLE WITH THE PRIMARY EMERGENCY SERVICES ORGANISATION.

28 PLANT SAFETY

28.1 PLANT SAFETY PROCEDURE

Inglass Pty Ltd recognises the importance of work health and safety in its purchasing decisions.

Australian Standards and legislative requirements are specified within purchasing and tendering documents.

Health and safety criteria within purchasing documentation include, but are not limited to, the following:

All chemicals coming into the workplace must be accompanied by an MSDS

1. All incoming chemicals are required to be accompanied by the relevant safety data sheets (SDS), these show the correct usage, protection and first aid for this product;
2. All plant and equipment will be required to meet ergonomic considerations of the intended users;
3. Machinery will be maintained to ensure that it runs as quietly as possible. e.g. noisy machinery will be transferred to other areas or noise barriers or baffles fitted to the equipment; and
4. All plant and equipment will be provided with sufficient guarding, labelling of controls and warning signs, where appropriate.

28.2 EQUIPMENT MAINTENANCE

Inglass Pty Ltd has in place an equipment/plant servicing program, to maintain all equipment and plant in the best possible condition.

- Maintenance and repair of plant will be in accordance with procedures recommended by the designer, manufacturer or supplier (or a competent person)
- The necessary facilities or systems of work will be provided for the safety of maintenance personnel
- A competent person will assess and provide advice on damaged plant, and will repair, inspect and test work
- All personnel performing maintenance will follow safe work practices.
- During maintenance, cleaning and repair, plant will be stopped and isolated and devices, controls or safe systems of work used to safeguard maintenance personnel.
- Records of all maintenance conducted are to be kept on file, [Plant Service Form](#) (Form No: 4.13).
- All staff will report faulty or damaged equipment on the [Hazard Report Form](#) (Form No 4.2)
- The Senior Management and Supervisors will discuss commonly occurring equipment and machinery faults as part of the maintenance program.

[Plant Register](#) (Form No: 5.2) Not current

28.3 GUARDING OF MACHINERY PROCEDURE

**GUARDING
MUST NOT BE
REMOVED
FROM ANY
PLANT,
EQUIPMENT
AND
MACHINERY.**

It is a legislative requirement to have all dangerous or moving parts of plant or machinery securely fenced or guarded, to prevent a person from contacting the moving part and being injured.

Guarding must not be removed from any item of plant, equipment or machinery.

Employees must submit a hazard report form if guards are missing from plant, equipment or machinery.

Regular inspections will be undertaken to ensure that guarding is maintained.

All plant and equipment shall have protection in place to prevent, as far as is reasonably possible, deliberate or accidental personal contact with moving parts, hot/cold surfaces of materials, flying objects (as a result of normal operation or failure) etc.

Accordingly all new and existing machines and associated equipment shall be subject to a documented process of hazard identification, risk assessment and risk control in accordance with the national standard for plant (or the equivalent local state regulations).

The specific requirements relating to guarding in the national standard for plant (or regulations) shall be met, including the following:

Where guarding is used as a control measure, a person with the responsibility for the control of risk must ensure that any guard provided for the plant and its operation is :

- (a) a permanently fixed physical barrier where no part of a person requires access to the dangerous area during normal operation, maintenance or cleaning; or
- (b) an interlocked physical barrier where access to dangerous areas is required during the operating sequence; or
- (c) where a guard, in accordance with (a) or (b), is not practicable, a physical barrier securely fixed in position by means of fasteners or other suitable devices and ensures that a guard cannot be altered or detached without the aid of a tool or key; or
- (d) where a guard in accordance with (a), (b) or (c) is not practicable, that presence sensing safeguarding system are provided.

Where guards are used they must be:

- (a) designed and constructed to make by-passing or defeating them, whether deliberately or by accident, as difficult as is reasonably possible;
- (b) of solid construction and securely mounted so as to resist impact and shock;
- (c) regularly maintained; and
- (d) designed so as not to cause risk in themselves.

Where parts are designed to move at high speed and may break or disintegrate or work pieces may be ejected, the guarding provided must be adequate to effectively contain the fragments or work pieces.

Where a risk of jamming or blockage of moving parts cannot be eliminated, specific work procedures, devices and tools must be specified to ensure the plant can be cleared in a way that minimises the risk to health and safety.

REMOVAL OF GUARDS

- Machines shall not be operated if guards are missing or are not securely fixed.
- Guards may be removed during maintenance once plant or equipment has been correctly isolated and tagged.

28.4 USE OF LADDERS PROCEDURE

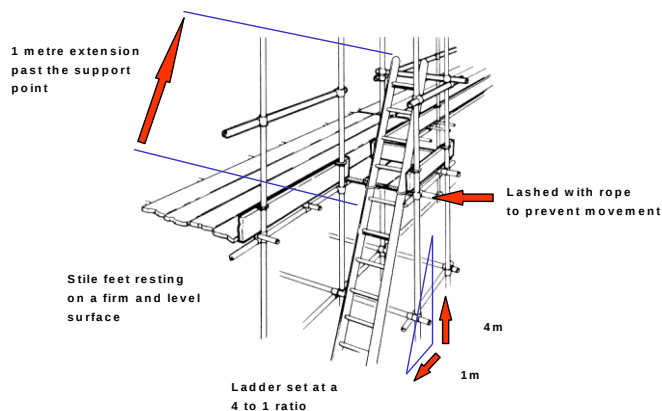
Ladders should be used as a means of access to a work area not as a work platform.

DO NOT WORK FROM A LADDER

Always ensure that:

- the ladder is the right height for the task. This will avoid reaching or stretching;
- three point contact must be maintained while climbing a ladder
- metal or wire bound ladders are never placed close to energised “live” power lines;
- the ladder extends at least one metre above the stepping off point;
- the ladder is in good condition and not damaged;
- there is a firm level work platform, free from obstructions to step onto;
- the ladder is securely fixed;
- the ladder is not too close or too far away from the support structure. The distance is 1 to 4. That is, if a ladder is four metres high the distance from the base of the ladder and the support structure is one metre; and
- the ground is firm, stable and level.

**REPORT ANY
DAMAGE TO
LADDERS TO
YOUR
SUPERVISOR
IMMEDIATELY.**



28.5 SCAFFOLDING

**NEVER WELD,
CUT, BURN,
DRILL OR
BEND
SCAFFOLD
MEMBERS.**

- Scaffolding work is defined as high risk work and requires users to be appropriately licensed. Scaffolding work is divided into 3 levels (basic, intermediate and advanced) recognising the different levels of risk and the different techniques required for certain types of scaffolding.
- Scaffolding is to be erected in compliance with Australian Government Regulations.
- Scaffolding work involving modular or pre-fabricated scaffolds require the worker to have a High Risk Work Licence for Basic Scaffolding
- Scaffolding must only be erected, altered or dismantled by a certified scaffolder.



**NEVER CLIMB
ON OR WORK
FROM GUARD
RAILS OR
BRACE
MEMBERS.**

- All scaffolds must be erected on a firm base and be level and plumb.
- Scaffolding which is incomplete and left unattended should have danger tags and warning signs attached at appropriate locations to limit access to authorised persons only.
- Before commencing work on a scaffold, employees should visually inspect to determine if guardrails and fender (toe/kick) boards are in place at every open edge of the work platform. Also check that all wheels are locked on mobile scaffolds, that cross braces and locking pins are in place on each level and that decking/planks are in place.
- Safe access to and exit from the scaffold is to be provided.
- Employees must not ride on mobile scaffold while it is being moved.
- All tools, equipment and materials must be removed or secured before moving a mobile scaffold.
- Scaffolds must be tied off or stabilised with outriggers when the height is more than three (3) times the least base width. That is, if the base width of the work platform of the scaffold is 1.5 metres the height to tie off or stabilise is 4.5 metres. Scaffolds are to be tied off horizontally every 10 metres.
- Decking or planks must be secured to prevent movement.
- Employees should be aware of the safe working load for scaffolds.
- Refer to the Queensland construction regulations for methods of preventing materials falling from the scaffold onto people below.
- Signage must be in place stating "Person Working Above".

28.6 ISOLATION/TAG OUT PROCEDURES

**ALWAYS
ATTACH A
"PERSONAL
DANGER" TAG
YOURSELF**

Isolating or tagging out is an effective way of preventing machinery, plant or equipment becoming operational during activities such as maintenance, installation, inspection, testing or cleaning.

Two systems apply when isolating or tagging out machinery.

That is "**DANGER**" tags and "**OUT OF SERVICE**" tags.

28.6.1 Personal "Danger Tags"

Personal "**DANGER**" tags are attached to isolation devices to signify that persons are currently engaged in work on the machinery.

Personal "**DANGER**" tags should always be fixed to isolation devices that are locked in the "**OFF**" or "**SAFE**" position.

Prior to commencing work in, on or about any machinery that may cause injury, it is essential to:

- ensure that all relevant energy sources (* including stored energy sources) have been switched off and that all necessary safeguards are in place for control of stored energy sources;
- fill in the personal "**DANGER**" tag correctly and clearly;
- attach the personal "**DANGER**" tag to each isolation device so that it is clearly visible;
- establish that the isolation is effective;
- always remove the personal "**DANGER**" tag after completion of the work or prior to leaving work at the end of a shift; and

- replace the personal **“DANGER”** tag with an **“OUT OF SERVICE”** tag if work is incomplete.

Note: Stored energy sources may include charged springs, sudden release of pressure, unexpected motion, fuming, heat, radiation and chemicals.

NEVER allow another person to place or remove a personal **“DANGER”** tag on your behalf.

NEVER place or remove a personal **“DANGER”** tag for some one else.

NEVER use, switch on, manipulate or interfere with machinery, plant or equipment that has a personal **“DANGER”** tag attached.

28.6.2 “OUT OF SERVICE” TAGS

Machinery, plant or equipment, which is not to be used, should be identified with an **“OUT OF SERVICE”** tag.

“OUT OF SERVICE” tags should be attached and removed only by authorised persons who have specific knowledge of the operation of the item of plant, machinery or equipment.

Only in an emergency situation, and only when it is apparent that the continued use of the equipment, plant or machinery could be dangerous, should another person attach an **“OUT OF SERVICE”** tag.

“OUT OF SERVICE” tags should always be fixed to isolation devices when these devices are in the **“OFF”** or **“SAFE”** position.

“OUT OF SERVICE” tags should always be fixed to the energy source when it is in the **“OFF”** or **“SAFE”** position.

Prior to attaching an **“OUT OF SERVICE”** tag:

- ensure that all required details are filled out clearly and legibly in the spaces provided. Emphasis should be placed on the reason for placing the tag; and
- **“OUT OF SERVICE”** tags should be securely attached to the isolation point and clearly visible.

ONLY authorised persons are to remove an **“OUT OF SERVICE”** tag.

NEVER use plant, machinery or equipment with an **“OUT OF SERVICE”** tag attached.

NEVER use an **“OUT OF SERVICE”** tag in place of a **“PERSONAL DANGER”** tag.

REMEMBER TO:

- switch off;
- isolate circuits;
- fix appropriate tags; and
- test that the electricity supply is isolated.



**ISOLATION
DEVICES MUST
BE IN THE
“OFF” OR
“SAFE”
POSITION
BEFORE YOU
ATTACH AN
“OUT OF
SERVICE” TAG
TO THEM.**

**REPORT ALL
ELECTRICAL
INCIDENTS TO
THE
SUPERVISOR.**

28.6.3 ISOLATION TAG OUT

Before you start work:

- plan and discuss the job;
- ensure that you clearly understand any instructions given;
- confirm permission to isolate (use a permit system if relevant);
- isolate the electrical equipment, plant, machinery or circuit;
- fit a personal "Danger" tag;
- erect safety barriers if required;
- ensure that all tools are properly insulated;
- do not work on "live" equipment; and
- start work only when authorised to do so.

IF IN DOUBT, ASK THE SUPERVISOR

When working:

- use safety observers if required (e.g. working in a confined space);
- never rely on your memory - if in doubt always check you have followed procedures; and
- check that isolation/lock out/tag out systems are in place before resuming work after any break.

On completion of work:

- check that no tools are left on or in the job;
- check the work is complete and the equipment is reconnected to a power source;
- notify all relevant personnel that the equipment is to be connected or energised;
- have authorised persons sign off work permits (if relevant);
- remove "Personal Danger" tags; and
- remove barriers and store them correctly.

28.7 HOT WORK PERMIT

HOT WORKS POLICY

Sparks, flame and high levels of heat can be the cause of a fire.

Welding, cutting and any form of repair or manufacture work that creates heat or sparks should not be performed within or next to building environments.

All such work must be performed at a safe distance from all building walls, or performed within a fully enclosed workshop.

If this is unavoidable, fire protective screens must be used.

Occasions may arise when such work is essential to be carried out within the building environment.

Where the nature of the work does or could create a source of ignition a **Hot Work Permit** is required and is available from the OPERATIONS MANAGER or WHS&O Co-ordinator prior to commencement of any work. The correct PPE must be worn for all hot work activities and the appropriate fire fighting equipment must be kept within easy reach of all cutting, welding, oxyacetylene and other open flame jobs and on all work where there is a possibility of ignition

- a. The work site is to be inspected closely after the work is completed.
- b. A copy of the form Hot Work Permit has to be approved
- c. A fire watch is required where hot work is being performed in close proximity to flammable materials and where the area cannot be cleared. The general duties of

the person designated as fire watch are to alert the operator of any fires or dangerous situations which may develop, notify the emergency response team and extinguish the fire, so long as it is safe to do so and within the capacity of the equipment available (fire extinguisher or pressure water hose). The person designated as fire watch may carry out normal work activities providing they are conducted in the immediate area and do not interfere with watching duties.

28.8 POWER TOOLS

Power tools are there to assist in making those jobs easier and to save time and effort. These tools can inflict severe injury in the hands of careless operators.

- Ensure all guards are in place and operating correctly
- Use the tool only for the designed purpose
- Wear the appropriate PPE and ensure that others in the area are protected as well
- Inspect the power tools, make sure that electrical power tools have been tested and tagged
- Disconnect the power before making any adjustments or changing parts/blades
- Do not use electrical tools in exposed wet conditions
- Explosive powered tools are only to be operated by licensed persons and display approved warning signs

28.9 COMPRESSED AIR

Compressed air can cause serious harm to workers and must not be misused. All compressed air hose couplings must be of permanent nature or have coupling clips to prevent the hose from parting.

- The tools must be operated, serviced and maintained with the manufacturer's instructions
- Always disconnect the air supply when reloading and carrying the tool to another location
- Wear the appropriate PPE when operating these tools
- Never point the tool towards yourself or other work mates
- Never allow a nail to enter free flight
- Never carry the tool by the hose
- Do not indulge in horseplay

28.10 HAND TOOLS

Hand tools are often the cause of injuries resulting from such things as:

- flying particles
- strains and sprains due to slipping
- Cuts, abrasions and foreign bodies in the eye are most prominent

You must observe the following:

- Use the correct tool for the job
- Regularly inspect the tools for damage or wear and tear. Replace or repair when necessary
- 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 the particular tool

29 WH&S WORKPLACE INSPECTIONS/WORKPLACE REVIEW

29.1 INSPECTION OVERVIEW

Workplace inspections are a good tool for identifying workplace hazards in all areas that employees use and also in areas the general public use. These inspections should be carried out on a regular basis by staff working on site. This is a good way to ensure staff have input in the WHSMS.

These inspections will be documented and used to improve the safety for all staff on site. The outcomes of the inspection will be presented to the WHSC for action.

There are many different workplace checklists / inspections that can be done. Some of the checklists are as follows:

- Plant Inspections
- Emergency Equipment
- Office Hazards Inspection
- Grounds Hazard Inspection
- Electrical Equipment Inspection
- First Aid Checklist / Inspection
- Ergonomic Checklist
- Personal Protective Equipment
- Amenities
- Specific Workplace Checklists

Some checks are completed on a daily basis (like forklift safe use inspections), others are completed on a monthly, quarterly, half yearly or annual basis. All checklists will have an action plan attached.

29.2 WH&S WORKPLACE INSPECTIONS SCHEDULE

The WH&S Workplace Inspection Schedule records all checklists and inspections that must be actioned and scheduled throughout the year.

30 CONTRACTORS/SUBCONTRACTOR MANAGEMENT

30.1 CONTRACTOR/SUBCONTRACTOR PROCEDURE

Contractors approved to perform work on any equipment, or within any company premises must be inducted prior to work commencing. The induction shall include all areas of Inglass Pty Ltd's WH&S policies and procedures that relate to the contractors work, equipment and environment.

Contractors must ensure that all procedures are followed while on Inglass Pty Ltd property.

30.1.1 PROCESS

30.1.1.1 Pre-qualification

Companies who undertake work on Inglass Pty Ltd's behalf MUST first show proof that they meet the legislative requirements of the WHS Act 2011, WHS Regulation 2011 and all relevant Codes of Practice and Advisory Standards.

The following procedures shall be followed;

- A 'Subcontractor Application Form' shall be forwarded to the sub contractor for completion and return together with attachments as indicated on the form.
- A time limit should be specified at the time the form is forwarded to the contractor. If it is not returned within the specified time period, a phone call should be made as a follow up.
- The relevant Manager must be informed in the event that the form is not returned and work will not be undertaken without the completion of a risk management process.
- Upon receipt of the form, the 'Pre-qualifications Checklist' is to be utilised to check the information and tick off what is/is not received.
- The checklist is to be attached to the contractor information and must be signed by the person undertaking the check.
- The package is to be provided to the relevant Manager taking responsibility for appointing the Subcontractor.
- The relevant Manager must review the documents and either follow up with the Contractor or sign off on the information supplied. Signing off is an indication that the relevant Manager is satisfied that the Contractor has met all the requirements.
- The Contractor must be informed in writing that they have passed the Prequalification criteria and have been appointed, or alternatively, why they have not met the requirements.
- The Contractor should be put on the preferred suppliers list if they have passed. It is only necessary for the Contractor to complete this process once.
- The Pre-qualification package should be filed in the Contractors file and copies distributed as identified on the checklist.

Contractor Manual and Checklist

30.1.1.2 Monitoring

The following monitoring process is required:

- Prior to a subcontractor/contractor starting, the relevant manager or WH&S Committee member should provide the subcontractor/contractor with information on site safety requirements.
- Prior to a subcontractor/contractor starting, the relevant manager or WH&S Committee member should check the Contractor's equipment for electrical tagging; the Personal Protective Equipment of employees; all licences and permit requirements (if any).
- The relevant manager must monitor the contractor/sub-contractor performance.
- The relevant administration person should request updated Certificates from the Contractor/Subcontractor annually. These should be reviewed and attached to the file.
- Contractor/Subcontractor performance whilst undertaking work should be subject to the normal safety checklist (inspection/audit) relevant to normal business activities.

30.1.1.3 Review

- Should a Contractor/Subcontractor fail to perform as required, a formal notification should be given, outlining the lack of performance issues. If

they are safety related, the relevant Manager and the Chairperson of the WH&S Committee/or WH&S Representative should be informed.

- A plan requiring action should be stated in the notification.
- Responsibility for follow up and review should be given to the relevant Manager.
- Failure of the Contractor/Subcontractor to perform after the appropriate notification/s, the relevant Manager in consultation must decide on the appropriate action. Where the issue involves safety, an WH&S committee member/WH&S Representative shall be consulted as part of the decision making process.
- Should the Contractor/Subcontractor be removed from the list of suppliers, all relevant Managers will be informed.
- All checks and records pertaining to Contractor/Subcontractor performance must be kept.

31 WORKPLACE HEALTH AND SAFETY REVIEW

Audits will be completed to measure compliance with policies and procedures.

31.1 WORKPLACE HEALTH & SAFETY MANAGEMENT SYSTEM REVIEW

The purpose of reviewing established systems of work is to determine if unexpected deviations have occurred, to ascertain if changes are necessary to the policies and procedures or if new systems or procedures need to be developed. This will ensure the systems are appropriate and effective and that the work health and safety system is continually being improved.

An annual review will be completed to evaluate the management of health and safety risks and to measure compliance with policies and procedures. Additional reviews may be required where there are changes in the work environment, work practices, evidence that the risk assessment is no longer valid; changes to legislation or feedback from employees.

The review will include:

- examination of documents;
- observation of work practices;
- physical inspection of each workplace; and
- interviews, as necessary.

Management will retain copies of all reviews conducted.

The Management Meeting will examine the review findings and where necessary, assign corrective actions.

32 PERFORMANCE MEASUREMENT

32.1 PERFORMANCE MEASUREMENT PROCEDURE

32.1.1 INCIDENT STATISTICS

The following summary of incident statistics will be collated and presented to the Senior Management Meeting for discussion.

[WH&S Performance Indicators](#) (Form No: 4.14)

32.1.2 DEFINITIONS

LTI – A Lost time Injury (LTI) is defined as any injury that results in at least one full shift being lost at some time (not necessarily immediately) after the shift during which the injury occurred.

MTI – A medical treatment injury (MTI) is defined as an injury or disease that resulted in a certain level of treatment (not first aid treatment) given by a physician or other medical personnel under standing orders of a physician.

FAI - First Aid Injury (FAI) - A first aid injury (FAI) is an injury that requires a single first aid treatment and a follow-up visit for subsequent observation involving only minor injuries (minor scratches, burns, cuts and so forth) which do not ordinarily require medical care, and for which the person would typically return immediately to their normal activities. Such treatment and observation is considered first aid even if it is administered by a physician or registered medical professional.

Injury Index - Number of working days lost per 1,000,000 hours worked.

Fatality - Any injury that results in the death of a worker.

Exposure Hours - Number of hours worked by employees during the year.

Number of Lost Workdays - Number of days employees were scheduled to work but could not due to illness or injury. Note: AS 1885 specifies that 220 lost working days must be allocated to a fatality.

33 APPROVED DOCUMENTS

The following forms and checklists are used in conjunction with the WH&S Implementation Plan and the Workplace Health & Safety Policies and Procedures

33.1 GUIDELINES:

- [2.1 Risk Assessment & Management Guidelines](#)
- [2.2 Issue Resolution Flowchart](#)

32.2 POLICIES:

- [3.1 Work Health & Safety Policy](#)
- [3.2 Drugs and Alcohol Policy](#)
- [3.3 Smoking Policy](#)
- [3.4 EEO & Harassment Policy](#)
- [3.5 Mobile Phone Policy](#)
- [3.6 Pedestrian & Vehicle Movement Policy](#)
- [3.7 Skin Protection Policy](#)

33.2 PROFORMAS:

- [4.1 Incident Report Form](#)
- [4.2 Hazard Report Form](#)
- [4.3 Disciplinary Warning Record](#)
- [4.5 Job Safety Analysis Form](#)
- [4.6 SWP Template Example](#)
- [4.7 Risk Assessment Proforma](#)
- [4.8 Work Method Statement](#)
- [4.9 WHS Committee Meeting Agenda](#)
- [4.10 HS Minutes Proforma](#)

- [4.11 Bomb Threat Call Record Form](#)

33.3 REGISTERS:

- [5.1 Hazardous Chemicals Register](#)
- [5.2 Plant Register](#)
- [5.3 Safety Register](#)
- [5.4 Hot Work Permit Register](#)
- [5.5 Visitor Register](#)
- [5.6 Injury Register Form](#)

33.4 PERMITS

- [6.1 Permits to Work - Hotwork](#)

33.5 CHECKLISTS:

- [7.1 Chemical Safety Checklist](#)
- [7.2 Manual Handling](#)
- [7.3 Employee Induction Checklist](#)
- [7.7 Electrical Equipment Inspection Checklist](#)

33.6 HAZARD INSPECTIONS:

- [8.2 Inspection Checklist – Warehouse & Yard](#)
- [8.3 Personal Protective Equipment Checklist](#)
- [8.4 Fire Fighting Equipment Checklist](#)
- [8.8 First Aid Contents Checklist](#)