Area9 IT Solutions Health and Safety Manual

20 January 2023

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Area9 IT Solutions (**Area9**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. Area9 will work towards achieving this goal by providing workers with the necessary resources.

1.2 PURPOSE OF THE HEALTH AND SAFETY MANUAL

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Organisation to manage the hazards and risks in the workplace. In addition to this manual, Area9 utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across Area9 to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in Area9.

2   HEALTH AND SAFETY POLICY STATEMENT

Area9 and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to its success. As such we have a primary duty of care to ensure the health and safety of all persons at the workplace. We aim to continuously improve health and safety in the workplace through effective management systems, consultation and increased health and safety awareness of management and workers.

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

- providing a safe environment for all workers and visitors to our workplace

- providing and maintaining buildings, facilities, equipment and plant in safe working condition

- supporting the on-going training and assessment of workers

- developing, implementing and monitoring appropriate and applicable safe work practices for all workplace activities, including the safe use, handling and storage of plant, structures and substances

- continuously improving the standards of workplace health and safety

- managing risks in the workplace and

- providing information, training, instruction and supervision sufficient for workers to understand how to undertake their work safely and without risks to others at the workplace.

The focus of Area9's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across Area9.

Mary McAlpine
Director

on behalf of **Area9 IT Solutions**

Date: 20 January 2023

Review date: 20 January 2025

3   WORKPLACE INJURY MANAGEMENT AND RETURN TO WORK POLICY STATEMENT

Area9 is committed to the prevention of illness and injury to its employees by providing a healthy and safe working environment. The purpose of this policy is to support our injury management program which provides a framework for a coordinated and integrated approach to workplace injury and illness. Area9 recognises that management and workers have a social and economic interest in the promotion of a safe return to work for its employees.

Across all of Area9 operations, we develop, implement and maintain effective Workplace Injury Management procedures that are compliant with our legislative requirements. This is achieved by:

- ensuring that Area9 develops and implements a return-to-work program in consultation with employees

- ensuring that contact is made with the injured employee as soon as practicable after the injury

- ensuring that returning to work as soon as possible is the normal expectation, with an injury management plan created where required

- ensuring that participation in a return to work program does not disadvantage employees in any way

- providing access to accredited rehabilitation providers, where required, to ensure the provision of quality rehabilitation services. An employee may however choose their own rehabilitation provider

- consulting with employees and their representatives regarding the rehabilitation program

- cooperating with any onsite reporting and rehabilitation requirements, and

- appointing a workplace-based return to work coordinator or recovery at work co-ordinator where required.

Mary McAlpine
Director

on behalf of **Area9 IT Solutions**

Date: 20 January 2023

Review date: 20 January 2025

4 HEALTH AND SAFETY RESPONSIBILITIES

4.1 INTRODUCTION

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

Area9's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of Area9 is to ensure a positive health and safety culture where health and safety is valued as a way we do business.

4.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, that the health and safety at work of all its workers. In particular, it is responsible for:

- providing and maintaining its workplaces and the working environment in a healthy and safe condition and providing safe systems of work

- identifying all reasonably foreseeable hazards in the workplace, which may include undertaking inspections, audits, monitoring, measuring or applicable testing and/or examinations

- eliminating the risks related to an identified hazard in the workplace or controlling the risk to as low as is reasonably practicable using the hierarchy of control measures

- monitoring, maintaining and reviewing all risk control measures and revising as necessary

- ensuring that the safe use, handling and storage of plant, equipment, structures and substances

- providing sufficient information, training, instruction and supervision necessary to maintain a healthy and safe workplace and to allow workers to undertake the work safely and without risk to themselves or others at work

- providing, supporting and promoting effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters

- providing and maintaining adequate facilities for the welfare of workers and

- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

4.3 OFFICER RESPONSIBILITIES

An officer of Area9 must exercise due diligence to ensure that it meets its health and safety duties or obligations. This includes:

- ensuring that the workers and other persons are protected against harm and

- ensuring that Area9 has suitable safe work systems in place.

An officer of Area9 must take reasonable steps to ensure that:

- their knowledge of health and safety is current, and they are aware of the health and safety hazards and risks associated with the workplace

- Area9 has sufficient resources to manage the health and safety risks

- the health and safety resources are made available and being used

- Area9 has an appropriate reporting process for the reporting of incidents, hazards, risks and other health and safety issues at the workplace and

- all resources and processes are regularly reviewed.

4.4 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health

- implementing safe systems of work by ensuring that safe products and systems are used

- maintaining the workplace, plant, machinery and substances

- implementing the required and appropriate information, training, instruction and supervision of workers

- ensuring that workers do not undertake any work in which they have not received the appropriate training or instruction or do not have the appropriate skills or experience to undertake the work safely and without risk to themselves or others at work

- ensuring that workers do not undertake any work in which they do not have the required qualifications or authorisations to do so

- identifying and controlling hazards in the workplace

- ensuring that the agreed health and safety consultation mechanisms are adhered to

- ensuring that all relevant health and safety laws are complied with

- using the resources provided for health and safety

- ensuring that workplace rules, procedures, systems of work and health and safety controls are maintained and regularly reviewed

- ensuring that all relevant health and safety inspections or audits are undertaken as scheduled and that all findings and recommendations are suitably actioned

- promoting health and safety in the workplace and

- maintaining consultative mechanisms.

4.5   WORKER RESPONSIBILITIES

Workers are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work

- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace

- cooperating with management to ensure that all health and safety obligations are complied with

- cooperating with any reasonable health and safety policy, procedure or instruction given by Area9

- cooperating with any reasonable health and safety policy, procedure or instruction given by the client when working on behalf of Area9 at a customer site.

- ensuring that all health and safety equipment is used correctly

- using and maintaining the required Personal Protective Equipment (**PPE**)

- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required

- advising management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities or of any health issue, or of any health issue or condition that may be adversely affected by work activities

- reporting any unsafe conditions, equipment or practices to management, as soon as practicable

- not using any plant or equipment that has not been deemed safe to use

- rectifying minor health and safety issues where authorised and safe to do so

- cooperating with any health and safety initiative, review, inspection or investigation

- actively participating in the development and review of procedures designed to eliminate or minimise work related risks

- actively participating in any return to work or recovery at work program

- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe

- ensuring that they are not under the influence of alcohol, drugs or medication of any kind, where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of Area9's workplace policies and

- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

5   CONSULTATION

5.1   INTRODUCTION

Consultation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication, active participation and cooperation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

The arrangements for consultation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include formal representation of workers by elected representatives being involved in the consultation as required or requested, or less formal means such as team meetings or toolbox talks. Consultation may also be facilitated through an effective electronic communication system.

5.2   CONSULTATION STATEMENT

Area9 is committed to protecting the health and safety of all its workers, as injury and illness is needless, costly, and preventable.

Area9 will consult with all workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

As agreed with workers, Area9's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective and will allow each worker to contribute to decisions that may affect their health and safety at work.

The consultation policy will be supported by an issues resolution procedure to ensure that all workers are given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions for Area9.

Area9 will support any requests made from a worker and/or workers, who carry out work for Area9, to facilitate the election for one or more health and safety representatives (**HSR**) or a health and safety committee (**HSC**). The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

The consultation arrangements at Area9 will be monitored and reviewed as the need arises to ensure they continue to be meaningful, effective and meet the needs of Area9 and its workers.

5.3   ORGANISATION RESPONSIBILITIES

Area9 will consult with all workers as far as is reasonably practicable in relation to:

- identifying and reviewing the arrangements for consultation to ensure their effectiveness and that workers continue to be given a reasonable opportunity to express their views, raise work health or safety issues and to contribute to the health and safety decision making process

- identifying hazards and assessing risks arising from the work carried out or to be carried out

- eliminating or minimising identified hazards and risks

- where workers are represented by a HSR or HSC., they will be involved in the consultation and may discharge their function and powers with immunity when acting in good faith

- the adequacy of facilities for the welfare of workers

- proposed changes that may affect the health and safety of workers and

- proposed changes to key health and safety policies and procedures, including those relating to consultation, issues resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

5.4 CONSULTATION PROCEDURES

The following consultation procedures have been agreed to with workers as the most effective and efficient means of consultation regarding health and safety matters and issues.

i) Staff/Team meetings

Area9 recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, Area9 will make health and safety an agenda item at regular staff or team meetings.

Staff/team meetings will be used to:

- notify and remind workers of health and safety policies and procedures

- provide a forum for workers to have their say about health and safety issues and

- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, incidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

All meetings will be recorded on Area9's Confluence pages.

If a worker is absent from a meeting, the worker will be provided with any relevant information and training upon their return to work.

ii) Noticeboards/Safety folders

A health and safety noticeboard will be positioned in a conspicuous place in the workplace and on Area9's Confluence Health and Safety pages.

The noticeboard will display the following:

- Area9's **Health and Safety Policy**

- information regarding Area9's **Injury Management and Return-to-Work** program, which should be reviewed and amended in line with any specific requirements of your workers compensation insurer

- the relevant state/territory workers compensation or return to work poster

- the workers compensation information summary available from your insurer

- copies of Area9's **Hazard and Incident Report Form**

- Area9's agreed **Health and Safety Consultation Statement** outlining the agreed arrangements for reporting and managing safety issues

- a list of designated first aid personnel and their contact details

- a list of emergency wardens and

- minutes of the most recent consultation meetings.

Where a health and safety noticeboard cannot be displayed in the workplace or where there is a mobile workforce, Area9 will ensure a safety folder that contains the relevant information that would otherwise be displayed is developed and made available to all workers.

5.5   CESSATION OF UNSAFE WORK

Area9 recognises the workplace rights of workers and powers and functions of HSR and is committed to ensuring that workers are not victimised for exercising their rights under health and safety laws.

Where a worker has a reasonable concern about a serious risk to their health or safety from an immediate or imminent exposure to a workplace hazard, the worker has a right to cease or refuse to carry out work that would expose them to that hazard.

In addition, a HSR who has undertaken the prescribed training may direct a worker in their work group to cease work,

- if the consultation process or attempts to resolve the issue with Area9 were unsuccessful or

- where it was not reasonable to consult before giving the direction to cease work because the risk was so serious (eg an immediate or imminent risk to life or limb).

Area9 must be advised whenever decisions are made to cease work and consultation must take place between all relevant parties in accordance with Area9's **Health and Safety Issue/s Resolution** policy.

Area9 acknowledges the rights of all parties to request the health and safety regulator to intervene and resolve any outstanding issues.

Area9 is committed to ensuring that they maintain the continuity of work for workers, which may include redirecting workers to suitable alternative work at their current workplace or at another location until they can resume normal duties.

5.6 WORKER RESPONSIBILITIES

Workers have a duty to actively participate in consultation forums to help ensure ongoing improvement in the management of health and safety at the workplace.

Such participation will include:

- ensuring that they are aware of the agreed consultation arrangements in place at work

- actively participating in the reviews of Area9's consultation arrangements

- actively participating in reviews and the development of safe procedures

- raising any health and safety issues

- actively participating in the reviews of incidents

- signing off attendance at consultation forums and

- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

6 HEALTH AND SAFETY ISSUE RESOLUTION

6.1 INTRODUCTION

Issues may arise anywhere within Area9 in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arise, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace and/or

- the conduct of Area9.

When informing any other party of an issue, there must be a defined issue to resolve, and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

In resolving the issue, ether party to the issue may be represented by a nominated person such as a representative from an industrial union or an employee association who may enter the workplace if necessary to attend discussions designed to resolve the issue.

This policy is supported by Area9's Consultation policy, its consultation statement and procedures confirming that Area9 is committed to consulting with workers to help protect their health and safety.

6.2 ORGANISATION RESPONSIBILITIES

Area9 will consult with workers regarding the development of a defined procedure to resolve health and safety issues at the workplace and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures and

- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within Area9 that have not been resolved at the local level, Area9 will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue

- the number and location of workers and other parties affected by the issue

- the measures or controls required to resolve the risk and

- the person responsible for implementing the resolution measures or controls.

Area9 will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision-making process.

6.3   SUPERVISOR RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard or Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

6.4   WORKER RESPONSIBILITIES

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised, and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within Area9.

6.5   ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow Area9 to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution and

- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, following genuine consultation and communication, any party to the issue can ask the health and safety regulator to appoint an inspector to assist in resolving the issue. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

7 RISK MANAGEMENT

7.1 INTRODUCTION

Risk management is the key process in ensuring a safe and healthy workplace. In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property. Once hazards in the workplace have been identified and the risks assessed, priorities can be set to determine what action is to be taken to eliminate or control the risk of injury and illness to workers.

Area9 has a duty to undertake risk management activities to ensure the health and safety of its workers, visitors and others in the workplace. Area9 will ensure, so far as is reasonably practicable, that the workplace is free from hazards that could cause injury or illness.

Control of hazards takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control options emphasising the elimination of the hazard at its source.

7.2 ORGANISATION RESPONSIBILITIES

Area9 will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury or illness records

- assess the risk related to the hazard in terms of its potential to do harm

- identify and implement control measures to eliminate or reduce the risks and

- monitor and review the effectiveness of the control measures.

Where necessary, Area9 will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

7.3 THE RISK MANAGEMENT PROCESS

The risk management process consists of four well-defined steps. These are as follows:

Step 1: *Identifying* - Identifying the problem that could cause harm, this is known as hazard identification.

Step 2: *Assessing* - Determining how serious a problem it is, the likelihood of an incident/accident occurring and the consequence and potential severity, this is known as risk assessment.

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control.

Step 4: *Monitoring and Reviewing* - This involves reviewing the actions taken to determine the effectiveness of the controls implemented.

i) Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards

- regular work area observations and discussions with workers

- identifying and assessing hazards on an ongoing basis

- assessing products and services prior to purchasing to identify potential risks

- reviewing past incident and accidents data

- talking to workers performing the task to find out what they consider as safety issues

- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe operating procedure to see what hazards have already been identified and how these are controlled and

- thinking creatively about what could happen if something went wrong.

Identified hazards will be recorded on a **Hazard and Incident Report Form** which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

ii) Risk assessment

Once a hazard has been identified and recorded, Area9, in consultation with workers, will conduct a risk assessment using the **Risk Assessment Form** to determine how likely it is that someone may be harmed by the hazard and how serious the injury or illness could be.

The risk assessment will provide Area9 knowledge to make informed decisions about controlling risks in the workplace. In doing so, Area9 will consider:

- the effectiveness of existing control measures in controlling all types of harm

- how work is actually undertaken

- situations that may occur infrequently or would be considered abnormal

- any harm that may be caused during maintenance and cleaning and

- any harm that may be caused during breakdowns of plant or equipment or failures of health and safety control measures.

To estimate the severity or degree of harm that could result from each hazard Area9 will consider all factors that may impact upon the severity of the injury or illness, such as:

- the type of harm that may be caused

- the factors that may influence the severity of harm that occurs

- the number of persons exposed to the hazard or activities undertaken by Area9 that may cause harm and

- potential emergency situations that may occur.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance such as safety data sheets

- workers experience with similar hazards or from incident/injury data

- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks

- industry codes of practice

- relevant Australian Standards

- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace

- the capability, skill, experience and age of people ordinarily undertaking the work

- the training, supervision and work procedures being used and

- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard and recorded on the **Risk Assessment Form** to enable Area9 to set priorities for control measures. The likelihood that a hazard will cause harm and the potential consequence or severity of the harm will influence decisions about the control measures required.

As such. the risk ranking matrix provided on the **Risk Assessment Form** will be used to help provide a priority list for control actions.

Area9 will rate the likelihood of a hazard causing harm as one of the following:

- almost certain – expected to occur in most circumstances

- likely – has occurred before and will probably occur in most circumstances.

- possible – might occur occasionally and could happen

- unlikely – could possibly happen at some time or

- rare – is practically impossible but may happen in exceptional circumstances.

Area9 will rate the seriousness of the injury or illness that the hazard can cause as one of the following:

- severe – extensive damage to property or fatality

- major – major damage to property or hospitalisation with potential to result in permanent impairment

- moderate – moderate damage to property or multiple injuries and person unable to resume normal duties in the short-medium term

- minor – minor damage to property or first aid treatment or precautionary medical attention only and person likely to immediately resume normal duties or

- marginal – no injury or minor first aid treatment only or consequences that can be dealt with by routine operations.

In consultation with the relevant workers, Area9 will confirm the risk rating, and the control measures to be implemented and actions will be recorded using the **Risk Assessment Form**.

iii)   Hazard elimination or risk control

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms depending on the nature of the hazard and will be based on the 'hierarchy of control' options emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then reducing the risks to the worker. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, Area9 will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, by bringing a job to ground level to eliminate the need to work at heights

- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

  o substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner

  o isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous and

  o implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating

- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to reduce the risk to an acceptable level. This may involve:

  o implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe procedure, rotating the work or managing the time workers are exposed to the risk and

  o providing PPE in conjunction with other Level 2 and Level 3 controls.

Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded on the **Risk Assessment Form**. Periodic review of control

measures must be undertaken to determine their suitability and effectiveness. Any risks which have not been eliminated and/or still require a control measure, should be updated on a **Risk Register**, which will be used to assist in the monitoring and review process.

Management of Area9 will ensure that controls are being appropriately and consistently applied throughout the workplace.

iv)   Monitoring and review

The risk management process requires regular monitoring and review to ensure that the actions taken are effective and the control measures implemented are appropriate. The review may include reviewing related policies, procedures, risk assessments and control measures and will be undertaken whenever:

- the control measure is not effective in controlling the risk

- a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control, for example a new process or procedure

- a new hazard or risk is identified

- the results of consultation indicate that a review is necessary

- a review has been requested and

- there is an incident in a related area of work.

7.4   WORKER RESPONSIBILITIES

The overall success of our risk management program is very much dependent upon the active participation of workers who will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them.

These views will be valued and considered by those making decisions. To this end, in addition to their overall health and safety responsibilities, workers are responsible for:

- identifying any hazards that could present a risk to the health and safety of themselves, their colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk

- reporting any hazards to management that they may identify and completing the **Hazard Report Form**

- actively participating in the risk management program, including workplace inspections, risk assessments using the **Risk Assessment Form** and the development and review of controls and procedures designed to eliminate or minimise work related risks and

- actively participate in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

8 INCIDENT AND INJURY REPORTING

8.1 INTRODUCTION

Whilst Area9 aims to prevent any incident or injury from occurring in the workplace, the reporting of incidents, injuries and near hits or misses is essential for the identification of hazards in the workplace and in the overall success of our risk management strategies.

In addition, dependent upon the nature of an incident or injury, there may also be a legal obligation to report this to the health and safety regulatory body and other statutory agencies.

This policy is designed to ensure Area9 meets its responsibilities under health and safety legislation. Nothing in the policy, either stated or implied, is intended to compromise or mitigate our responsibilities to meet requirements under other legislative frameworks such as public health requirements.

8.2 ORGANISATION RESPONSIBILITIES

Where an incident is reported to be serious or dangerous enough to require notification to the health and safety regulator, Area9 is committed to ensuring that the relevant health and safety regulator is notified as soon as it is made aware of the incident. In addition to making the scene of an incident safe and attending to any injured parties, Area9 will ensure that the scene remains undisturbed until released by the health and safety regulator or advised accordingly.

Where a worker sustains a work related injury or illness, Area9's emergency procedures will be initiated to ensure the most efficient and effective treatment is provided, including engaging with emergency services where required. The provision of effective first aid or medical treatment of an injured worker will remain Area9's highest priority.

Area9 will provide and maintain a record of all incidents classified as notifiable for a period of not less than five years from the date of notification and a workplace register of injuries to ensure that the details of any workplace injury or illness are recorded.

Management will undertake a review of any work related incidents to determine the need for corrective actions to eliminate or reduce the probability of reoccurrence.

8.3 REPORTING REQUIREMENTS

All incidents resulting in or with the potential for injury or property damage will be reported.

i) Internal reporting procedures

Minor injuries which require no treatment, or basic first aid treatment only, will be recorded on the **Register of Injuries**.

An incident, injury, illness or near hit/miss that requires (or has the potential to require) medical treatment will be reported on the **Hazard and Incident Report Form**. This will be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

Reported incidents and injuries will be promptly reviewed by appropriate management using the **Incident Investigation Report**. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

ii)   External reporting requirements

Where the incident is reported as a notifiable incident, Area9 will notify the relevant health and safety regulator as soon as possible after becoming aware of the incident. Area9 will secure and not disturb or interfere with the incident area until formally released by the health and safety regulator with the exception of making the area safe and attending to any injured person as permissible under the health and safety legislation.

Where required by the health and safety regulator, notice in writing shall be provided within 48 hours of the requirement being made.

A notifiable incident is:

- an incident involving the death of a worker
- an incident involving a *serious injury or illness* of a worker or
- an incident otherwise considered a *dangerous incident*.

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

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

For the purpose of this policy, a serious illness also includes any contracted infection that can reliably be attributed to work and where work is deemed to be a significant contributing factor.

It also includes infections contracted through work related activities involving the treatment or care to a person or the handling or contact with human blood or body substances, animals, animal hides, skins, wool or hair, animal carcasses or animal waste products as well as the contraction of the following zoonotic diseases through work related activities:

- Q fever
- Anthrax
- Leptospirosis
- Brucellosis
- Hendra virus
- Avian influenza
- Psittacosis.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance

- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with applicable health and safety regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel or
- any other event prescribed by the regulations.

In addition, Area9 will notify its workers compensation insurer within 48 hours of any injury or illness that has the potential to result in a workers compensation claim.

In addition to the health and safety regulator and to obtain appropriate medical treatment for the injured person, the following will be contacted wherever the incident has led to a significant injury or has resulted in a fatality:

- directors or other management as soon as possible following the event and not more than 24 hours after the event
- return to work coordinator and workers compensation claims officer
- workers compensation insurer
- the police, where there has been a fatality
- trauma debriefing service
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained) and
- next of kin (either the worker's manager or supervisor will communicate this information).

Where a worker sustains a work related injury or illness and subsequently passes away at a later date, the health and safety regulator will be notified immediately.

8.4 WORKER RESPONSIBILITIES

Where any workplace incident, injury or illness or near hit or miss occurs, management must be notified as soon as possible, and an **Incident Report Form** must be completed. This should be completed by the injured person, where possible or by their immediate supervisor or manager.

Details of any workplace injury or illness that requires first aid treatment must be recorded on the **Register of Injuries Form**. Where the need for treatment is identified whilst at work, management will arrange this treatment.

Should a worker sustain a workplace injury or illness, they are required to:

- undergo any first aid and/or medical treatment deemed necessary

- cooperate as far as possible with any incident reporting requirements and/or incident investigation

- seek ongoing medical treatment as required and ensure that management are made aware of such treatment for the purpose of maintaining appropriate records and

- ensure that a fitness to work and/or a capacity to work certificate is provided to management before returning to work.

9 INJURY MANAGEMENT AND RETURN-TO-WORK

9.1 INTRODUCTION

Area9 is committed to the return to work of workers suffering a workplace related injury or illness.

As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment

- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured

- support injured workers and ensure that early return to work is a normal expectation

- provide suitable duties for injured workers as soon as possible

- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities and the responsibility to provide accurate information about the injury and its cause

- consult with workers and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible

- maintain the confidentiality of records relating to injured workers, and

- not dismiss a worker as a result of a work-related injury for the period defined under the jurisdiction's worker's compensation legislation.

9.2 PROCEDURES

To support the above, Area9 has established the below procedures:

i) Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **Register of Injuries**.

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Hazard and Incident Report Form**.

Area9's workers compensation insurers will be notified of any injuries that may require compensation within 48 hours.

ii) Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

iii)   Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.

iv)   Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job and may involve modified hours of work.

v)   Non work-related injury

Where the company can accommodate a worker with a non-work-related injury, it will make every endeavour to do so. A return to work plan will be developed, in consultation with the worker and his/her treating practitioner, when modified duties can be provided.

vi)   Dispute resolution

If disagreements about the return to work program or suitable duties arise, Area9 will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, Area9 will seek to involve the workers compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

10 WORKING ENVIRONMENT

10.1 INTRODUCTION

The general work environment is broad and includes the physical structures, such as the floors and other surfaces, work layout and design, indoor air quality, lighting, general welfare facilities and the work health and safety processes and information or control systems.

Consideration of the general working environment is most effective at the initial design stage of a workplace but should nonetheless be considered and assessed in relation to the control of the associated risks.

A well-designed workplace can prevent work related deaths, injuries and illnesses and enhances health and wellbeing. It also aids in morale and productivity of Area9.

10.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of workers whilst at work. Acknowledging that the general work environment can impact upon the overall health and safety of workers, Area9 will, as far as reasonably practicable, ensure that:

- where possible, workers are consulted about the adequacy and potential changes of facilities and monitoring conditions at the workplace, such as access, cleaning and maintenance of the facilities

- the overall work layout allows safe access and egress, including in times of an emergency

- all workers have sufficient area and space to undertake their work in a safe manner

- the floors, working areas and work surfaces are designed, installed and maintained appropriately

- overall lighting levels are sufficient for the tasks being undertaken, including safe evacuation in an emergency

- indoor air quality is such that it is not considered a health and safety risk and there is sufficient ventilation for the nature, size and scope of the business

- suitable heating and cooling are provided to enable workers to work in a comfortable environment, in particular workers carrying out work in extremes of heat or cold, where possible

- adequate seating is provided and maintained, taking into account:

  o the design of the seating with consideration to the nature of the work performed and the layout of the workstation

  o the construction, stability and comfortability of the seating and its suitable size and height for the worker

  o if practicable, ensuring that the seating has a backrest or is otherwise designed to provide back support

- there is sufficient and adequate facilities available to workers, including toilets, drinking water, hand washing and eating facilities as well as secured personal storage and

- all welfare facilities are suitable for the size, scope and nature of the business, in working order and are clean and accessible to workers and

- any work being undertaken near or in the vicinity of essential services (such as gas, electricity or water) does not give rise to a health and safety risk at the workplace.

10.3 WORKER RESPONSIBILITIES

To help ensure that the overall working environment remains without risk to workers and that facilities remain available to workers, they must ensure that they:

- keep the workplace neat, tidy and free from obstruction at all times so as not to cause additional hazards, including slip, trip, or fall hazards

- do not unduly alter the overall work layout, work areas, workplace lighting or do anything that may impede the safe access and egress to or from the site unless authorised to do so

- do not undertake any work that may potentially and unduly alter the indoor air quality without the appropriate authorisation and without ensuring that an appropriate risk assessment is undertaken

- report any issues or maintenance requirements related to Area9's welfare facilities to management as soon as they are identified, for example soap and toilet paper should be replenished regularly

- utilise any plant, equipment, working area, tools and welfare facilities in a manner in which they are intended and not make any undue alterations that may impact the health and safety of themselves or others at the workplace without appropriate approvals

- comply with all safety signs, policies and procedures and reasonable instructions provided to them, such as placing rubbish in the bins or cleaning and maintaining the facilities regularly to ensure they remain in a clean and safe condition and

- wear and use any PPE and clothing issued for their protection at all appropriate times where necessary, for example when cleaning.

11 EMERGENCY PROCEDURES

11.1 INTRODUCTION

Building and premises emergencies may arise at any time. They can develop from a number of causes including fire, floods, chemical spills, machinery or mechanical failures, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

As such, Area9 is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

Nothing in this policy, either stated or implied is intended to conflict with local government obligations in relation to emergency planning or any other specific requirements placed upon Area9 by the emergency services.

11.2 ORGANISATION RESPONSIBILITIES

Area9 will provide and maintain a healthy and safe working environment, including the development and implementation of an emergency response plan that ensures, as far as is reasonably practicable, the health and safety of all persons at the workplace during an emergency response. As such, Area9 will ensure that:

- its emergency plan takes into consideration the nature of the work being undertaken, the number and composition of the workforce and others at the workplace, the hazards within the workplace and the size and location of the workplace itself

- there are emergency response procedures in place to address all identifiable emergency situations and considers the health and safety of all persons who may be affected by an emergency response

- procedures are developed in consultation with workers and/or their representatives and where necessary all relevant emergency services and councils in the area

- each worker has access to emergency equipment and first aid service

- information, training and instruction is provided to all workers in relation to the emergency procedures

- any person that is nominated to use emergency or rescue equipment and/or deliver first aid service in the event of an emergency are provided appropriate training. Training may include attendance at emergency procedure training conducted by the building owner

- periodic reviews of emergency procedures are undertaken to ensure the emergency plan remains effective

- records of any training or emergency evacuation exercises will be maintained

- where appropriate PPE is provided to relevant workers such as fire wardens and

- workers undertaking work at third party sites are aware of the relevant and applicable emergency procedures and have been formally inducted into the site. Confirmation of such induction will be sought, and records maintained accordingly.

11.3 EMERGENCY PLANS

The emergency plan will be documented to set out how Area9 will respond to all identified emergency situations.

The emergency plan will include details such as:

- emergency situations that are applicable to Area9 and its workers

- command and control structures, including effective communication with all people at the workplace and to notify emergency service organisations at the earliest opportunity where necessary

- nearest medical facilities and first aid provisions

- emergency contact list

- description of adequate emergency equipment

- procedures for when the relevant emergency services may not respond or be able to deal with the emergency (if applicable)

- provision for testing of emergency procedures, including frequency of testing and

- information training and instruction provisions.

Where an emergency situation does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures. Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in the emergency evacuation exercises. Area9 will provide the necessary information, instruction and training in relation to the emergency plan prior to participating in the exercises and refreshed on a regular basis. Any training and instruction provided to workers will be recorded in Area9's internal **Training Register**.

The site will arrange for emergency services to participate in the tests where practicable. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process. A copy of the emergency plan is available to emergency services and local councils on request.

The emergency procedure, or a summary of, will be readily accessible by workers or displayed in a prominent location within the workplace.

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety

- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left unless it is unavoidable and

- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:

o   the location of the worker and directions to the workplace

  o   the details of casualty (type of injury, age and condition of worker)

  o   the time of injury or illness.

ii)   Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but instead should stay on the phone and take notes of the conversation using the **Phone/Bomb Threat Checklist**

- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat

- where possible, someone else should listen in to the call and

- management, and any building security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the floor warden, building security or the attending emergency services.

iii)   Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity

- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency co-ordinator or fire warden

- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame and

- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management staff will contact emergency services

- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point and

- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1,000mm must be maintained around each fire extinguisher. Signage that complies with *AS 2444-2001 Portable Fire Extinguishers and Fire Blankets* will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

At all times workers should remain calm. Workers should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv)   Chemical spill

Appropriate emergency/clean up equipment is to be made available and maintained prior to a chemical spill occurring.

Specific advice on how to manage a chemical spill is contained within the product's Safety Data Sheet (**SDS**). Workers are to have access to and be familiar with each product's SDS so that appropriate health and safety control measures are implemented.

In the event of a minor chemical spill or leak, the following procedure will be adopted:

- the chemical will be cleaned up in accordance with the product's SDS, including the requirement to wear certain PPE

- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated

- the spill or leak will be contained to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak

- if required, isolate the area where the chemical has been spilt to control access. clean the spill immediately

- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react and

- notify management and complete a **Hazard or Incident Report Form**. In certain situations, there may be a requirement to notify the State or Territory health and safety regulator.

v)   Motor vehicle accidents

If workers are involved in a motor vehicle accident in the course of their duties, the following procedures should be followed by workers:

- do not exit the vehicle unless it is safe to do so

- call the relevant emergency services (if necessary)

- seek first aid if they are injured or render assistance to any injured person if it is safe to do so

- set up a warning system for any approaching vehicles to prevent the risk of further accidents (this could be turning on hazard lights if possible)

- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s

- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property

- give their name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

Workers must notify management of any accidents occurring in the course of their duties as soon as practicable including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken. Workers must complete an **Incident Report Form** and they are responsible for entering the details of any injury on the **Register of Injuries** form in accordance with the **Reporting of Incidents and Injuries** policy in the Health and Safety Handbook.

Area9 must be informed of any and all incidents involving motor vehicles whilst being used in the course of carrying out your work activity, no matter how minor within 24 hours.

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

11.4 INCIDENT REPORT

Where the workplace is affected by an emergency, Area9 will complete a **Hazard and Incident Report Form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

11.5 WORKER RESPONSIBILITIES

Whilst Area9 will take all necessary precautions to prevent an emergency arising by preparing, maintaining and implementing emergency plans, in the unlikely event that an emergency situation does arise, workers have a range of responsibilities to help ensure the health and safety risks associated with such situations are minimised. These responsibilities include ensuring that they:

- are aware of all of Area9's emergency response procedures and the action they should take in the event of such an emergency

- actively participate in the consultation process in developing and implementing emergency procedures

- where necessary, are aware of how to use emergency or rescue equipment and deliver first aid treatment

- have been provided information, training and instruction in relation to the emergency procedures and its safe implementation

- actively participate in emergency evacuation exercises and record these evacuation exercises where management has directed them to do so and

- where appropriate, are provided and to wear any relevant PPE required in relation to emergency procedures.

12   FIRST AID

12.1   INTRODUCTION

First aid is the emergency care of sick or injured persons.

Area9 is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first aid to workers or others who have been injured or become ill at our workplace.

The overall objective of this service is to reduce the severity of the injury or illness and the design of the first aid service will be based upon a risk management approach.

12.2   ORGANISATION RESPONSIBILITIES

In relation to the provision of first aid, Area9 will ensure:

- the provision of first aid treatment and appropriate equipment and facilities for the delivery and administration of that treatment

- each worker has access to first aid equipment and facilities

- that there are an adequate number of workers formally trained in first aid to deliver a first aid service that is commensurate with the size and location of the workplace, the size and composition of the workforce and others who may visit the workplace, the nature of the work being caried out, the location and proximity of the workplace to emergency services and in operating any additional first aid and/or emergency equipment that may be available

- records of any injury or illness that meets relevant health requirement will be maintained

- periodic reviewing of first aid needs to ensure the provision remains appropriate to Area9's needs

- that a person is nominated to inspect the first aid kit or kits regularly and will ensure contents remain sufficient to meet the needs of Area9, remain "fit for use", have not exceeded their expiry dates and have not been tampered with and

- a record of first aid kit inspection details is recorded, indicating the date of inspection and the person who undertook the inspection.

Area9 will also ensure the inclusion of first aid information in induction training will help ensure that new workers are made aware of first aid arrangements, infection control processes and all emergency procedures protocols.

12.3   FIRST AID KITS

First aid kits provided in the workplace will:

- be constructed of a material that will protect the contents from dust, moisture and contamination

- be clearly and legibly marked on the outside with the words FIRST AID and a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment* that generally includes a white cross on a green background

- contain nothing except first aid equipment and resources in appropriate quantities

- be audited on a regular basis and contents replenished as required and

- be kept clean.

The first aid kit will include:

- an inventory of the first aid equipment and resources which the kit is required to contain

- a notebook and pen for the purposes of recording information regarding treatment and usage

- cardiopulmonary resuscitation (**CPR**) flow chart and

- a **Register of Injuries** form, or instructions on where to obtain the form.

12.4 ADDITIONAL FIRST AID EQUIPMENT AND FACILITIES

Area9 will consider the need for first aid facilities and additional first aid equipment via a risk assessment approach and in consultation with workers.

As such, first aid facilities and additional first aid equipment may include:

- automated external defibrillators (**AEDs**), particularly if there is a risk of electrocution or where there are large numbers of members of the public. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications

- an asthma-relieving inhaler and a spacer to treat asthma attacks and epinephrine auto-injector for the treatment of anaphylaxis or severe allergies a first aid room if a risk assessment indicates it would be difficult to administer first aid unless a first aid room is provided

- portable or fixed eye wash stations where there is a risk of hazardous chemicals or infectious substances causing eye injuries and/or

- portable or fixed drench shower facilities where there is a risk of hazardous chemicals or infectious substances causing injuries to a substantial part of the face or body, or where there is a risk of serious burns to a large area of the face or body.

Any emergency eye wash and shower facilities that are provided in the workplace will be used and maintained in accordance with *AS 4775–2007: Emergency Eyewash and Shower Equipment*.

12.5 FIRST AID PERSONNEL

A first aid officer or trained first aider will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officer/s and

- the place where each first aid officer is normally located in the workplace.

As a low risk workplace, Area9 will designate at least one first aid officer for every 50 workers engaged in the workplace.

12.6 REGISTER OF INJURIES AND TREATMENT

Area9 will provide and maintain a workplace **Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.

The register of injuries will:

- be kept in a readily accessible area of the workplace

- be made available for inspection when requested by an authorised inspector and

- be kept in accordance with the Health Records legislation.

12.7 INCIDENT RESPONSE

Area9 will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the workers location and severity of the injury or illness.

Where the injury or illness requires the worker to leave the workplace for medical treatment, management will accompany the affected worker to provide all appropriate assistance. Where management are unavailable, another worker will accompany the affected worker, especially if there are concerns about the workers ability to travel.

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

12.8 INFECTION CONTROL

First aid officers are at risk of coming into contact with blood or body substances or fluids that may transfer infections to the first aid officer or other people they treat. Therefore, Area9 will ensure that they are preventative procedures in place, including the consideration of appropriate immunisation against vaccine-preventable diseases, to protect first aid officers and others from a risk of infection.

Area9 will ensure that first aid officers understand and implement developed preventable procedures to reduce the risk of disease transmission in the workplace. Additional infection control measures may be required in specific circumstances, such as during a pandemic.

In administering first aid in the workplace, such infection control procedures include:

- performing proper hand hygiene before and after administering first aid and after contact with respiratory secretions and infectious waste

- using appropriate PPE whenever exposure to blood or body substances or fluids is likely or where moist surfaces occur

- washing with soap and water any part of the body that comes in contact with blood or body substances or fluids immediately after exposure and flushing eyes and mouth with clean water

- cleaning up spilt blood or body substances or fluids and clean surfaces with disinfectant

- implementing safe disposal of sharps if using them during first aid and safely disposing of items that are soiled with blood or body substances or fluids and

- thorough cleaning of all reusable first aid items as soon as practicable after use.

These control measures are designed to support the Infection Control policy contained within this Health and Safety Manual. Therefore, Area9 may require additional controls to be implemented where necessary.

12.9 WORKER RESPONSIBILITIES

Although Area9 has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- they are aware of Area9's overall emergency response plan and infection control processes

- they are aware of how to obtain first aid treatment and the name and contact details of first aid personnel

- they seek first aid whenever the severity of a work related injury or illness may be minimised through such treatment, or where directed by management to do so

- they inform management of any injury or illness and record any first aid treatment in the **Register of Injuries**

- the first aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation

- the first aid kit remains available and easily accessible for persons requiring or seeking first aid treatment

- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility

- they inform management if any first aid equipment and resources are running low or have run out and

- no documentation relating to first aid treatment is removed from the first aid kit or facility.

13 HEALTH AND SAFETY INFORMATION, TRAINING AND INSTRUCTION

13.1 INTRODUCTION

Area9 will provide the necessary health and safety information, training and instruction to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

Area9 will ensure that no worker will commence work where they may be exposed to a hazard/s without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

13.2 ORGANISATION RESPONSIBILITIES

Area9's commitment to health and safety training is communicated through the **Health and Safety Policy**.

Health and safety training are conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers

- health and safety competencies for all workers are identified and reviewed and the appropriate training provided

- health and safety competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement and

- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary).

The training will be provided in a way that is easily understood by any worker to whom it is provided. Records of training conducted will be retained by Area9.

13.3 HEALTH AND SAFETY TRAINING PROVIDED

Area9 will provide the following:

- health and safety inductions for all workers

- first aid training for nominated first aid attendants

- emergency evacuation training, including any appointed fire wardens

- training on health and safety obligations for officers

- risk management training for workers and

- skill training for plant and equipment.

A record of training will be kept using Area9's internal **Training Register**, detailing when a worker was trained, and if required, when the skill expires, and retraining is required. For example, cardiopulmonary resuscitation (**CPR**) refresher training is required every year and first aid training is required every three years.

13.4 WORKER RESPONSIBILITIES

In relation to health and safety training conducted or endorsed by Area9, workers will:

- ensure that they have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training

- ensure that they have been deemed competent through appropriate health and safety training, to undertake any proposed work

- participate in all ongoing training or competency assessments that are designed to ensure they gain or maintain competencies required to undertake work for Area9 in a safe manner

- ensure Area9 is provided with copies of any and all licences, authorisations, approvals and/or qualifications required to undertake work for Area9 and

- ensure that they maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for Area9 and that they duly advise Area9 if their status in relation to holding such licence, authorisation, approval and/or qualification changes.

14 INSPECTION, TESTING AND MAINTENANCE

14.1 INTRODUCTION

A requirement of health and safety legislation is to ensure that the workplace and working environment is safe and without risks as far as is reasonably practicable and that all plant and equipment is safe to use and/or operate when it is appropriately and properly used.

To this end, Area9 will ensure that the workplace, working environment and all plant and equipment is regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required.

Such activities must be sufficient to ensure a safe and healthy workplace as far as is reasonably practicable and to ensure Area9 meets its compliance responsibilities.

14.2 REQUIREMENTS FOR INSPECTION, TESTING AND MAINTENANCE

In relation to Area9's responsibilities to undertake workplace inspections and to inspect, test and maintain plant and equipment appropriately, Area9 will:

- undertake appropriate workplace and/or site inspections at least every six months and

- inspect, test and maintain all plant and equipment, including portable electrical apparatus and low risk items such as storage facilities, workstations, furniture and photocopiers, in accordance with the manufacturer's recommendations, or as otherwise required.

Records of the inspection, testing and maintenance activities will be appropriately maintained on either an internal register, record/report supplied by the tester or in item specific records such as a logbook or checklist to confirm that such activities are undertaken.

In addition, informal visual inspections must be undertaken on all plant and equipment prior to each use or operation.

Any item failing an inspection or test will be quarantined, tagged out of service and isolated from use until it has been repaired and deemed safe for use. Items that cannot be repaired will be disposed of in an appropriate manner.

14.3 REVIEW OF INSPECTION AND TESTING INTERVALS

Inspection and testing intervals will be reviewed:

- at least annually

- after an incident where a failure is attributed to inadequate inspection, testing or maintenance

- when manufacturer or legislative requirements change and

- in response to safety alerts.

14.4   WORKER RESPONSIBILITIES

To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant or equipment, workers will:

- ensure that they have sufficient skills and competencies to undertake work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment

- actively participate in the risk management strategies designed to inspect and maintain the workplace, test and maintain emergency procedures, and inspect, test and maintain plant and equipment

- understand Area9's emergency preparedness and response plan

- only use plant and equipment for its intended purpose

- follow any reasonable work instruction given to them designed to protect their health and safety or that of others at the workplace

- not unduly alter the design, operation, functions or characteristics of any plant or equipment without appropriate authorisation or approval

- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless they are authorised to do so

- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard Incident Report Form** is completed and

- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that an **Incident Report Form** is completed.

15 DRUGS AND ALCOHOL

15.1 INTRODUCTION

The use of drugs and alcohol (including medicines that are prescribed or over the counter) can affect a person's ability to work safely and in turn jeopardises the safety of a workplace. The safety risks are greater where people operate a machinery, operate a mobile plant, such as a motor vehicle, or rely on concentration to do their work. In some high-risk industries and occupations, there are specific laws prohibiting a worker from being affected by any drugs – legal or illegal.

This policy applies to all workers, including contractors and it is designed to help ensure Area9's compliance with health and safety legislation. Therefore, nothing in this policy, either stated or implied, is intended to contradict any other obligations that may be placed upon it, including mandatory responsibilities related to onsite screening or testing that may be directed by other agencies.

15.2 IDENTIFYING DRUG AND ALCOHOL RELATED HAZARDS

To determine whether workers are undertaking work while under the influence of drugs and/or alcohol at the workplace or whether workers are at risk relating to drugs and/or alcohol, Area9 will:

- consult with the workers

- inspect the workplace to identify if there are any concerning items located in the workplace

- observe how workers are performing their duties to identify anyone experiencing poor coordination, poor concentration and/or visual disturbance or other signs that could impair their judgement or alertness (but taking into account that fatigue or stress may also contribute to these signs)

- review injury and illness report as well as absenteeism records.

Area9 will consider the presence of drug and alcohol related hazards that might be caused by:

- on-the-job intoxication

- regular use or dependence on alcohol or other drugs that adversely affects work performance or conduct

- the possession, consumption, distribution and sale of illegal drugs in the workplace

- chemicals used legally in the workplace that can impair a person's performance or magnify the effects of alcohol and other drugs in persons if exposed.

15.3 ASSESSING DRUG AND ALCOHOL RELATED RISKS

In assessing the degree of risk from workers affected by drug and/or alcohol use, the following factors will be considered:

- the type of tasks performed by workers – for example, whether the workplace uses or operates high risk equipment or whether workers drive a motor vehicle or handle hazardous chemicals or substances

- the workplace environmental conditions – whether poor working conditions, such as hot or dangerous environments may contribute to use of drug and/or alcohol

- Area9's workplace culture – whether the nature of the work or workplace practices encourage drug and alcohol use at work

- availability of drugs and alcohol at work – whether workers are exposed to the risk of alcohol consumption at work if it is easily accessible.

15.4 CONTROLLING DRUG AND ALCOHOL RELATED RISKS

Area9 has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of a worker with possession of an illicit substance, and any screening/testing which results in a non-negative reading of a substance within a worker's system while at work.

To help ensure Area9 meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the drugs and alcohol related risks to workers, Area9 will implement the following:

- ensuring that workers are fit to undertake their duty and are not permitted to work while under the influence of drugs and/or alcohol, in particular when workers are required to operate a plant, equipment or work that is considered high risk

- ensuring workers who drive motor vehicles observe statutory limits for blood alcohol and/or drug content while driving any company vehicle or any other vehicle if used in the course, or discharge, of their duties, as well as obeying applicable road rules

- implementing safeguards on tasks, processes and equipment that require a high level of concentration or motor coordination

- ensuring that workers do not use or sell alcohol or illicit drugs while at work, nor use Area9's resources to do so at any time

- identifying and responding to factors that may contribute to symptoms of fatigue and/or stress, for example redesigning jobs and providing regular breaks

- providing access to counselling and/or other support arrangements early in the apparent development of drug and/or alcohol problems

- providing information, education and training to workers, which includes the risks from drug and alcohol use and how to report any concerns about drugs and alcohol in the workplace

- informing workers and other people at the workplace about acceptable and unacceptable behaviour in relation to drug and alcohol use, including at work events and functions

- considering developing and implementing an appropriate drug and alcohol screening/testing regime, in particular where there are risks involved in undertaking certain activities while under the influence of drugs and/or alcohol.

Where a manager or supervisor suspects or is informed that a worker may be unfit to perform their duties due to drug or alcohol misuse, it is management's responsibility to assess the risk and take appropriate action. This may include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area

- directing any such workers to a medical practitioner nominated by Area9 for the purpose of undergoing screening/testing to confirm whether the worker is under the influence of drugs or alcohol

- arranging for onsite screening/testing for workers accused of being under the influence of drugs or alcohol

- arranging transport home for any worker suspected of being under the influence of drugs or alcohol

- counselling workers who are found to be in breach of these guidelines or procedures

- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol

- maintaining privacy, confidentiality and anti-discrimination requirements of workers in accordance with the relevant laws.

15.5 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Where a worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant). The worker is to inform management of the effect, or side effect, of this medication and their doctor's recommendation regarding their ability to perform their work safely and efficiently and undertake work.

Workers may be required to produce a medical certificate stating that they are fit for work or specifying any restrictions.

15.6 WORK RELATED SOCIAL EVENTS AND FUNCTIONS

Alcohol may be consumed at some work related social events and functions. Where this is the case, Area9 will:

- communicate the responsibility of workers for safe behaviour at the workplace and expectations about low-risk alcohol consumption

- monitor responsible alcohol consumption and at no time should workers be drunk or behave in a manner which is inappropriate

- ensure workers conduct themselves responsibly at all times and encourage them to organise alternative transport prior to any function where alcohol is available, to minimise the risk of them driving under the influence of alcohol

- provide non-alcoholic drinks and low alcohol beverages and substantial food and, for example, having them in a location that is more accessible than that for alcoholic beverages

- ensure workplace social activities do not centre around alcohol, for example hosting family friendly functions during the day as an alternative to evening functions.

15.7 EDUCATION, TRAINING AND SUPPORT

Area9 recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek professional assistance from appropriate organisations or support groups.

As part of addressing alcohol and other drug issues in the workplace, Area9 may also provide an Employee Assistance Program (**EAP**). An EAP is an effective early intervention service that provides professional and confidential counselling and referral services for workers to assist them resolve personal, health or work-related concerns.

Area9 is committed to provide information and training about the effects of drug and alcohol use on personal and work health and safety, including in new worker induction.

16 MENTAL HEALTH

16.1 INTRODUCTION

Mental health includes the emotional, psychological and social wellbeing. The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment (including sexual harassment), exposure to a violent or traumatic event and the introduction of work restrictions that are beyond the control of Area9. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

Area9 is committed to supporting the mental health and wellbeing of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively identified and managed through a risk management approach and in accordance with Area9's **Risk Management** policy.

As the risks related to the mental health of our workers may also be linked to their overall wellbeing, this policy must be implemented and reviewed in conjunction with Area9's **Workplace Violence and Aggression** policies.

16.2 ORGANISATION RESPONSIBILITIES

In consultation with its workers or their representatives, Area9 will support the mental health of its workers by adopting the following three-phase approach:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers

- intervening early by continually reviewing existing control measures and supporting at risk workers and

- supporting the recovery of injured workers.

In adopting this three-phased approach, Area9 aims to:

- promote positive mental health and wellbeing

- improve mental health or ill-health literacy

- support those who are experiencing mental health difficulties and

- provide and review organisational responses that support mental health and wellbeing.

Therefore, to achieve Area9's aims, it will as far as is reasonably practicable develop and implement specific strategies designed to promote and maintain a safe physical and online workplace environment and respectful culture such as:

- developing and reviewing written policies and procedures and providing support services that supports mental health and wellbeing and prevents discrimination (including bullying and harassment)

- increasing workers' knowledge and awareness of mental health issues and behaviours within the workplace by facilitating active participation of workers in a range of initiatives that support mental health and providing appropriate information, instruction, training or supervision to workers

- engaging with external agencies and develop strategic partnerships to streamline effective supports to their workers

- reducing stigma around depression and anxiety in the workplace by encouraging workers to seek support early if they have declining mental health, and, where appropriate, provide support and adjustments suitable to their work needs to help them to achieve their potential

- promoting a responsive community within the workplace that requires all workers to take reasonable care in view of any reasonably foreseeable circumstance that may arise, which affects the safety of themselves or others at work and

- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related illnesses and injuries are prevented.

16.3   IDENTIFYING MENTAL HEALTH RISKS

Workplace hazards that can result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition may be categorised as:

- environmental hazards such as prolonged exposure to noise, temperature, poor air quality, or unsafe machinery

- organisational hazards including issues such as long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work, exposure to violent or traumatic events, work tasks that are repetitive and/or monotonous, remote/isolated work with minimal support from managers, supervisors, and/or co-workers, poor role clarity and unmanaged organisational change

- individual hazards such as workers having been afforded insufficient training, information or instruction to undertake the work required safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and clients/customers. Area9 also recognises that such conflict may include bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour. Conflict may also arise from a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed.

Therefore, hazards that may result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition will be identified by:

- having meaningful one-on-one conversations with workers, supervisors and managers about mental health hazards and risks

- inspecting the workplace for environmental hazards that could influence staff comfort and performance, which may consequently contribute to a stress response

- regularly reviewing organisational hazards, including:

  o job demand (eg the level of physical, mental and emotional effort required to do a job)

  o job control (eg the level of control a worker has over aspects of their work including how or when a job is done)

  o support available (eg the level of support from supervisors and co-workers, information, equipment, and resources available to allow the work to be done)

  o change management (eg how change in Area9, structure or job is communicated and the extent of worker involvement in these changes) and

  o organisational justice (eg perceptions of unfairness, consistency, bias and respect for workers)

- identifying changes in staff behaviour (eg poor self-care or someone who is usually friendly becoming more withdrawn)

- regularly inspecting the workplace to help identify changes in the way work is undertaken

- identifying an increase in task errors or deteriorating work performance

- observing the nature of relationships between workers, managers, supervisors, co-workers and clients/customers

- reviewing relevant reporting systems and records such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data

- using confidential surveys to gather information from workers, supervisors and managers

- consulting with industry or employee associations and

- ensuring regular feedback from isolated workers such as those working from home is taken into consideration.

Area9 recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the subsequent risk of psychological injury or exacerbation of a pre-existing condition.

16.4 ASSESSING MENTAL HEALTH RISKS

Assessing the risk to the mental health of workers involves examining the identified risk factors in more detail to determine the level of risk, and to help prioritise the order in which control measures are implemented.

The level of risk can be assessed by considering:

- the capacity of the hazard to induce harm, for example exposure to low levels of conflict may be unpleasant without causing a health and safety risk whereas high levels of unmanaged conflict can escalate into workplace bullying, increased stress and cause incidents

- the extent of the exposure to the hazard (i.e. the duration, frequency and intensity of exposure), for example work related stress may increase if workers are constantly under time pressure and/or

- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing mental health risks, Area9 will consider:

- whether workers are exposed to hazardous or unpleasant physical work environments (eg exposure to excessive or irritating noise, hazardous chemicals, poor ventilation, lighting or workstation set up, unsafe plant, equipment or machinery)

- the way that work and systems of work are organised, such as:

  o the complexity, content and demands of the work required, including work that is cognitively or emotionally demanding, or highly repetitive, monotonous, or machine-paced

  o the workload expectations and pace of the work, including whether workers' skills and experience are underused and whether there are conflicting job roles and responsibilities

  o work schedules and working hours

  o work procedures

  o the extent of participation and control that workers have over the work, including their work hours, which can affect their ability to meet the demands at home such as family responsibilities, when they can have rest breaks and whether they are able to refuse a service to an aggressive client or customer

- the way that work and workers are managed, including:

  o the degree and quality of supervision provided to workers

  o the degree of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly, and allows them to meet Area9's expectations

  o the level of resources allocated to undertake the work (eg equipment, materials, personnel resources)

  o the way in which worker effort is recognised and/or rewarded

  o opportunities for skill/career development, including workers' overall status within Area9 and remuneration levels

  o the way in which underperformance is managed

- whether adequate worker support systems are in place (eg sufficient access to employee assistance programs, counselling, information on mental health and information on workplace policies)

- interpersonal relationships, particularly where there may be poor existing relationships resulting from:

  o a breakdown in relations between management/supervisors and workers

  o a breakdown in relationships between co-workers

- o a breakdown in relationships between workers and clients/customers

- o known or reported discrimination, harassment (including sexual harassment), bullying or other unreasonable behaviour by co-workers, supervisors or clients/customers

- the way in which organisational or structural change within the business is managed and communicated (eg restructures, potential sale of the business, or work restrictions placed upon Area9 over which it has little or no control, the introduction of new or additional resources or processes that may change the way work is undertaken) and

- whether there is inconsistency or bias in the implementation of organisational procedures.

16.5 CONTROLLING MENTAL HEALTH RISKS

Area9 will ensure, as far as is reasonably practicable that the risk of psychological harm will be eliminated or minimised by ensuring that:

- work related factors that may impact upon the mental health of workers are identified, acknowledged, assessed, controlled, and regularly monitored and reviewed, including where such impact is not able to be controlled by Area9 such as a change in Government policy

- a positive physical and online work environment and culture is created and promoted within the workplace to help ensure that everyone is treated fairly and with respect

- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices

- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action to eliminate or minimise work related mental health risks and psychological injuries to workers

- senior management and supervisors set the behaviour standards that provide a safe workplace for all workers and ensures everyone at the workplace understands what constitutes mental health risks and Area9's expected behaviours within the workplace, including clients/customers or members of the public. To this end, managers and supervisors will:

  - o model respectful behaviours at all times

  - o implement written policies which clearly identifies the expected behaviours

  - o address unreasonable or unwanted behaviour as soon as they become aware of it

  - o ensure that unwanted behaviours are properly investigated, and appropriate actions taken (where applicable) and

  - o consult with workers and develop effective communication and productive working relationships within the workplace

- the expectations of workers are clearly articulated and communicated, for example through job descriptions, relevant polices and work procedures

- all workers are provided with an appropriate induction that includes information related to Area9's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace, including providing a transparent reporting process

and workers understanding how to effectively report matters such as workplace bullying and harassment, including sexual harassment

- all workers have sufficient training, instructions, tools and equipment to do their work safely and are provided information on the processes to enable early intervention in relation to any workplace conflict before it potentially escalates

- the skills and experience of workers are appropriately utilised by Area9, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent

- there is adequate and appropriate supervision of workers

- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks

- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely

- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave, and include fair and equitable work scheduling and rostering

- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work-related psychological injuries, and these resources and processes are effectively and efficiently implemented, managed and utilised

- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers, and any information received will be responded to in a timely way

- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence

- there are sufficient resources in place to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not

- workers receive adequate and appropriate feedback on work performance and due recognition is given for positive performance and

- any worker affected by poor mental health, a psychological injury or an exacerbation of a pre-existing condition is adequately and appropriately supported in their return to work.

16.6   BULLYING AND HARASSMENT

The risk of workplace bullying, and harassment can be minimised, so far as is reasonably practicable, by creating and promoting a positive physical and online work environment and culture where everyone is treated fairly and with respect.

Bullying and harassment within the workplace, whether by management, co-workers or clients/customers, are two common risks to the mental health and wellbeing of workers. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, the experience can adversely affect the

psychological and physical health of a worker. It may lead to short or long term anxiety and/or depression as well as suicide.

In line with its policy in relation to mental health risks, Area9 will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by Area9. It includes, but is not limited to:

- abusive, insulting or offensive language or comments

- physical or emotional threats

- aggressive and intimidating conduct

- belittling or humiliating comments

- victimisation

- practical jokes or initiation

- unjustified criticism or complaints

- deliberately excluding someone from work related activities

- withholding information that is vital for effective work performance

- setting unreasonable timelines or constantly changing deadlines

- setting tasks that are unreasonably below or beyond a person's skill level

- denying access to information, supervision, consultation or resources to the detriment of the worker

- spreading misinformation or malicious rumours and

- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by Area9.

Sexual harassment is any unwelcome sexual advance, an unwelcome request for sexual favours or any unwelcome conduct of a sexual nature. Such conduct includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. Harassment on the grounds of sex is any unwelcome conduct of a seriously demeaning nature and includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

Harassment includes, but is not limited to:

- insensitive jokes and pranks including inappropriate comments based on sex

- lewd or abusive comments about appearance

- asking intrusive personal questions based on a person's sex

- deliberate exclusion from conversations

- displaying abusive or offensive writing or material

- unwelcome sexual advance, or an unwelcome request for sexual favours

- unwelcome conduct of a sexual nature

- unwelcome touching and

- abusive, threatening or insulting words or behaviour.

Any incidents of bullying or harassment will be thoroughly investigated and (if substantiated) appropriate action will be taken in line with our disciplinary policies and procedures.

If the behaviour involves violence and aggression such as physical assault or the threat of physical assault, the matter will be reported to the police.

16.7 POST INJURY SUPPORT

Area9 will support the recovery of injured workers in line with their duties under workers' compensation legislation. This includes:

- providing early assistance and support to access treatment and rehabilitation services, generally from the time a claim is lodged

- supporting timely and sustainable recovery at work or return to work through effective consultation, addressing any remaining work-related psychological hazards and risks that may exacerbate the existing work-related psychological injury or cause a new injury and

- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

16.8 WORKER RESPONSIBILITIES

Area9 recognises that the management of work related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from Area9. The overall success of Area9's risk management strategies is also dependent upon workers understanding their own responsibilities in relation to health and safety, which includes helping to minimise risks to their own mental health and the mental wellbeing of others at work.

To this end, workers are responsible for ensuring that they:

- have received an induction that includes information related to Area9's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace

- understand Area9's policies and procedures to identify, assess, control, monitor and review risks to workers' mental health

- understand their role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of their skills, knowledge and experience

- have received sufficient training, instructions, tools and equipment to do their work safely

- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact

- actively participate in the consultation mechanisms, forums or counselling designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers

- understand the applicable organisational operations that may impact upon their mental wellbeing, including those beyond the control of Area9, and the processes and procedures in place to eliminate, minimise and report any mental health risks

- comply with all systems of work and procedures that are designed to support health and safety at the workplace, including those specifically designed to eliminate or minimise mental health risks

- utilise the applicable procedure to report any work-related mental health hazard or risk to their own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment, including sexual harassment (as outlined above) affecting themselves or another worker and

- receive adequate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, workers must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety and, whether intentional or not, will not be tolerated by Area9. Any incidents of bullying or harassment will be addressed via a grievance and/or disciplinary process.

17 WORKPLACE VIOLENCE AND AGGRESSION

17.1 INTRODUCTION

Workplace violence and aggression involves incidents in which a person is abused, threatened or physically assaulted in circumstances relating to their work. This may occur at a physical workplace, or any location or situation related to work, such as working from home, working at a client's home or on a work trip.

Workplace violence may come from external sources, such as customers, clients, patients, members of the public, other businesses or their representatives or it may come from internal sources, such as between workers, supervisors and managers. It can include physical assault, sexual assault, harassment or aggressive behaviour, such as stalking or verbal threats. It also includes online abuse at work or outside of work arising from workplace issues as well as violence resulting from a family or domestic relationship but may occur at the workplace, including if the worker is working from home.

Hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological injury or experience an exacerbation of a pre-existing condition. However, violence can harm both the person it is directed at, and anyone witnessing it and can have significant economic and social costs for workers, their family, their organisation and the wider community.

Risks associated with workplace violence and aggression will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised, so far as is reasonably practicable. Furthermore, Area9 will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

Area9 has adopted a zero tolerance to violent, threatening or aggressive behaviours at work, including online abuse whether exhibited by clients, customers, workers or others at our place of work.

This policy should be implemented in conjunction with Area9's **Risk Management**, **Mental Health** and **Emergency Procedures** policies and the tools designed to help manage workplace mental health risks must be utilised.

Nothing in this policy, either stated or implied, is intended to mitigate Area9's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act or threat of violence, Area9 will adopt a mandatory Police reporting obligation.

17.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all workers who may be exposed to a work related violent or aggressive situation.

In particular, it is responsible for:

- in consultation with workers, identifying, assessing and controlling the hazards and risks associated with workplace violence and aggression

- developing a documented prevention control and implementation plan where the risk of workplace violence and/or aggression has been identified

- ensuring that all workers are aware of Area9's zero tolerance to violence and aggression, either internally or externally generated

- ensuring that it effectively sets, models and enforces acceptable behaviour standards in the workplace and creates a respectful work culture for all workers

- ensuring that inappropriate behaviour is addressed early, causation established, and control measures implemented and the reasons for those behaviours

- ensuring that management support the workers by promoting a positive and respectful culture that does not accept violence and aggression at the workplace

- providing facilities or altering the management of work that minimise risks of violence or aggression wherever possible

- for online working environment, managing privacy and security settings on technologies at work as well as developing policies on the use of social media for work purposes and how workers, clients or customers interact online encouraging workers to report any incidents relating to workplace violence and aggression and maintaining confidentiality and privacy in accordance with the relevant laws

- investigating and responding to reports and incidents of workplace violence and aggression in a timely manner

- ensuring that workers are given sufficient training and instruction to eliminate or minimise the risk of injury from violent or aggressive situations they may potentially face

- ensuring that workers who may interact directly with clients or customers receive sufficient training in dealing with violent or aggressive behaviours from clients or customers, including diffusion and communication strategies

- ensuring that procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive clients or customers and minimising potential exposure to violent situations or aggressive behaviours, including online, are developed, implemented and reviewed

- ensuring managers and supervisors are provided with the skills for early intervention and incident management providing support for workers who experience a violent situation or aggressive behaviour (including bullying and harassment)

- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related violence and aggression are prevented and

- regularly reviewing and, if necessary, revising the control measures implemented, including training.

17.3 IDENTIFYING WORKPLACE VIOLENCE AND AGGRESSION HAZARDS

Workplace violence and aggression can include a broad range of actions and behaviours, for example:

- physical assault, such as biting, scratching, hitting, kicking, pushing, grabbing or throwing objects

- intentionally coughing or spitting on a person

- sexual assault or any other form of unwelcome, indecent or unwanted physical contact

- harassment or aggressive behaviour that creates a fear of violence, such as stalking, sexual harassment, threats with weapons, verbal threats and abuse or yelling and swearing

- hazing or initiation practices for new or young workers

- gendered violence, which is any behaviour directed at any person or that affects a person because of their sex, gender or sexual orientation, or because they do not adhere to socially prescribed gender roles, which creates a risk to health and safety (this may include sexual harassment) and/or

- violence from a family or domestic relationship when it occurs at the workplace, including if the person is working from home.

Therefore, hazards associated with workplace violence and aggression will be identified by:

- inspecting the workplace (eg low visibility in service areas, long customer queues)

- observing work practices to identify risks of exposure (eg contact with the public, working alone or working after hours)

- observing the nature of relationships between workers, managers, supervisors, co-workers and clients or customers (eg workers avoiding being around certain people)

- consulting with workers about when they may be exposed to violence and aggression in all parts of their work, including when they are away from a fixed workplace

- identifying changes in staff behaviour or whether issues already identified between co-workers, clients, customers or others could escalate to violence

- observing the culture of the workplace to see whether violence or aggression is accepted as normal behaviour (eg swearing, sexual or gendered jokes, or hazing new or young workers may be seen as a workplace norm for some people)

- identifying the physical, psychological and emotional demands involved in the work

- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data

- using confidential surveys to gather information from clients or customers, workers, supervisors and managers

- consulting with industry or employee associations and

- ensuring regular feedback from isolated or remote workers, such as those working from home is taken into consideration.

17.4 ASSESSING WORKPLACE VIOLENCE AND AGGRESSION RISKS

Assessing the risks related to workplace violence and aggression will be affected by a number of factors. As such, the assessment of the risks will take into consideration:

- the nature, design and location of work, including job demands and tasks

- the systems of work, including how work is managed, organised and supported

- workplace interactions or behaviours with clients, customers, members of the public and co-workers

- the duration, frequency and severity of the exposure of workers and other persons to a harmful situation

- the design and layout of the workplace, including the provision of safe means of entering and exiting the workplace and the facilities for the welfare of workers

- the potential impact of environmental conditions on the workplace

- where authorised working from home is undertaken, the design, layout and working conditions of the workers home and the potential impact of local environmental conditions

- the plant, substances and structures at the workplace

- staffing levels and workforce skills

- the information, training, instruction and supervision provided to workers and

- how work-related violence and aggression may interact or combine with other psychosocial hazards identified at the workplace.

In assessing the risks, Area9 will consult with the workers and/or their representatives.

17.5 CONTROLLING WORKPLACE VIOLENCE AND AGGRESSION RISKS

Area9 will ensure, as far as reasonably practicable, that the risks associated with workplace violence and aggression in the workplace are controlled. The process of controlling these risks will be determined in consultation with the workers who may be affected by workplace violence and aggression.

The control measures will be developed in consultation with our workers and will take into consideration, the likelihood and consequence of exposure to violence by workers and others, known industry standards and specific controls that may be required. They will take into consideration:

- the physical workplace itself

- the overall workplace culture

- the type and nature of security arrangements required

- the systems of work within Area9 and

- the information, training and instruction required to eliminate or minimise the risk of violence and aggression at the workplace.

Specific control measures will be implemented as required and will include:

- ensuring the design and layout of the workplace provides adequate separation of workers and others provide good visibility and there are adequate facilities and amenities which give privacy and security

- providing alternative methods of service delivery to eliminate or minimise face-to-face interactions (eg online or no contact delivery).

- ensuring workers have clear role clarity and have well-defined roles with clear expectations

- ensuring staffing levels, skills available and supervision are appropriate and adequate to meet demands at all times with regular reviews being undertaken

- controlling access and egress to prevent unauthorised access to the workplace. This may include third party security personnel where the risk is high, coded or key card entry, video surveillance, fixed and portable alarm systems, such as a duress/lone worker alarm

- specific controls for workers working alone or in isolated areas, such as effective communication strategies and buddy systems where a risk is identified

- ensuring Area9's zero tolerance policy to violence and aggression is clearly communicated to clients and customers. Where considered necessary, this will form part of related contracts or service agreements

- providing training to workers in how to respond if violence or aggression is directed at them, what they should do if they witness an incident and how to report an incident

- ensuring that processes and systems for workers to report incidents are in place (eg informally, formally, anonymously and/or confidentially) and regularly reviewed

- limiting the amount of valuable resources such as cash, valuables and drugs/medicines held on the premises and ensuring any retained-on site are securely stored

- implementing cash handling procedures that are safe and secure, including petty cash

- ensuring persons identified with having a history of violence are prohibited from the workplace wherever possible. Where it is essential for such a person to enter the workplace, additional measures, based upon the level of risk, will be implemented to protect workers and others. Where a client is known to have a history of aggression or violence, a management plan will be developed in consultation with appropriately qualified people and is communicated to all relevant workers and

- regularly evaluating work practices to see if they contribute to violence.

17.6 TRAINING, INFORMATION AND INSTRUCTION

Workers may undertake appropriate training specifically designed to ensure they are aware of expected behaviour standards, the specific control measures in place, how to deal with difficult persons, conflict resolution, when and how to escalate issues to senior workers, and procedures to report incidents.

Where required, the training and information will also cover:

- the nature and causes of violence in Area9 or industry sector, including potential triggers

- personal safety outside the workplace, such as not wearing a uniform or not sharing personal information

- how to use any personal safety equipment provided, such as duress alarms

- how a worker may conduct a situational risk assessment (eg when workers work off site)

- workplace policies and how violence and aggression will be managed in the workplace and

- the awareness of family and domestic violence and its potential impact on the workplace.

17.7 THE IMPACT OF FAMILY OR DOMESTIC VIOLENCE AT THE WORKPLACE

There may be some risks that are outside the control of Area9, such as where a worker chooses not to disclose a risk of family or domestic violence and/or they are unable to safely work at home where they would normally be required to do.

In such cases, Area9 is committed to providing a safe working environment for all workers and will take all reasonable steps to proactively manage the risk of family and domestic violence happening at the workplace.

Where a worker discloses a risk of family or domestic violence, Area9 will:

- ensure the workers' needs, experiences and individual circumstances are considered and information is treated as sensitive and confidential

- ensure that the worker is not alone or out of contact whilst at work

- appoint a contact person in the business that workers can talk to about any concerns that they may have with respect to their health and safety, or the impact any proposed control measures may have on them

- implement flexible working arrangements and/or contingency plans for workers experiencing family and domestic violence, such as adjustments to working hours or work locations

- develop and implement procedures for an emergency response to instances of family and domestic violence in the workplace, including when to contact Police

- provide information and access to counselling, legal, health, financial and other family and domestic violence support services

- ensure workers supporting those who are experiencing family and domestic violence are aware of the support options available to them, including employee assistance programs

- communicate the availability of leave entitlements, such as paid or unpaid family and domestic violence leave and other entitlements

- provide secure parking and access to the workplace, including when moving between work locations

- consider contact information screening (eg email, phone numbers, internet profile) and blocking calls and emails to limit unwanted contact if incidents have occurred through electronic or telephone contact

- if the worker who disclosed the risk is required to work from home, Area9 will:

  o develop or adjust their safety plan for working from home. With the workers position, this will be done in consultation with their treating medical practitioner or health professional (if available)

  o establish and maintain regular communication with workers but avoid directly asking the worker about the violence as this may unintentionally place the worker at risk of serious harm, and implement a response plan if the worker cannot be contacted within a defined period

  o provide work phones and laptops to enhance autonomy and digital security

  o provide an alternative work environment if it is not safe for the worker to work from home

- consider and implement any other measures or changes to normal arrangements that are considered appropriate by Area9.

17.8 RESPONDING TO INCIDENTS

If a worker or anyone at the workplace is in immediate danger, call 000.

All workplace incidents will be followed in accordance with Area9's **Emergency Procedures** policy and the **Incident and Injury Reporting** policy and procedure.

Area9 will provide ongoing support for workers, including debriefing, allowing time to recover and to consult health professionals as well as making arrangements to check in with workers.

17.9 ENCOURAGING REPORTING AND CONFIDENTIALITY

Area9 will provide a supportive environment in which workers feel safe to discuss their concerns about violence and aggression, or to report incidents. As such, it will ensure workers understand how to report incidents or behaviours of concern and will take all reasonable steps to ensure any information disclosed by workers, including sensitive matters relating to family and domestic violence is kept confidential and secure.

In addition, Area9 will:

- consider how personal information will be sensitively treated to protect a person's right to privacy and implement mechanisms to protect their privacy

- implement systems to prevent retaliation and victimisation of people involved in reports of violence and aggression

- ensure that all workers are made aware of any mandatory reporting obligations we have, either under jurisdictional laws or as part of the worker's employment contract, which may limit confidentiality

- discuss with the workers on how their information will be handled and how they can maintain the confidentiality of all parties involved

- ensure that any disclosure to third party (eg Police) will be on a need-to-know basis with the express consent of the worker and only to maintain their safety and

- ensure that confidentiality will not prevent the parties involved from seeking support or further advice, such as through an employee assistance program, employment law professional or bringing along a support person to meetings.

17.10 WORKER RESPONSIBILITIES

To minimise the risk of injury or illness to workers from violent situations or aggressive behaviour by clients, customers or others at work, workers are responsible for:

- ensuring that they are aware of Area9's zero tolerance position regarding threatening situations and aggressive behaviours at work

- ensuring that they have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours

- ensuring that they have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations they may face

- actively participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours

- removing themselves from violent or aggressive confrontations with clients, customers or others at work

- not engaging in abusive or aggressive behaviour towards the client, customer or others at work, including online and never chasing, touching or handling an offender in any way

- informing management as soon as practical if they have been exposed to a threatening situation or aggressive behaviour or have witnessed others at work being exposed to such behaviour. Management will provide ongoing support

- calling Police if a situation is escalating to the point where personal safety and security may be jeopardised

- participating in counselling or debriefing as recommended following exposure to an incident involving a threatening situation

- following any reasonable instruction given Area9, such as participating in training and following workplace policies and procedures that have been put in place to reduce the risk of workplace violence and aggression incidents occurring, including the use of social media, interactions online and the use of workplace technologies and

- following any specific security arrangements that are implemented by Area9.

18 HAZARDOUS MANUAL TASKS/HANDLING

18.1 INTRODUCTION

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects, people or animals. It can be described as any work or activity requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object. A manual task that is considered hazardous is a manual task that involves one or more of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward posture and/or
- exposure to vibration.

Hazardous manual tasks places direct stress on the body and may cause musculoskeletal disorders (**MSD**). An MSD is an injury, illness or a disease of the musculoskeletal system and can occur suddenly or over time. However, it does not include an injury caused by crushing, entrapment or any cut or laceration resulting primarily from the mechanical operation of a plant.

An MSD may result from:

- gradual wear and tear caused by frequent or prolonged periods of performing manual tasks or by repeated or continuous use of the same body parts or
- sudden damage caused by intense or strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly or
- a combination of the above.

MSD may include injuries and conditions such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knees, ankle hands and feet, for example arthritis
- nerve injuries or compression, for example carpel tunnel syndrome
- muscular and vascular disorders, for example vibration induced white finger as a result of hand-arm vibration
- soft tissue injuries, including hernias and
- chronic pain.

The nature of work undertaken by Area9 may potentially expose workers to risk of MSD associated with hazardous manual tasks or manual handling work. The risks related to hazardous manual tasks in the workplace will be addressed via a risk management approach.

18.2 ORGANISATION RESPONSIBILITIES

Area9 is committed to protecting the health of its workers and others at its workplace/s by ensuring that the risks of a musculoskeletal disorder associated with a hazardous manual task are appropriately managed.

Area9 and particularly the managers and supervisors have a duty, so far as is reasonably practicable, to ensure that effective procedures are implemented to identify, assess and control the risks related to hazardous manual tasks.

Area9 is therefore responsible for ensuring that:

- all foreseeable hazards that may contribute to the risks of MSD in the workplace are identified, assessed and appropriately controlled, including the assessment of goods and products purchased and brought into Area9

- where possible, the redesign of the workplace, work environment, systems of work, processes and procedures will be undertaken to minimise the risk of MSD in the workplace

- all workers receive information, instruction, training and supervision that is suitable and adequate for the nature of the manual tasks being undertaken. Such training and instruction will include the risks related to MSD and the required control measures for all hazardous manual tasks

- adequate resources are allocated to eliminate or minimise the need for hazardous manual tasks to be undertaken and/or to ensure the risks related to MSD are minimised

- safe work procedures and safe systems of work are developed and implemented in consultation with workers for any manual work that is considered hazardous

- effective and appropriate consultation with the workers who are required to perform manual tasks, or their representatives, is undertaken

- mechanical assistance or aids as well as PPE required to undertake manual tasks are provided, properly used and suitably maintained

- appropriate records relating to manual tasks such as training records, risk assessments and site inspections are documented and maintained

- all incidents related to manual tasks are suitably and appropriately investigated to determine causation and appropriate corrective actions implemented and

- all control measures and systems of work related to hazardous manual tasks are regularly reviewed and revised as necessary. All changes or corrective actions implemented will be fully supported with sufficient instruction and training of workers to ensure the risks related to MSD are minimised as far as reasonably practicable.

18.3 IDENTIFYING MANUAL TASKS HAZARDS

Hazardous manual tasks can be identified by:

- observing how workers perform the work

- observing the design and management of the work

- observing how tools, equipment and objects are handled

- observing the physical work environment, the work layout and its design

- reviewing available information such as injury and incident records, inspection reports to identify areas at risk and related trends and

- consulting with the workers performing the manual tasks.

18.4 ASSESSING MANUAL TASKS RISKS

As part of the hazard management approach, Area9 has an obligation to ensure that any manual tasks that poses a risk of injury to workers are assessed to determine the seriousness of these hazards. To assist in accurately assessing manual tasks risks, refer to the **Hazardous Manual Tasks/Handling Risk Assessment Tool** that has been provided.

In assessing risks arising from manual tasks, the following factors will be taken into account:

- the positions, postures, actions and movements adopted by workers in performing manual tasks

- the design and layout of the workplace and workstation or workspace

- the duration and frequency of tasks performed by workers

- the workplace environmental conditions such as temperature, floor surfaces, lighting and vibration

- the location of loads and distances moved manually

- the nature, size or number of objects that are manually handled

- the weights and forces of loads that are manually handled

- the characteristics of loads and equipment available to assist in manual tasks and

- any other factors considered relevant to the workers.

This risk assessment process is to be carried out in consultation with the workers who are required to perform manual tasks. Representatives of workers, such as health and safety committee members or representatives, will also be consulted.

18.5 CONTROLLING MANUAL TASKS RISKS

Area9 will ensure, as far as reasonably practicable, that the risks associated with manual tasks in the workplace are controlled and all relevant matters that may contribute to an MSD will be considered. The process of controlling manual tasks risks will be determined in consultation with the workers who are required to carry out the manual tasks.

In the event that manual tasks have been assessed as a risk, in accordance with the hierarchy of control measures, Area9's priority will be to eliminate the manual task or eliminate the risk through task or workplace redesign taking into consideration all risk factors associated with MSD.

Where redesign and/or the elimination of the risk is not possible, Area9 will reduce the risk of MSD associated with the hazardous manual tasks by implementing control measures as determined by a risk assessment and following the hierarchy of controls. Control measures will be determined in consultation with workers or their representatives and may include a combination of specific measures.

To this end, control measures may include:

- redesigning the workplace or relevant sections of the workplace to minimise the need to lift or move items or products

- redesigning the workplace layout, workstations, work tasks and procedures, systems of work, and storage areas to minimise the need for postures, movements and actions that may increase the risk of MSD such as redesigning storage space, adjustable height or work surfaces

- redesigning or modifying items used in the manual tasks to reduce the risk of MSD such as changing the shape, size or weight of the load being handled

- ensuring all loads to be lifted or moved are suitably assessed and appropriately planned to minimise the risk of injury taking into account the distance to be carried or moved, and the control measures required, such as the use of mechanical aids or team lifting

- redesigning or altering the workplace environment to minimise the risk of injury where the work involving hazardous manual tasks is undertaken. This may include providing clear and unobstructed access, widening of aisles and doorways, adequate maintenance of floor surfaces and ensuring there is sufficient lighting in the area

- redesigning or replacing tools to reduce the amount of force required to use or operate them such as replacing hand tools with powered tools or providing handles or holding points on an object or tool to make it easier to grip

- ensuring that the risks of MSD from the handling or moving of goods, items or products purchased are minimised such as changing the nature, size or number of items being handled, arranging delivery of smaller loads or arranging for larger loads to be moved mechanically

- creating a vibration isolation barrier between the hazard and the person at risk if the work involves being exposed to vibration

- ensuring that the workload and pace of work accommodates the physical demands of the manual task

- redesigning work methods or procedures such as rotating workers between different tasks to increase task variety and to decrease exposure time to high-risk tasks

- developing safe procedures for undertaking all hazardous manual tasks such as developing safe lifting procedures that defines the tools and aids to be used and the resources and training required to ensure lifts are undertaken safely

- developing and implementing a suitable warm up exercise program for workers to be undertaken before starting hazardous manual tasks

- ensuring workers undertake suitable warm up exercises before undertaking a hazardous manual task where applicable

- providing the necessary information, instruction, training and supervision on how to reduce the risk of MSD relating to the manual tasks such as providing training on safe lifting in accordance with organisational procedures and

- ensuring the provision of suitable and appropriate PPE designed to minimise the risks related to MSD.

Area9 will ensure procedures are accessible and records of induction and training given to workers are kept. Work processes or systems and plant or equipment affecting the way the hazardous manual task is performed are regularly reviewed, and any changes or new control measures being implemented will be provided to affected workers.

18.6 WORKER RESPONSIBILITIES

When performing hazardous manual tasks workers are responsible for:

- taking reasonable care of their own health and safety and not adversely affect the health and safety of others

- complying with reasonable instruction and cooperating with reasonable procedures related to health and safety at the workplace including safe systems of work and procedures designed to minimise the risk of MSD and the use of mechanical aids, PPE and safety equipment provided

- ensuring they have received sufficient information, training and instruction to undertake manual tasks safely and without risk of MSD

- ensuring they have received the appropriate information, training and instruction in relation to risk minimisation strategies designed to reduce the risk of MSD associated with hazardous manual tasks

- ensuring they are familiar with any hazards associated with manual tasks and all relevant control measures designed to eliminate or minimise the risks of MSD

- ensuring all defined control measures are utilised when required. For example, when moving a load, such controls may include always assessing the load taking into consideration the distance to be carried, the need for a mechanical aid or performing warm up exercises before commencing a task and/or at the beginning of the shift

- actively participating in the development of manual task risk management activities, including undertaking manual task risk assessments

- ensuring they have received sufficient training and instruction to undertake a risk assessment of any load required to be moved in order to initiate temporary control measures such as breaking down the load, identifying effective grab points or use of team lifting strategies

- notifying management of any risks related to MSD that they become aware of and

- complying with the incident reporting process relating to a near miss or illness or injury event associated with hazardous manual tasks.

19 HAZARDOUS CHEMICALS

19.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace, resulting in adverse health effects and/or causing physical damage.

This policy will help to ensure that all relevant workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

19.2 ORGANISATION RESPONSIBILITIES

Area9 will ensure, as far as is reasonably practicable, that risks to health and safety from the use, handling, storage or generation of hazardous chemicals is eliminated or minimised to the lowest possible level. To this end, Area9 will ensure that:

- all relevant workers are provided with sufficient information, training, instruction and supervision to ensure they understand the risks related to hazardous chemicals

- safe procedures are in place for the use, handling, storing or generating hazardous chemicals, including labelling requirements, that is sufficient to ensure the health and safety of workers, as far as is reasonably practicable

- all relevant workers are provided with sufficient information, training, instruction and supervision to ensure they are able to undertake tasks that may require the use, handling, storage or generation of hazardous chemicals in a safe manner and without risk to their health and safety

- in consultation with workers, the potential hazards and risks related to hazardous chemicals at the workplace will be clearly identified and assessed with appropriate controls being developed and implemented to eliminate or minimise the related risks, as far as is reasonably practicable

- where PPE remains a control measure, Area9 will ensure that the PPE provided is fit for purpose and relevant workers are appropriately trained in the correct use, maintenance and storage of PPE

- an appropriate register of hazardous chemicals at the workplace is maintained and is readily accessible. Where required due to the quantity of hazardous chemicals at the workplace. This may include the maintenance of a suitable manifest and a provision for notifying the health and safety regulator of manifest quantities

- the register of hazardous chemicals is supported by up to date and current Safety Data Sheet (**SDS**) that are provided by the manufacturer, importer or supplier of the chemical

- the SDSs (issued within five years) are readily available to workers, and they have been trained how to appropriately interpret the relevant sections of the SDS

- the relevant Workplace Exposure Standards (**WES**) for hazardous chemicals at the workplace are known and appropriate safe procedures are in place to ensure the WES is not exceeded by workers undertaking hazardous chemical related work

- all containers and pipework containing a hazardous chemical are correctly and appropriately labelled in accordance with the GHS to correctly identify the contents, the potential hazards and the precautions to be taken

- the risk of physical or chemical reaction of hazardous chemicals at the workplace is identified

- safe procedures are in place to ensure the stability of hazardous chemicals at the workplace

- appropriate health monitoring will be provided to workers who are at a significant risk of exposure to hazardous chemicals and there is a valid means of testing exposure to a hazardous chemical and its effect on workers' health

- the design and provision of an emergency management plan and the provision of emergency equipment and facilities that are commensurate with the needs of Area9

- a spill containment system for hazardous chemicals will be provided if necessary

- procedures are developed and implemented to control ignition sources and the accumulation of flammable and combustible substances at the workplace, which may include keeping substances at the lowest practicable quantity at the workplace

- hazardous chemicals prohibited from workplaces under health and safety legislation or are restricted from use will not be purchased, used, handled or stored at the workplace

- where both the workplace and workers are authorised to use, handle or store prohibited or restricted carcinogen under health and safety legislation, records of authorisation are kept for 30 years or as otherwise directed by legislation. Written statements of exposure must also be provided at the end of each worker's engagement

- all hazardous chemical containers and related attachments, including pipework, are appropriate, stable, are structurally sound and sufficient to support the contents and protect them from damage and

- procedures are developed and implemented to safely repair, decommission and/or dispose of any hazardous chemical bulk containers and to notify the health and safety regulator of such actions where required.

Risk related to hazardous chemicals will be managed through the implementation of risk management principles.

19.3   IDENTIFYING HAZARDOUS CHEMICAL HAZARDS

All hazards related to the use, handling, storing or generation of chemicals at the workplace must be identified.

For chemicals imported into Area9, the manufacturers' SDS and labels of all chemicals will be examined prior to use to determine whether the chemical is either hazardous or dangerous, or both.

To assist in identifying risks related to chemicals in the workplace, Area9 will not accept chemicals from manufacturers, importers or suppliers without the applicable SDS or if the labelling of a hazardous chemical does not meet the requirements of the GHS.

For products that may not themselves require an SDS or GHS label but may contribute to the generation of a hazardous chemical, product specification sheets or the equivalent will be required.

Area9 will also ensure that hazardous chemicals that may be contained in sealed plant are also identified. This is to facilitate the implementation of suitable control measures in the event of rupture, spillage or when undertaking maintenance or cleaning.

In addition, Area9 will ensure that procedures are in place to effectively identify potential fuel or ignition sources related to hazardous chemicals that may contribute to fire and explosion risks.

19.4 ASSESSING HAZARDOUS CHEMICAL RISKS

As part of the risk management approach, Area9 has an obligation to ensure that any chemicals that poses a potential risk of injury or illness to workers is suitably assessed to determine the seriousness of these hazards.

In assessing risks arising from chemicals, the following factors will be taken into account:

- the nature of the chemical

- the label and/or a current SDS for the chemical

- the workers involved in the hazardous chemical related work

- the uses of the chemical, the work processes and practices involved and the overall working environment

- the potential risk to the safety of persons and property

- the potential for exposure to the chemical, including through direct skin contact and inhalation

- whether there is an exposure standard for a hazardous chemical

- where there is an exposure standard for a chemical and the exposure to workers is uncertain, atmospheric monitoring will be conducted to ascertain the exposure levels with results being made available to workers and

- the storage of the chemical.

19.5 CONTROLLING HAZARDOUS CHEMICAL RISKS

Area9 will ensure, as far as reasonably practicable, that the risks associated with hazardous chemicals are controlled. The process of controlling hazardous chemical risks will be determined in consultation with workers.

In the event that chemicals have been assessed as a risk, Area9 will:

- eliminate the chemical or task if it is not essential

- substitute the hazardous chemical with something less hazardous

- ensure that any existing exposure standard for a hazardous chemical is not exceeded

- ensure that appropriate atmospheric monitoring is undertaken where there is an exposure standard for hazardous chemicals and the level of exposure to the hazardous chemical is unknown, and a record of the results will be made available and kept for a period in accordance with legislation

- isolate the process or people from the chemical by using barriers or distance

- use engineering controls, such as natural or local exhaust ventilation or automation of the process

- minimise the volumes of hazardous chemicals used

- establish safe work practices, such as limiting the quantities of chemicals at the workplace, restricting access to the area, keeping the area free of clutter, prohibiting eating, drinking and smoking in or around the area, replacing lids on containers, safe storage and disposal of chemicals, being prepared for spills, etc.

- provide spill containment systems, such as spill kits or bunding appropriate to the type of chemical on site

- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard

- provide instruction and supervision appropriate to the level of expertise of the worker involved and

- provide suitable PPE, such as gloves and safety glasses as a secondary measure to supplement the other control measures outlined above.

19.6   FIRE AND EXPLOSION RISKS

Fire and explosion can result in catastrophic consequences, causing serious injuries or death of workers, as well as significant damage to property. Area9 will ensure that ignition sources are not introduced into the area where there is a likelihood of a fire or explosion in a hazardous area. Area9 will also ensure that the design and provision of a suitable emergency plan and the provision, maintenance and accessibility of emergency equipment and facilities are appropriate for the needs of Area9 in the event of an emergency.

Such needs will take into consideration:

- the nature of the chemicals at the workplace

- the potential fire load of the workplace

- the risks related to hazardous chemicals and their compatibility with other substances or mixtures at the workplace and

- the compatibility of the fire protection and firefighting equipment with that of emergency services.

- Area9 will ensure that the emergency plan will be provided to other parties who may be impacted by an emergency at the workplace, such as neighbouring sites and where required, the health and safety regulator and/or emergency services.

19.7   STORAGE OF HAZARDOUS CHEMICALS

Area9 will determine safe storage requirements for hazardous chemicals in conjunction with the SDS and the risk assessment.

In storing hazardous chemicals, Area9 will ensure that:

- incompatible hazardous chemicals are stored at the appropriate separation distances

- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or Australian Standards

- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)

- adequate lighting and ventilation and temperature control is provided in areas where hazardous chemicals are stored and/or decanted

- hazardous chemicals are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains

- all containers of hazardous chemicals are in good condition with no damage or corrosion or leaking contents. Wherever possible, hazardous chemicals will be stored in their original containers and labelled as supplied. When transferring chemicals or keeping them in other containers, the new containers must be compatible, suitable for the purpose and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous chemicals under any circumstances and

- storage requirements for the specific hazardous chemicals, including flammable and combustible substances will be detailed in the risk assessment.

As some hazardous chemicals may also fall into the classification of dangerous goods and may be subject to requirements under the ADG Code, Area9 will ensure that it is aware of any specific requirements of the Environmental Protection Authority relevant to any hazardous chemicals held on site or used in the conduct of its business.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART

Class or Subsidiary Risk	FLAMMABLE GAS 2	NON-FLAMMABLE NON-TOXIC GAS 2	TOXIC GAS 2	OXIDIZING GAS 2	FLAMMABLE LIQUID 3	FLAMMABLE SOLID 4	SPONTANEOUSLY COMBUSTIBLE 4	DANGEROUS WHEN WET 4	OXIDIZING AGENT 5.1	ORGANIC PEROXIDE 5.2	TOXIC 6	CORROSIVE 8
FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 3m
CORROSIVE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

19.8 LABELLING OF HAZARDOUS CHEMICALS

The GHS provides criteria for the classification of physical hazards (eg flammable liquids), health hazards (eg carcinogens) and environmental hazards (eg aquatic toxicity) and uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

i) Pictograms

There are nine pictograms in the GHS which represent the physical, health and environmental hazards of chemicals.
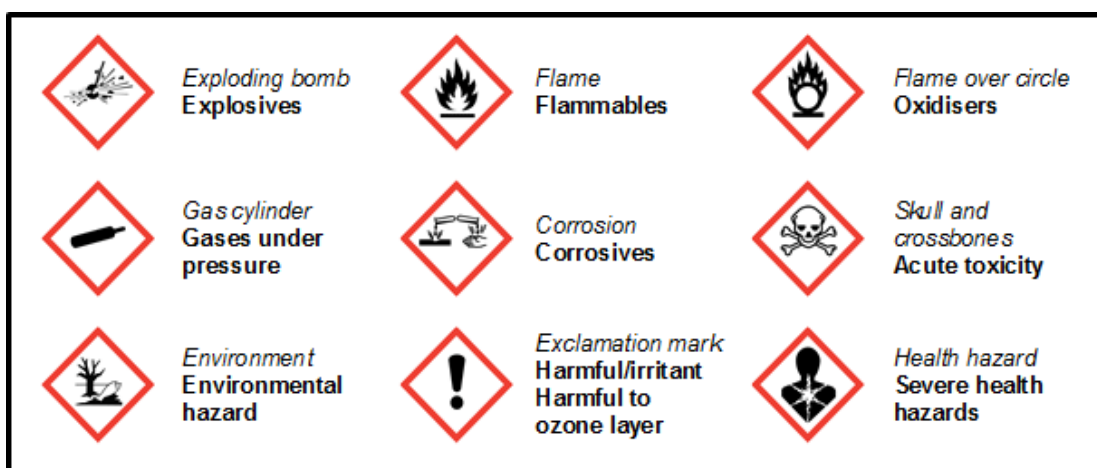
ii) Signal words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard.

- 'Danger' is used for the more severe or significant hazards and

- 'Warning' is used for the less severe hazards.

iii) Hazard and precautionary statements

Hazard statements are assigned to a class and category that describes the nature of the hazards of a chemical, including, where appropriate, the degree of hazard. For example, the hazard statement 'Toxic if swallowed' is the hazard statement for Acute toxicity category 3 (Oral). Statements may also include information of intentional misuse of the hazardous chemical, where required.

Precautionary statements describe the recommended measures that should be taken to minimise or prevent adverse effects resulting from exposure, or improper storage or handling of a hazardous chemical.

iv) Decanting and labelling

Area9 will ensure that any hazardous chemical decanted at the workplace is decanted into a container which is correctly labelled. The following will be displayed on the label as a minimum:

- the product identifier and

- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.

In addition to the information listed above, Area9 will aim to provide as much information on the label as possible, pertaining to hazards and safe use of the hazardous chemical.

19.9   HEALTH MONITORING

Area9 will undertake relevant health monitoring of workers exposed to hazardous chemicals where it has been determined that there is a significant risk that such exposure may adversely affect a worker's health and where such monitoring is mandated for specific hazardous chemicals. Where necessary, Area9 will seek professional medical advice to inform the decision-making process.

Taking into consideration factors, such as the nature and severity of the hazard for each hazardous chemical and the degree of exposure to workers, where there is an ongoing risk of potential exposure to significantly hazardous chemicals, in consultation with workers, Area9 will initiate an ongoing health monitoring program. Where any health monitoring is undertaken, Area9 will ensure that:

- all workers who may be subject to health monitoring are made aware of the requirement prior to be engaged to use, handle, store or generate hazardous chemicals, and consulted in relation to the selection of a registered medical practitioner

- the health monitoring includes the type specified for the specific hazardous chemical or as alternatively recommended by a registered medical practitioner with relevant experience in health monitoring

- all health monitoring is supervised by a registered medical practitioner with relevant experience in health monitoring

- all costs related to the health monitoring are met by Area9

- sufficient information about the business, the work being undertaken that gave rise to the need for health monitoring and the worker being monitored is provided to the registered medical practitioner supervising the health monitoring

- it obtains a copy of the health monitoring report from the registered medical practitioner as soon as practicable after the monitoring has been completed

- a copy of the health monitoring report is provided to the relevant worker and any other duty holder who has a duty to provide health monitoring for the worker as soon as practicable after receiving the report

- the report is provided to the health and safety regulator, where the report indicates an adverse health effect of a worker resulting from exposure to the related hazardous chemical or where the report recommends remedial action

- all health monitoring reports will be retained for at least 30 years or as otherwise directed by legislation and

- confidentiality of individual health monitoring reports will be maintained and that they are not provided to another person without written consent of the worker concerned.

19.10 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring that they are familiar with any hazardous chemicals that they may be required to use in the course of their duties, and with the location and contents of the associated SDS

- not handling or using any hazardous chemical unless they have been trained to do so safely and are authorised to undertake the related work

- following any reasonable guidance or instruction they receive on how to perform work involving hazardous chemicals

- not using or handling any chemical that is not appropriately labelled and/or the applicable SDS is not available

- notifying management of any hazardous chemical risk that they become aware of, for example deteriorating containers or incorrect storage

- ensuring that chemicals are appropriately labelled, particularly when they are being transferred or decanted to another container, to include as a minimum:

  o the product identifier and

  o a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical

- ensuring that they are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal work and/or hazard statement

- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable

- immediately reporting any incident involving hazardous chemicals to management, including any chemicals found to be inappropriately labelled or for which the SDS is unable to be located and

- ensuring that they use any relevant PPE that is provided to them.

20 CONTRACTOR MANAGEMENT

20.1 INTRODUCTION

Contract workers that are engaged directly by Area9 in core business functions and under the direct control of Area9 are owed all the same duties and responsibilities for safety as for any other worker.

When Area9 engages contractors in a "contract for service" (i.e. workers are employed by another Organisation), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or subcontractor) is able to meet Area9's safety expectations and ensure the wellbeing of workers that may be required to work with, or around the contractor/s during the normal course of their duties, members of the public, others at the place of work, and any other infrastructure or aspects of the workplace.

20.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that contractors and subcontractors (and their workers) are provided with a safe working environment

- all contractual arrangements to engage contractors stipulates that safety performance as a condition of engagement and that their performance will be monitored and evaluated

- that contractors and subcontractors (and their workers) are inducted into the workplace before they commence work, and are able to demonstrate an understanding of Area9's safety expectations and standards

- that contractors and subcontractors (and their workers) have appropriate safe system of work including relevant safety procedures for all hazardous work and safe operating procedures or the equivalent for the operation of hazardous plant and equipment

- that contractors and subcontractors (and their workers) have relevant and current qualifications, registrations, licences, permits, authorisations and/or skills and knowledge to undertake the proposed work safely and without risk to themselves or others

  o the implementation of a formal consultation procedures and a commitment to effective and efficient co-operation and co-ordination between the parties to ensure that the work of all parties does not put any person at risk of harm so far as is reasonably practicable. This may include reaching an agreed understanding of the contract requirements, expected deliverables and safety expectations

  o developing a clear scope of work that clearly identifies individual activities that breaks down the scope of work

  o clarifying any restrictions on work – time of day, types of materials, specific equipment, licence requirements, etc.

  o agreeing on the processes and procedures for the effective monitoring and reviewing of work practices and activities through audits, inspections, corrective actions or by other agreed means

- o establishing a contractor register and induction process to ensure Area9 knows who is at the workplace and when

- o agreeing on the process for contractor engaging contractors and supervision of new workers to site (site specific risks)

- o involving nominated representatives in consultation to ensure two-way communication

- o sighting evidence that sufficient information, training, instruction and supervision will be provided to ensure that contractors and subcontractors and their workers will be able to undertake their work in a safe manner and without risk to themselves or others and/or

- o ensuring an appropriate communication process is in place for contractors, subcontractors and their workers to notify Area9 of any incidents where they are undertaking work on behalf of Area9

- effective evaluation of any documentation required and provided as prequalification will be used as a selection criterion for the engagement of contractors, subcontractors and their workers. Such documentation or evidence may include having and maintaining relevant insurances, including workers compensation, public liability, and/or professional indemnity to undertake their work

- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices

- that contractors and subcontractors (and their workers) are able to provide evidence of their safety management arrangements for all work to be undertaken by them and acknowledging that Area9 maintains the right to cease any unsafe work until it is resolved to Area9's satisfaction

- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised and

- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in an immediate risk or if a defined safe procedure is not being followed. Should this be the case, the work activity will not resume until the issue is resolved.

20.3 SUPERVISORS/MANAGERS RESPONSIBILITIES

Where supervisors or managers of Area9 are required to supervise or manage contracted or subcontracted workers, they will be responsible for:

- ensuring that the agreed consultation, participation and co-operation procedures are implemented as required

- ensuring that the agreed processes and schedules for the monitoring and reviewing of work practices and activities of contractors and subcontractors (and their workers) is undertaken and appropriate corrective actions are implemented

- reporting any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk

- taking immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons

- ensuring that any and all incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with Area9's hazard and incident reporting procedure

- providing an evaluation of the contractor's safety performance to management at the conclusion of the contracted works and

- demonstrating positive safety behaviours and compliance with Area9's safety arrangements and instructions.

20.4 WORKER RESPONSIBILITIES

When working alongside or with contractors or subcontract workers, Area9's workers are responsible to ensure that they:

- continue to follow Area9's instruction and directions in relation to health and safety

- only undertake work that they are formally authorised and qualified to undertake

- are familiar with the hazards related to the work being undertaken by them and works being undertaken by contractors or subcontractors (and their workers) in nearby or adjacent areas

- take all reasonable care to prevent risks arising from their work that may impact upon contractors, subcontractors, themselves or other workers

- as far as possible, report any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk

- as far as possible, take immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons

- to the level of their responsibilities, ensure that incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with Area9's hazard and incident reporting procedure

- demonstrate positive safety behaviours and compliance with Area9's safety arrangements and instructions and

- actively participate in the consultation and participation arrangements agreed to between Area9 and contractors or subcontractors (and their workers).

When working in and around where contractors (or sub- contractors are engaged) you are responsible for:

- Notify management of any risk that arise that you become aware of and

- Immediately reporting any incident associated with the contractors work to management in line with the Incident and Injury Reporting Policy.

21 MOTOR VEHICLES

21.1 INTRODUCTION

Road crashes represent the most common cause of work related fatality in Australia. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

Some of the biggest health and safety risks for drivers include:

- time pressures for deliveries, pick-ups or meeting schedules

- work cycles, particularly where shift work may be involved

- driver fatigue – even multiple short trips can result in driver fatigue

- vehicle selection and design

- manual handling of goods or products

- working at height, particularly if driving vehicles other than cars and

- exposure to gases and fumes.

Area9 acknowledges that the driving of a motor vehicle is governed by a range of specific road or transport rules that are administered by the applicable State and Territory Governments and generally enforced by the relevant police force.

Therefore, nothing in this policy, either defined or implied, is designed to mitigate the responsibilities of drivers to obey the applicable road rules or rules and laws that apply to the transportation of products and goods.

However, the operation of a motor vehicles is a normal part of Area9's activities and where driving or travelling in a motor vehicle is required in the course work, the motor vehicle is considered as the worker's place of work.

Area9 therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. This means that Area9 will ensure that, so far as is reasonably practicable, workers are not exposed to hazards and risks that could arise from operating a motor vehicle as part of work and the risks will be therefore addressed via a risk management approach.

21.2 ORGANISATION RESPONSIBILITIES

The responsibility to provide and manage a safe workplace whenever workers use vehicles for work could include the following situations:

- vehicles owned, leased or hired by Area9 as work vehicles

- vehicles owned, leased or hired by Area9 for private use but incidentally used in the course of work (for example, vehicles included in salary packaging arrangements)

- vehicles operated by other organisations, which their workers use, either as drivers or passengers

- vehicles owned or leased by workers that are used in the course of their work (known as 'grey fleet' vehicles) and

- public transport vehicles, including taxis or ride share vehicles.

Regardless of the type of vehicle used for work purposes, Area9 will ensure that:

- the motor vehicles being driven are registered and insured in accordance with the relevant legislation

- workers have the appropriate and current licences or certificates and organisational authority to operate the motor vehicle

- risk assessments are conducted, and risks associated with operating a vehicle for work are managed in accordance with the hierarchy of control measures before operating such vehicle, including working hour arrangements and fatigue management

- consultation is undertaken with all relevant workers

- drivers are aware of road or transport rules when using the road network

- the motor vehicles are inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe

- the vehicles used for work are at all times roadworthy and meet all laws and rules applicable to driving on public roadways

- provision of first aid as well as emergency response procedures are prepared and implemented, and all workers are trained in accordance with those procedures

- work procedures and practices will be monitored and reviewed and

- relevant records are maintained, including risk assessments, schedules, incidents, licences, training and inspections.

21.3   IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles

- observing how workers perform their tasks

- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available

- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists and

- consulting with the workers carrying out the tasks.

21.4 ASSESSING MOTOR VEHICLE HAZARDS

As part of the risk management approach, Area9 has an obligation to ensure that any motor vehicle operation that poses a risk of injury to workers is assessed to determine the seriousness of the hazard.

In assessing risks arising from motor vehicles, the following factors will be taken into account:

- the size, type and condition of motor vehicles in use

- the licensing requirements for the motor vehicle

- the distances and recommended driving times of trips

- loading and restraining of loads, regardless of size

- ergonomics, in particular seating comfort and position

- road and traffic conditions and

- services and amenities on route for refuelling, rest breaks, break downs and emergencies.

21.5 CONTROLLING MOTOR VEHICLE HAZARDS

Area9 will consider alternatives to travel to eliminate the exposure to road traffic where it is reasonably practical. However, if it is not possible, Area9 will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.

Only authorised persons will be permitted to operate Area9's motor vehicles. Area9 will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks with be retained.

In the event that motor vehicle operations have been assessed as a risk, as far as is practical, Area9 will:

- ensure that workers have the appropriate and current licences or certificates and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading

- ensure that records and details of licenses held by drivers is retained and recorded by Area9

- ensure that all motor vehicles used by workers and staff have been deemed appropriate for the task

- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle

- ensure that workers comply with any legislative requirements relating to the use or operation of motor vehicles, for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and work diary requirements are adhered to where required

- ensure that workers understand Area9's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue,

adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle

- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe

- provide mechanical aids where possible to reduce hazardous manual tasks/handling risks associated with motor vehicle operations, or otherwise train workers on appropriate procedures such as team handling (in particular when loading/unloading the vehicle) and safe operating loads

- ensure that workers undertake an inspection of the vehicle before use, preferably using the defined checklist, to confirm that as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy

- ensure that programs or assessments are in place to manage driver fitness and fatigue where necessary or required

- ensure that workers understand Area9's vehicle breakdown and vehicle accident procedures or in the event of an accident

- monitor vehicle speeds and speeding infringements with triggers for intervention with offending drivers and

- provide any relevant PPE, such as hi viz gear and ensure that workers are trained in its use, maintenance, storage and disposal.

21.6 PROCEDURES

i) Vehicle breakdown procedure

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

- stop and park the motor vehicle in a safe place as far off the road as practical

- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow

- use the motor vehicle's hazard lights to warn other road users

- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box and

- advise Area9 of the breakdown as soon as practical and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

- attempt to repair the motor vehicle unless they are qualified and authorised to do so

- stay in the motor vehicle unless this is the safest option. Generally, it is safer for drivers (and passengers) to keep well clear of the motor vehicle and wait for help to arrive

- exit the motor vehicle on the traffic side unless this is the safest option. Generally, it is safer for drivers (and passengers) to exit via the passenger side and

- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety.

ii) Motor vehicle accident procedure

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

- exchange insurance details with involved parties

- seek medical attention if required

- notify the relevant emergency services as required, and

- advise Area9 of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken.

iii) Use of mobile phone while operating a motor vehicle

Drivers must operate motor vehicles in compliance with all road rules and in particular ensure that they:

- do not use a mobile phone whilst driving unless via an approved hand free or cradle device

- limit their usage whilst using an approved device to short conversations only

- do not use SMS, video and/or email whilst driving, and

- do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if they are just passing it to a passenger).

iv) Reversing

When reversing a motor vehicle and a clear line of sight from internal and external rear view mirrors is impeded or obscured in any way such as a load, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

21.7 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking task related to the driving of a motor vehicle, they must:

- have the appropriate licence or certificate and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading

- maintain adequate insurance cover with a reputable Insurance Provider in accordance with the Area9 Employee Handbook.

- advise management immediately if they are disqualified or suspended from driving and that they are able to produce their licence for scrutiny by management as requested

- never drive a vehicle that is known to be unroadworthy or does not meet the laws and rules that apply to the vehicle being eligible for driving on public roadways

- be familiar with the motor vehicle they are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather

- comply with any legislative requirements relating to the use or operation of the motor vehicle

- follow any reasonable health and safety instruction given to them by Area9, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle

- not drive or operate a motor vehicle if they are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish their perception, reflexes, responses or cognitive thinking

- not transport heavy, bulky or unsecured equipment that is likely to become a 'missile' and cause injury in the event of an accident, or that cannot be handled safely by the worker alone and in a safe manner that is consistent with manual handling safe work practices

- Report to management of any changes in capability to drive i.e. not medically fit or temporary injury

- comply with Area9's vehicle breakdown procedures when required

- in the event a vehicle accident, first seek medical attention if required. However, if they are able to do so, they must then ensure that they follow Area9's accident procedures

- ensure that the motor vehicle they are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken

- ensure that they undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy

- actively participate in any appropriate programs or assessments to manage the drivers' fitness and fatigue where necessary or required.

22   OFFICE SAFETY

22.1   INTRODUCTION

Although working in an office, whether it be at home or at Area9's place of work, may appear to be a relatively safe environment to work in, there are many hazards which may potentially cause injury and health problems to workers. Such risks may include:

- risks related to the overall working environment such as the office layout, lighting, floor surfaces and indoor air quality

- office ergonomics and working with computers

- electrical risks

- risks related to kitchen and facility usage, including the use of hazardous chemicals

- the use and maintenance of office equipment

- hazardous manual tasks/handling risks

- general housekeeping

- storage of items such as records stored in filing cabinets and

- mental health risks from the work itself or interpersonal relationships.

Area9 is therefore committed to ensuring that all office hazards are identified, and the risks are assessed and controlled, as far as reasonably practicable, through the application of risk management principles and in consultation with the workers involved.

It is important to understand that an uncomfortable work environment can affect productivity and increase the likelihood of work-related health issues, in particular ergonomic factors can lead to musculoskeletal injuries (**MSIs**). Controlling hazards such as incorporating good ergonomics practices within the workplace can enhance the working environment, as well as assist in decreasing stress levels within the workplace and improving worker morale and performance.

The **Guide to Office Ergonomics** outlines specific guidelines for office ergonomics. This will be used in conjunction with the **Ergonomics Checklist** to ensure safe workstation setup.

22.2   ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers whilst working in an office environment. In particular, it is responsible for ensuring that:

- in consultation with workers, any hazards associated with working in an office are identified, assessed and controlled

- all workers have sufficient training, instruction and supervision to undertake office work in a safe manner

- all workers have the appropriate, training, qualifications and authorisations to undertake their office-based duties

- all workers understand the risks involved in working in an office and can identify hazards in the workplace

- the working environment does not present any risks to workers and others when being properly used and that due consideration is given to the design and security of the office and its layout, the availability and control of natural light, that lighting is sufficient for general office duties and additional task lighting is supplied where required, that there is sufficient supply of fresh, quality air, there is sufficient means to heat and cool the office and the flooring is such that it is designed to help prevent slips, trips and falls

- safe work procedures and practices are developed to help ensure the safety of workers and others working in the office. Such procedures and practices will include:

  o good housekeeping practices

  o standards for cleanliness and hygiene of the office and related facilities

  o safe procedures and storage of hazardous chemicals in or near the office

  o safe procedures to help ensure the ergonomic safety of workstations

  o safe procedures for hazardous manual tasks/handling and the storage of items and

  o safe procedures for the use of office machinery such as photocopiers

- the provision of suitable mechanical aids for lifting and storing items, including safety steps and other mechanical aids where required

- workstations meet ergonomic guidelines and the needs of workers, including

  o in consultation with affected workers, identifying and assessing the risk factors related to office ergonomics that could lead to MSIs, and eliminating or minimising the risks through the application of appropriate controls, including procurement and design of office-based plant and equipment

  o suitably informing office workers of the risk of MSIs and provide appropriate training in the ergonomically correct use of furniture, equipment and tools and

  o supporting and encouraging MSI prevention activities, such as workers regularly undertaking office stretching and relaxation exercisesadequate and safe storage facilities are provided

- the office has suitable and appropriate emergency preparedness plans in place and procedures to ensure that access and egress passageways remain unobstructed and provide a minimum clearance of 1,000mm (i.e. one metre) or as otherwise required by local ordinances, in the event of an emergency evacuation being required

- the maintenance of office plant and equipment and the working environment itself is appropriate to help prevent risks in the workplace, and that identified hazards are rectified as soon as practical

- all potential mental health risks are identified and managed in accordance with Area9's **Mental Health** policy and

- the measures implemented for office-based workers are regularly reviewed and if necessary, revised.

22.3   WORKER RESPONSIBILITIES

A number of our workers will be required to undertake office duties as a normal part of their work. This may range from full time office duties for staff in roles such as management and administration to part time or irregular office work for staff such as supervisors and schedulers.

Regardless of their role or the time or location they spend undertaking office-based work, workers will be responsible for ensuring that they:

- have sufficient training, instruction and supervision to undertake office work in a safe manner

- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and related items or supplies

- understand the risks involved in working in an office and can identify hazards in the workplace

- understand and can implement the safe work procedures and practices that have been developed to help ensure their safety and the safety of others working in the office

- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to so, or bringing the hazard to the attention of management

- know how to maintain their workstation and work area in a manner that is consistent with ergonomic guidelines, including:

  o being advised of the risk of MSIs and have been instructed in the ergonomically correct use of office furniture, equipment and tools and sound ergonomic practices

  o following established safe work practices designed to eliminate the risk of MSIs, particularly in relation to the correct chair, workstation, computer and worker interface adjustments

  o actively participate in the overall development and review of workplace practices related to office ergonomics

  o actively participate in MSI prevention programs, including exercise programs and regular office stretching and relaxation exercises and

  o providing appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools

- maintain their personal work areas in a neat and tidy state, remove any potential trip hazards immediately where possible and adhere to any related organisational policies

- do not place obstructions of any sort in passageways, walkways or stairways, particularly emergency exits, or near any firefighting or emergency response equipment

- follow all safe procedures related to hazardous manual tasks/handling and safe storage of items such as records and archives

- follow any office or facilities protocols related to spillages or breakages to ensure they are attended to immediately or as soon as possible

- dispose of rubbish and waste regularly and appropriately

- follow any reasonable instruction given by Area9 that is designed to ensure their health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols

- notify management of any hazards that cannot be immediately rectified using the **Hazard Report Form**, including the ergonomic fit of their workstation, equipment or tools required to do their job and

- report any potential risk of MSIs or incidents to themselves or others at work relating to office-based work using the **Hazard or Incident Report Form**.

23   INFECTION CONTROL IN THE WORKPLACE

23.1   INTRODUCTION

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the presence of micro-organisms
- a compromised or weakened status of the host and
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

This policy is designed to be consistent with Area9's health and safety framework. Its objective is to identify the requirements of infection prevention and control, and the development of safe work practices based upon risk management procedures. Therefore, the risks associated with infections in the workplace will be addressed via a risk management approach.

However, this policy is also designed to support any advice or directions from government health authorities. Therefore, no part of this policy either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time, and which may require additional controls to be implemented.

23.2   IDENTIFYING INFECTION TRANSMISSION HAZARDS

Micro-organisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as sharp tools or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler and/or
- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be clients/customers, staff or visitors and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment or food are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

23.3 ASSESSING INFECTION TRANSMISSION HAZARDS

As part of the risk management approach, Area9 has an obligation to ensure that persons and visitors to the workplace are not exposed to any infections, as far as is reasonably practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace will pose a risk of injury to persons at the workplace. When approaching a task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission and
- what factors will increase or decrease the risk of transmission.

23.4 CONTROLLING INFECTION TRANSMISSION HAZARDS

Area9 will ensure, as far as reasonably practicable, that the risks associated with infections in the workplace are controlled. The process of controlling exposure to infection transmission risks will be determined in consultation with all personnel in the workplace who are required to carry out the task and will include:

- the development of infection control principles, which may include the introduction of an approved testing procedure where considered appropriate, or as directed by a health authority
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures
- the implementation of an immunisation program
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and
- a regular review of our policies and procedures.

If exposure to infections within the workplace have been assessed as a risk, consistent with national and international requirements, Area9 will adopt a three-level approach to infection control precautions.

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace

- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons and

- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place

i)   Level 1 controls – general

Infectious agents can be spread in a variety of ways, including:

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others

- touching contaminated objects or eating contaminated food
- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects and
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

The first level relates to general procedures designed to eliminate or minimise the risk of infection transmission. These infection control procedures will involve good personal and environmental hygiene, including:

- regular hand hygiene such as handwashing or hand rubbing at all times – washing hands with water and soap for at least 20 seconds, or using alcohol based hand sanitiser can prevent the spread of many pathogens, especially after visiting the toilet, before and after preparing food, and after touching clients/customers or equipment. Wet hands will be dried with a single use paper towel
- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas
- promotion of respiratory hygiene and cough etiquette, such as covering the nose and mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin
- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing
- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items and
- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer's guidelines and Australian and New Zealand Standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

ii) Level 2 controls – standard health procedures

The second level of control is referred to as 'standard precautions' and will be applied to all persons at the workplace, clients/customers or visitors regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body fluids, secretions and excretions (except sweat)
- non-intact skin or
- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- appropriate use of facial protection/masks
- use of protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or protective clothing and
- incorporation of respiratory hygiene and cough etiquette.

iii)   Level 3 controls – transmission-based precautions

Additional control measures will be initiated where persons are known or suspected to be infected with pathogens. These precautions are in addition to the general and standard precautions and are referred to as Level 3, or 'transmission-based precautions' (**TBPs**).

TBPs are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection. The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for eg Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of Australian and New Zealand Standard, *AS/NZS 1716:2012 Respiratory Protection Devices*

- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for eg Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols and

- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for eg viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

TBPs, including cleaning protocols and procedures must be tailored to the infectious agent involved and the mode of transmission. To minimise the exposure time of other people in office/retail-based setting or more industrial environment, people identified as at risk of transmitting droplet or airborne diseases (for example, a person with suspected Coronavirus exposure) should be attended to immediately and placed into appropriate transmission-based precautions to prevent further spread of the disease.

23.5   IMMUNISATION PROGRAM

To help ensure Area9 meets its health and safety obligations to minimise the workplace risks to workers, particularly those in relation to the risk of exposure to vaccine preventable diseases in the workplace, Area9 will develop and implement an appropriate immunisation program.

According to health authorities, immunisation is one of the safest ways to protect people against harmful infections before they come into contact with them by using the body's natural defences to build resistance to specific infections.

Therefore, to the extent that is permissible under law and where it is determined as necessary through the application of a risk management approach and in accordance with relevant medical advice, Area9 may make the requirement for immunisation against any particular disease or infection, a condition of employment or engagement with Area9.

Where such a program is implemented, Area9 will take the responsibility for all real costs involved and will, where possible, implement the program during work hours. Area9 will also retain records of the vaccination program, sufficient to identify who has been vaccinated but in compliance with Area9's requirements for the confidentiality of medical and health records.

Prior to the implementation of an immunisation program, Area9 will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines as well as the requirements of the National Immunisation Program and its related immunisation schedules

- encourage workers to seek their own independent medical advice regarding the program

- provide information to all workers on the immunisation programs currently recommended by health authorities for Area9's business sector and

- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace.

Where an immunisation program is not possible or a worker is unable to be vaccinated for any reason, Area9 will implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of disease transmission at the workplace.

The implementation of the immunisation program will be overseen by an authorised medical practitioner and will be delivered by an authorised vaccination provider. An annual review of the immunisation status of workers will be conducted and records will be updated accordingly.

23.6 SAFE HANDLING, USE AND DISPOSAL OF SHARPS

A sharp is any object that can inflict a penetrating injury and includes needles, broken glass and any other sharp object or tools designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices such as needles or knives are used. As such, Area9 will develop a policy and procedures for the safe handling, use and disposal of sharps.

23.7 ENVIRONMENTAL CLEANING

Environmental cleaning refers to the appropriate cleaning of surfaces found in the workplace. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections. The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning

- cleaning procedures must be commensurate with the level of risk and tailored accordingly

- standard precautions (including wearing of personal protective equipment (PPE), as applicable) must be implemented when cleaning surfaces and facilities

- cleaning methods should avoid generation of aerosols

- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths

- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned

- detergents should not be mixed with other chemicals and

- all cleaning solutions should be prepared fresh before use.

Area9 will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

23.8 MANAGING SPILLS OF BLOOD, BODY FLUIDS AND SUBSTANCES

Area9 will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided) and
- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain *Mycobacterium tuberculosis*
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises and
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

i) Cleaning spills – equipment

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20 L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material

- a designated, sturdy scraper and pan for spills

- absorbent mats and paper

- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)

- disposable rubber gloves suitable for cleaning

- eye protection (disposable or reusable)

- plastic apron and

- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

ii)   Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

Wash hands thoroughly after cleaning is completed.

iii)   Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

iv)   Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

23.9   WASTE DISPOSAL

Area9 will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies eg Environmental Protection Agencies and Local Government Ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before removing from the area.

i) General waste disposal

Place in general waste bin for removal.

ii) Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

23.10 MEDICAL/OTHER CONDITIONS

Due to the potential hazards associated with this workplace such as possible exposure to pathogens and infection, persons working at the workplace are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with Area9's privacy policy. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

23.11 WORKER RESPONSIBILITIES

To ensure the overall success in controlling the risks related to infections at this workplace, persons working in Area9 must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, Area9 will ensure that they:

- have been trained and deemed competent by Area9 in the infection control protocols of this workplace before undertaking any work where they may come into direct contact with clients/customers or members of public, waste from their respective tasks and equipment, instruments or apparatus used

- have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose them to the risk of infection at work or undertaking work related activities

- have enough skills and training in the effective use of all PPE required by Area9 to eliminate or minimise the risk of infection to themselves or others at work

- follow any reasonable instruction given to them by Area9 designed to eliminate or minimise the risk of infection to themselves or others at work, including the mandatory use of PPE when and where required

- actively participate in the development and review of Area9's infection control protocols and procedures

- actively participate in the development and review of Area9's administrative requirements designed to minimise the risk of infection transmission at work, including participating in any implemented testing programs

- will advise management immediately when they become aware of any potential exposure to infection to themselves or others at work during their work

- do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection

- will advise management immediately when they become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect their capacity to participate in specific work activities or where specific work activities may further impact upon their health, safety or welfare or the health and safety of others at work

- subject to medical advice or other defined reasons, actively participate in any recognised immunisation program recommended for Area9 by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by Area9 and

- will inform management if they are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. The worker will be directed to consult with their own doctor as soon as possible and may be directed not to attend work during the outbreak.

24 REMOTE OR ISOLATED WORK

24.1 INTRODUCTION

Remote work can be performed by workers who are offsite, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed.

These settings generally are not under the control of Area9, which may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another organisation (for example, in public domains).

Remote or isolated workers are generally considered those who are working by themselves and/or working in the community in isolated areas, whether for a short or long period of time, and they can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote or isolated workers may not have the same level of access to support, medical assistance and emergency and rescue services.

In some situations, it can also increase the risk of work related stress, violence and aggression and as such, Area9 will ensure, so far as is reasonably practicable, that workers are not exposed to hazards and risks that could arise from working remotely or in isolation are managed via a risk management approach.

Nothing in this policy, either stated or implied, is intended to contradict any other organisational requirements related to working in isolation or in remote areas.

24.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers. To this end, in relation to workers working remotely and in isolation, It is responsible for:

- identifying, assessing and controlling any hazards associated with remote or isolated work in consultation with workers. This may also include verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled before workers' travel

- consulting with workers on communication procedures applying to remote or isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed

- providing appropriate means of communication (for example a mobile phone, satellite phone, digital two way radio, GPS tracking device, pager or landline phone)

- providing workers with access to a nominated person or management representative at all times whilst performing remote or isolated work

- providing workers with access to adequate facilities

- implementing an emergency response plan when workers fail to report in at an agreed time/s

- providing information, instruction, training and supervision to workers, as is necessary, to enable them to work in a way that is safe manner when working remotely or in isolation, including conducting a risk assessment prior to commencing the work, how to access facilities and information on location, environment and layout of the site and

- reviewing the system of work, including communication process to ensure they remain effective.

24.3 IDENTIFYING REMOTE OR ISOLATED WORK HAZARDS

Workers may be deemed working remotely or in isolation if they:

- physically work alone, for example, at night or isolated from other workers

- work separately from others, for example, in a regional office building

- work at home

- work outside normal working hours, for example, on call workers

- work shift work or night work

- travel as part of work

- travel long distances

- work unsupervised

- work in geographical isolation, for example, workers conducting field work

- work on a reduced roster, for example, on public holidays and

- work in isolation with members of the public.

In order to manage the risks of harm to workers, the hazards related to work tasks and the environment must be identified. As such, Area9 will consider:

- the location where the work is being done, including environmental conditions and distance to facilities and resources, for example, field workers in remote locations may have difficulty accessing emergency services

- the work and work processes that require workers to be remote or isolated, for example, workers who work alone at night could be exposed to work related violence or aggression and

- reviewing workers' compensation claims, recorded incidents, absenteeism and worker complaints.

24.4 ASSESSING REMOTE OR ISOLATED WORK RISKS

As part of the risk management approach, Area9 has an obligation to ensure that any remote or isolated work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards. This will include determining:

- whether there is a possibility of exposure to violence or aggressive customers

- how long the worker will be working alone for

- what forms of communication and assistance the worker has access to

- the worker and any individual factors, for example, their skills, experience and as well as their physical and psychological health, which may affect their ability to work remotely and manage the environment

- the type of work they are undertaking, for example high risk work and

- if the risks of the work can be controlled by one person, for example:

  o where there is risk of a fall

  o working with electricity, hazardous chemicals and/or plant

  o working near or on the road

  o working in confined spaces

  o working in excavation

  (In these situations, it would be unlikely that working alone would be appropriate).

24.5 CONTROLLING REMOTE OR ISOLATED WORK RISKS

Area9 will ensure, as far as reasonably practicable, that the risks associated with remote or isolated work are controlled. The process of controlling remote or isolated working risks will be determined in consultation with remote and/or isolated workers.

In the event that remote or isolated work has been assessed as a risk, Area9 will:

- implement a buddy system where possible, particularly for work that is deemed high risk and where workers should always be accompanied by another person

- where applicable, designing workplace layouts to include physical barriers, monitored closed circuit television (**CCTV**) and enhanced visibility

- implementing and monitoring any personal duress devices

- provide a mobile phone or cover the cost of a mobile phone for the remote or isolated worker. Where the provision of a mobile phone is not practical (for example, because the worker is working on a site where mobile phones cannot be used), Area9 will consider alternatives such as satellite phones, digital two way radios, GPS tracking devices, pagers or landline phones

- agree on arrangements for how frequently remote or isolated workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed

- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote or isolated work

- ensure that workers are not fatigued, by providing ample rest breaks and recovery time, when they are travelling long distances, especially to remote work locations

- ensure that there are procedures in place to manage any emergency situation that may arise and

- depending on the work being done, ensure the worker is provided with appropriate training and instructions on emergency procedures, as well as dealing with threatening situations and using communication systems.

Where workers are engaged to work on a particular work site, workers will be directed to comply with any relevant site specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival

- sign into the site's visitors attendance log, where required

- carry/wear any visitor passes whilst on site, as requested

- attend any site-specific health and safety induction, where required

- where applicable, wear/use relevant safety protection clothing issued by Area9 of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, waterproof coats, boots, non-slip soled shoes or goggles

- abide by all instructions issued by the site, in particular safety instructions

- remain on any designated walkways or access paths, and obey any signage on the site

- report any hazards detected to the site, such as exposed leads or loose railings

- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to Area9 and

- in the event of an emergency, follow the site-specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager/supervisor immediately.

As circumstances can change, Area9 will regularly review the work environment, work processes, equipment and any other relevant factors to identify any new hazards and risks. In particular, when:

- a control measure is not working

- a new hazard or risk has been identified

- a review has been requested by a worker, supervisor or a health and safety representative and

- an incident has occurred

24.6 WORKER RESPONSIBILITIES

As a worker, they will need to consider the risks of remote or isolated work and ensure that they can communicate and get help if necessary.

Therefore, workers are responsible for:

- ensuring that they are familiar with weather and local conditions before commencing their journey

- assessing the risks posed by any hazards and controlling hazards where safe to do so

- contacting their manager or supervisor where any hazard prevents them from performing their duties

- having the right communication equipment they need to stay in touch

- maintaining regular contact with their nominated person in accordance with agreed communication procedures

- actively participating in training of any procedures required, including emergency response and

- reporting any incidents and/or injuries sustained whilst performing remote or isolated work as soon as practicable.

25 WORKING OFFSITE

25.1 INTRODUCTION

At times, workers are required to work offsite in settings that are not under the control of the Organisation. This may result in the worker being exposed to additional risks to their health and safety.

Despite not being under its control, the Organisation recognises that offsite work locations may form part of the workplace and therefore health and safety obligations in respect of these sites do apply.

25.2 BEFORE WORKING OFFSITE

Where workers are going to work offsite at a location under the control of a host employer, the Organisation will verify with the host employer that all hazards and risks within that setting and associated with the work activity have been identified, assessed and controlled.

This may include:

- seeking written confirmation/evidence, and

- requesting the host employer complete and provide their own documentation or complete the Organisation's.

Where workers are working offsite in a setting that is not under the control of a host Organisation (for example, a public domain), a manager or supervisor of the worker is responsible for ensuring that a site risk assessment is completed prior to the work activity commencing. Where it is not practicable for this to occur, the workers will be directed to conduct the risk assessment when they first arrive onsite.

25.3 AT THE SITE

Where engaged on offsite work, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival

- sign into the site's visitors attendance log, where required

- carry/wear any visitor passes whilst on site, as requested

- attend any site-specific health and safety induction, where required

- wear/use relevant safety protection clothing issued by the Organisation of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, waterproof coats, boots, non-slip soled shoes or goggles.

- abide by all instructions issued by the site, in particular safety instructions

- remain on any designated walkways or access paths, and obey any signage on the site

- report any hazards detected to the site, such as exposed leads or loose railings

- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Organisation, and

- in the event of an emergency, follow the site-specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager immediately.

26   WORKING FROM HOME

26.1   INTRODUCTION

When workers carry out work from their residential premises (home) for Area9, the home is considered to be a workplace and Area9 recognises that it has health and safety duties in respect of this.

Area9 must approve all work undertaken at home and will only allow for work to be undertaken from home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out from home, Area9 will specify the following:

- the tasks to be performed
- the hours of work
- the specific location within the home where work will be carried out and
- the furniture and equipment required to carry out the work.

Risks associated with working from home will be addressed via a risk management approach. This policy should be implemented in conjunction with Area9's **Risk Management**, **Mental Health** and **Emergency Procedures** policies.

26.2   ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers. To this end, in relation to workers carrying out work from home, it is responsible for ensuring that:

- procedures are established and maintained to control emergency situations when working from home

- workers working from home have access to a first aid kit and a trained first aid officer

- consultation with workers on communication procedures applying to working from home takes place to ensure workers have the opportunity to express their views and contribute to the resolution of health and safety issues that affect them

- effective communication systems are in place for workers working from home

- as part of the management of hazards in the workplace, workplace inspections are conducted using the required checklist

- welfare checks are conducted, and the implementation of an emergency response plan occurs when workers working from home fail to report in at an agreed time

- information, instruction, training, and supervision is provided to workers, as is necessary, to enable them to work from home in a way that is safe and

- systems of work are reviewed, including communication processes to ensure they remain effective.

26.3 IDENTIFYING HAZARDS ASSOCIATED WITH WORKING FROM HOME

When working from home, hazards can be identified by:

- completing the **Working From Home Checklist**
- reviewing the tasks associated with working from home
- observing how workers perform their tasks and
- consulting with relevant workers

When identifying hazards associated with working at home, Area9 will consider the following:

i)   Office safety

There are a variety of hazards that may arise in an office environment which may also be present when working at home.

ii)   Drugs and alcohol

The misuse of drugs or alcohol by workers can affect their health and safety, as well as that of others.

iii)   Remote or isolated work

When working at home, the worker may be working in a remote or isolated environment.

Remote/isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote/isolated workers may not have the same access to support and emergency services.

iv)   Manual tasks/handling

Manual tasks/handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.

Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Musculoskeletal disorders are the most common type of workplace injuries across Australia and may occur when working at home.

26.4 ASSESSING RISKS ASSOCIATED WITH WORKING FROM HOME

As part of the risk management approach, Area9 has an obligation to ensure that any hazards which pose a risk of injury to workers when working at home are assessed to determine the seriousness of these hazards.

This will be achieved by management reviewing the completed **Working From Home Checklist** by workers as well as consulting with workers who will undertake working from home to determine the level of risk.

26.5 CONTROLLING RISKS ASSOCIATED WITH WORKING FROM HOME

Area9 will ensure, as far as reasonably practicable, that the risks associated with working from home are controlled. The process of controlling such risks will be determined in consultation with the workers who are required to work at home.

Control measures can be identified by reviewing all completed **Working From Home Checklist** outcomes and by referring to the following policies detailed within the **Health and Safety Manual**:

- Office safety policy
- Drugs and alcohol policy
- Remote or isolated work policy and
- Hazardous manual tasks/handling policy.

26.6 WORKER RESPONSIBILITIES

When workers carry out work from their home for Area9, workers are responsible for:

- completing the **Working From Home Checklist** when the home is first used as a workplace and continue to complete at least once every six months, or as directed by management. Completed checklists are to be provided to the workers supervisor and/or manager

- ensuring that they do not work from home if there is potential for a dangerous situation to arise. In circumstances of impending danger, the worker should contact the relevant emergency services and inform management

- being cautious and assessing situational risk when working from home

- ensuring that floor surfaces are reasonably clean to minimise trip hazards

- ensuring that lighting is adequate for tasks performed

- ensuring that power outlets and power boards are not overloaded with double adaptors and earth leakage circuit protection is in place for work related equipment

- ensuring that adequate ventilation and suitable room temperature

- keeping walkways clear of clutter and trip hazards, such as electrical cords

- ensuring that the work area is separate from other hazards in the home eg hot cooking surfaces in the kitchen

- ensuring that all relevant emergency procedures are followed, and first aid provisions are at hand

- ensuring that phone and communication devices are readily available to allow effective communication in an emergency situation

- ensuring that they know all relevant emergency contact numbers and details are accessible and

- ensuring that they advise management of any health and safety incident that may occur when working from home following the incident.

- ensuring you are fit to undertake your duties and must not work while under the influence of drugs and/or alcohol, during your working hours.

- ensuring that incident report forms must be completed if any near miss/incident occurs whilst working from home.

27 PLANT AND EQUIPMENT

27.1 INTRODUCTION

This policy refers to all plant and equipment whether it utilises an energy source or not. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items. The policy applies to all powered and non-powered plant and equipment under the control of Area9 or is used and/or operated in the course of undertaking work on behalf of Area9.

Risks associated with plant and equipment in the workplace will be addressed via a risk management approach that is commensurate with the nature and complexity of the related risks.

27.2 IDENTIFYING PLANT AND EQUIPMENT HAZARDS

As a hazard is anything that has the potential to cause injury or illness, hazards related to plant and equipment or associated systems of work, can be identified by:

- observing how workers perform their tasks

- reviewing any documentation regarding the use of the plant and equipment that is provided by the manufacturer or that is otherwise available

- reviewing the tasks associated with the operation of the plant and equipment such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on the item

- checking workplace specific documentation regarding the machinery, for example pre-start checklists

- consulting with the workers carrying out the tasks

- inspecting the location of the plant or equipment and considering:

  o proximity to other machines and work processes, fixed plant, portable plant and tools
  o walkways and pedestrian access in the vicinity of plant, including access for routine operating and maintenance activities
  o the location where plant and equipment is used or operated, for example, the operation of plant in harsh environments may require more frequent inspection and/or maintenance schedules
- inspecting the plant or equipment and identifying any of the following hazards:

  o drawing-in or trapping hazards where a part of the body could be drawn into a 'nip-point' between rotating parts
  o entanglement hazards where loose items such as clothing, gloves, ties, jewellery, long hair, cleaning rags, bandages etc may be caught in a machine
  o shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other materials
  o cutting hazards in machinery used cutting wood, metal, or other materials
  o impact hazards where parts of machinery may strike the human body, but do not penetrate it
  o crushing hazards when a part of the body may be caught between a fixed structure and moving part of a machine, or two moving parts of a machine
  o stabbing and puncturing hazards from flying objects expelled by the machine or rapidly moving parts of machinery or pieces of material
  o friction and abrasion hazards
  o hot or cold hazards

- o crushing by falling or moving objects, or plant and equipment tipping over
- o crushing from people falling off or under plant or equipment
- o cutting or piercing due to sharp or flying objects
- o burns (friction, heat, chemical)
- o injury from high-pressure fluids
- o injury from electricity
- o injury from explosion
- o slips, trips and falls
- o suffocation
- o ergonomic requirements or
- o dust, vibration, noise, or radiation.

27.3   ASSESSING PLANT AND EQUIPMENT HAZARDS

As part of the risk management approach, Area9 has an obligation to ensure that any plant or equipment that may pose a risk of injury to workers is assessed to determine the seriousness of these hazards.

When assessing potential risks and hazards associated with specific plant and equipment, consideration should be given to the following throughout the life of the plant or equipment:

- design and construction
- installation, erection and positioning of the plant or equipment in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures
- hazardous chemicals/substances and dangerous goods
- machine guarding for plant or equipment with any moving parts
- maintenance, repairs, servicing and cleaning requirements
- hazardous manual tasks/handling issues
- noise and vibration
- personal protective equipment (**PPE**) requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment and
- the relevant national and international standards.

27.4   CONTROLLING PLANT AND EQUIPMENT HAZARDS

Area9 will ensure, as far as reasonably practicable, that the risks associated with plant and equipment are controlled.

This duty includes, so far as is reasonably practicable, ensuring:

- that the plant and equipment is safe to use, operate and control and does not present as a risk to the operators, or others when properly used

- that the operation of the plant or equipment does not create a hazard or risk to workers or others working in and around its operation or operating area/s

- personnel using or operating any plant and equipment are appropriately trained and are deemed competent to use, operate and control the plant or equipment in a safe manner. Personnel must have sufficient knowledge and understanding of the plant or equipment to ensure that the item is used and/or operated within its design criteria and according to manufacturer's instructions

- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested. Where such controls or devices are not fully functional, Area9 will ensure that appropriate quarantine procedures are in place so that the plant or equipment is not used or operated until suitable repairs have been undertaken

- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions or as otherwise required under legislation and that suitable quarantine procedures are in place to prevent the item being used or operated should it be deemed faulty

- that appropriate procedures are in place to ensure that all cleaning, maintenance and adjustments of plant and equipment is undertaken in a safe manner and without risk to operators, users, workers and others

- that appropriate procedures are in place to ensure the safe handling, storage, transportation, dismantling and disposal of plant and equipment

- any incident associated with plant or equipment will be reported to management who are required to ensure a **Hazard and Incident Report Form** is completed

- that all personnel are advised of the reporting requirements of Area9 at induction and re-enforced at toolbox talks and/or staff meetings

- that supervisors are to regularly check if plant or equipment is being operated correctly

- that all proposed modifications or alterations to plant and equipment are assessed and specified by a competent person and

- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

27.5 MODIFICATION OF PLANT AND EQUIPMENT

As part of the risk management approach, Area9 will take into account all safety issues when considering any alterations to plant and equipment, by:

- consulting with the designer and manufacturer and

- where the original designer or manufacturer cannot be contacted, the alterations will be carried out by a competent person in accordance with the relevant technical standards.

A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

Area9 will, so far as is reasonably practicable:

- ensure that the design and construction of the plant, equipment and structures is such that persons who properly use them are not exposed to risks to their health and safety and

- ensure that relevant workers are supplied with adequate information about any risks associated with the operation or use of any plant, equipment or structure/s to ensure they are not exposed to any risk to their health and safety.

Modifications will not be undertaken unless they have been assessed and specified by a competent person.

27.6 DECOMMISSIONING AND DISPOSAL OF PLANT AND EQUIPMENT

When decommissioning and planning for the disposal of plant, equipment or structure, Area9 will:

- identify and control hazards involved in the process of decommissioning and dismantling the plant, equipment or structure

- dismantle plant, equipment or structure in accordance with the designer's and manufacturer's instructions if available

- if re-selling, ensure that the plant, equipment or structure is safe to load, transport, unload and store. Any available information relating to the plant, equipment or structure design, registration, installation, operation and maintenance will be provided with the plant, equipment or structure and/or

- if scrapping, ensure that the plant, equipment or structure is safe to load, transport, unload and dispose of correctly.

27.7 WORKER RESPONSIBILITIES

An integral part of work with Area9 may involve the use, commissioning and/or disposal of plant or equipment. To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant or equipment, workers will:

- ensure that they have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment

- ensure that they have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment

- ensure that plant and equipment is not used unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturers and Area9s requirements

- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant or equipment that they may be required to use or operate

- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of plant or equipment

- only use plant and equipment in accordance with its design criteria and manufacturer's instructions

- follow any reasonable work instruction given to them designed to ensure their health and safety in relation to the use, handling, storage, maintenance and/or disposal of plant and equipment

- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of plant and equipment

- strictly follow any lockout and tagout procedure designed to control the risk of injury from plant and equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning

- not remove or interfere with any lockout/tagout device or warning unless authorised to do so

- strictly follow all start-up and/or energy re-activation procedures for plant and equipment to ensure there are no risks to workers from inadvertent or unintended reactivation of energy sources

- actively participate in consultation arrangements such as toolbox talk to raise any issues related to the use, handling, storage, maintenance and/or disposal of plant and equipment

- not unduly alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval

- ensure they have been deemed competent in the implementation of Area9's plant and equipment isolation procedures for any plant or equipment that they may be required to operate

- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless they are authorised to do so

- when required by management or the health and safety regulator, produce their high-risk work licence or authority to operate plant or equipment

- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard Report Form** is completed and

- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that an **Incident Report Form** is completed.

28 SUN SAFETY

28.1 INTRODUCTION

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow, and sand, increasing the potential level of exposure.

Solar UVR can reach levels high enough to damage unprotected skin for most months of the year across many parts of Australia. All skin types can be damaged by exposure to solar UVR, some workers may also have an increased sensitivity to exposure to solar UVR which can increase the rate that the skin will burn through exposure to solar UVR and increase the risk of sun cancers. Such a condition is referred to as photosensitivity which can be caused by certain medications or by inhaling, ingesting or having skin contact with substances known as photosensitisers such as certain plants, chemicals, oils or fragrances.

Exposure to solar UVR is also known to cause adverse health effects on the skin, eyes and immune system. The damage may be permanent and irreversible and can increase with each exposure. Exposure to sun can also contribute to heat illness which includes medical conditions such as heat stroke, heat exhaustion, heat cramps and skin rashes.

Although heat illness can occur without sun exposure if working in a hot environment, it must also be taken into consideration for outside workers as controls for both UVR and heat illness risks can actually be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

28.2 ORGANISATION RESPONSIBILITIES

As part of the risk management approach, Area9 has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. To this end, Area9 will:

- identify those workers who are exposed to a risk of injury or illness from solar UVR and work situations within Area9 where exposure to solar UVR occurs

- in consultation with relevant workers, assess the risks to workers from exposure to the sun and solar UVR, including workers risk of heat illness

- in consultation with workers, ensure that safe work practices designed to eliminate or control workers exposure to UVR, and the risk of heat illness are developed, regularly reviewed and revised as necessary

- ensure that all clothing and PPE considered for use by workers working outdoors or in areas where there is a risk of excessive exposure to solar UVR, is suitable for its intended use, including its potential contribution to the heat load of workers

- ensure that all workers who may be exposed to solar UVR whilst undertaking their normal work, such as outdoor workers, are aware of the risks of such exposure and have received sufficient training and instruction in Area9al control measures, including the wearing of appropriate PPE and the use of sunscreens

- provide supervision for outdoor workers and monitor the implementation and use of control measures

- ensure that injury reporting and investigation procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace

- ensure that workers are provided with sufficient information to effectively identify evidence of excessive solar UVR exposure

- ensure that managers and supervisors act as positive role models for workers and

- promote the use of sun protection control measures 'off the job'.

28.3 IDENTIFYING THE HAZRADS WITH SOLAR UVR

Area9 will identify those workers who have a high risk of exposure to solar UVR and work situations where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- geographical location of the relevant workplace

- time of year that the work is being undertaken, particularly outdoor work

- time or times of day when the work is being undertaken

- pattern and length of exposure to solar UVR

- the nature of the work being undertaken

- relevant control measures available

- presence of reflective surfaces that may impact upon exposure levels and

- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

To further help identify hazards related to solar UVR, Area9 will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, sick leave records, hazard and incident reports and workplace inspection reviews.

28.4 ASSESSING THE RISKS OF EXPOSURE TO SOLAR UVR

In assessing risks arising from Solar UVR the following factors will be taken into account:

o how severe the risk is
o the effectiveness of existing controls, and additional controls required
o the nature of the work being undertaken
o when the work is being undertaken
o the relevant solar UVR sources and the exposure time
o the physical demands and complexity of the work
o the worker's capability to undertake the work
o PPE requirements and
o emergency and communication procedures.

28.5 CONTROLLING SOLAR UVR RISKS

Area9 will ensure, as far as reasonably practicable, that the risks associated with solar UVR are controlled in accordance with the risk management approach and using the hierarchy of controls. As such, Area9 will:

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas
- modify reflective surfaces
- identify and minimise contact with photosensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks
- schedule outdoor work tasks to occur when levels of solar UVR are less intense eg earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers
- ensure provision of appropriate PPE, including:
  - UPF 50+ sun protective work clothing such as long-sleeved shirts with some collar and trousers or knee-length shorts
  - sun protective broad-brimmed hats or hard hats with brims/flaps covering the face, head, ears and neck
  - sunglasses meeting Australian/New Zealand Standard *AS/NZS 1067.1:2016: Eye and Face Protection - Sunglasses and Fashion Spectacles Requirements* and
  - broad-spectrum, SPF 30 or higher, water resistant sunscreen. This should be reapplied every two hours or more if sweating.

28.6 WORKER RESPONSIBILITIES

To ensure that Area9 is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, workers will ensure that they:

- have received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by Area9 to reduce the risk of injury and illness from exposure to solar UVR

- actively participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR

- follow any reasonable instruction or work practice implemented by Area9 designed to eliminate or control the risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen and

- advise Area9 if there is any illness, disease or condition they may have that may be impacted by excessive exposure to solar UVR, or if they are currently taking any medication or are in contact with any substance that may increase their risk if exposed to solar UVR.

29 HEAT STRESS

29.1 INTRODUCTION

Heat stress is the total heat burden the body is subjected to by both internal and external factors. The body must balance the heat inputs to the body, heat generated in the body and heat coming out of the body. Heat stress causes increased blood flow to the skin which allows release of heat.

If physical work is being undertaken, blood is diverted to the muscles resulting in a lower release of heat through the skin.

Undertaking work in a heat stress environment may therefore be a hazard to the health of workers. If the body can't balance heat inputs, heat stress may lead to heat illness, a physical response designed to reduce the body temperature. A heat related illness is a general term that describes a range of progressive heat related conditions including fainting, heat rash, heat cramps, heat exhaustion and heat stroke.

Whilst a level of acclimatisation to heat stress is possible, it is lost to some degree after three days away from work and entirely lost after four weeks away, with re-acclimatisation taking 7 – 14 days after returning to this type of work and exposure.

An additional consideration is the fact that some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not acclimatised to the conditions.

Risks associated with heat stress in the workplace will be addressed via a risk management approach.

29.2 ORGANISATION RESPONSIBILITIES

Area9 has a duty to ensure, so far as reasonably practicable, the health, safety, and welfare at work of all its workers whilst working in the workplace subject to varying conditions and influences, including heat stress.

To this end, Area9 is responsible for:

- providing information, instruction, training and supervision to workers, as is necessary, to enable them to work in a way that is safe when exposed to heat stress and related risks

- consulting with workers regarding safe systems of work, and procedures implemented to reduce exposure to heat stress

- implementing an emergency response plan when workers have succumbed to heat related stress injury and

- reviewing reported incidents of heat related stress injuries and/or near misses and ensuring appropriate action is undertaken.

29.3 IDENTIFYING HEAT STRESS HAZARDS

Heat is a hazard in many Australian workplaces, whether work is performed indoors or outdoors. Area9 will take into consideration the following factors in identifying hazards relating to heat including the:

- air temperature (indoor and outdoor)

- air flow
- humidity
- radiant heat sources
- individual workers susceptibility to heat stress
- work requirements and
- the workplace itself.

Symptoms of heat illness include:

- discomfort - flushed skin, increased sweating, heat rashes (prickly heat)
- mild heat illness - feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span and irritability
- heat exhaustion - fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39C) and
- heat stroke - irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness and body temperature above 40C.

Heat stroke can potentially lead to cardiac arrest which may be fatal.

29.4 ASSESSING HEAT STRESS RISKS

Area9 will consult with workers to assess the risks associated with heat stress hazards ensuring the following is considered:

- how severe the risk is
- the effectiveness of existing controls
- additional controls required
- the nature of the work being undertaken
- when the work is being undertaken
- the relevant heat sources and exposure time
- the physical demands and complexity of the work and
- the worker's capability to undertake the work.

To help identify hazards related to heat stress, Area9 will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, personal leave records, hazard and incident reports and workplace inspection reviews.

29.5 CONTROLLING HEAT STRESS RISKS

As far as is reasonably practicable, Area9 will consult with workers to determine control measures for eliminating or minimising workers exposure to heat stress and the risk of a heat related illness.

Where heat stress has been identified as a hazard, the risks will be controlled through the hierarchy of controls and will include ensuring that:

- workers understand the causes and impact of heat stress and can recognise the risk of heat related illnesses

- barriers are installed where possible to reduce radiant heat from sources such as hot machinery or the installation of shade structures for outdoor work

- mechanical aids are used where possible to reduce the physical exertion required to undertake work

- air movement is artificially increased through supplementary fans

- work is scheduled to reduce exposure times or to be undertaken in cooler parts of the day

- work is re-arranged where possible to minimise the need for demanding physical tasks

- targets and output expectations are modified during hotter parts of the year

- workers have a supply of consumable water to prevent dehydration

- workers have been supplied sufficient and appropriate PPE that meets the relevant Australian Standard

- adequate and appropriate emergency response procedures are in place to respond to any evidence of workers sustaining a heat related illness and

- Area9 is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

29.6 TREATING HEAT ILLNESS

To manage a heat illness, the following procedures should be adopted.

i) Heat exhaustion

- help the person to lie down at total rest in a cool or shady area to monitor

- remove excessive clothing and loosen any tight clothing

- cool by fanning and moisten skin if possible

- if fully alert and responsive, give them frequent small drinks of water

- if muscle cramps occur, gently stretch the affected muscles to ease pain

- if unresponsive, place in the recovery position

- if the person is unable to drink, is vomiting, is unresponsive or does not improve call 000 for an ambulance and

- prepare to give CPR if necessary.

ii) Heatstroke

- call 000 for an ambulance immediately

- cool the person using wet towels or a wet sheet with a fan directed across the surface

- if ice packs are available, wrap them in towels and place them around the neck, groin and armpits

- if shivering occurs reduce active cooling

- monitor the person continually

- if unresponsive or not alert, place in the recovery position and

- prepare to give CPR if necessary.

29.7 WORKER RESPONSIBILITIES

To ensure that Area9 is able to eliminate or minimise the risk of heat stress and workers sustaining a heat related illness, workers are responsible for ensuring that they:

- have been trained and deemed competent by Area9 to undertake the proposed role or job

- have been instructed and trained in the causes and effects of heat stress and understand the risk factors that may result in a heat related illness

- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of heat stress and the relevant emergency responses required should they, or any other worker, sustain a heat related illness

- utilise and wear appropriate and approved PPE and if working outside ensure they have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses

- have a supply of consumable water sufficient to prevent dehydration

- actively participate in the development and review of procedures designed to eliminate or minimise the impact of heat stress on workers

- identify and report any indication of a heat related hazard at the workplace and immediately report any evidence of a heat related illness being sustained by themselves or others at work and

- advise management if they become aware of any illness or condition or any other reason that may make them more susceptible to heat stress.

30 PERSONAL PROTECTIVE EQUIPMENT (PPE)

30.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE, including protective clothing where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out or is used in combination with other control measures.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury or illness.

Risks associated with PPE in the workplace will be addressed via a risk management approach.

30.2 ORGANISATION RESPONSIBILITIES

Where a risk remains after higher control measures are implemented, Area9 will ensure, so far as is reasonably practicable, the provision and use of suitable PPE to minimise the risk in relation to the work.

In particular, Area9 will ensure that:

- suitable PPE and protective clothing are supplied, unless it has already been provided by another organisation, for example labour hire companies

- PPE and protective clothing meet relevant legislative, Australian Standard and/or industry requirements or guidelines

- any cost relating to supplying and/or maintaining PPE is covered by Area9

- information and training are provided in the correct use, wear, storage and maintenance of PPE and protective clothing supplied

- consultation with workers is conducted when selecting PPE and protective clothing

- tasks are assessed to determine correct level of PPE and protective clothing required

- PPE and protective clothing being used is in an appropriate condition for the works being performed

- it periodically reviews whether the PPE and protective clothing remains effective

- PPE and protective clothing is properly stored and maintained in accordance with manufacturers' instructions

- damaged or worn PPE and protective clothing is replaced and

- workers wear and use such items supplied to them, so far as is reasonably practicable.

30.3 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

Determination of whether PPE and/or specific protective clothing is required will be based on a risk assessment of a hazard or task, and where relevant:

- information contained on labels or in the SDS for chemicals and dangerous goods

- safe operating or work procedures

- operating procedures for plant and equipment used in the workplace and

- site specific safety documentation.

30.4   SELECTION OF PPE AND PROTECTIVE CLOTHING

Area9 will assess the risks and consult with the workers about selecting the most suitable PPE and/or protective clothing.

All PPE selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines.

PPE and protective clothing supplied by Area9 remains the property of Area9.

Before any PPE and protective clothing is used or worn it should be inspected to ensure that:

- it is a good size and fit on the user and does not cause an adverse reaction

- it is appropriate for the work or task and will protect the user from the hazards it is intended to control

- it does not introduce any new hazards

- it is clean and hygienic, in particular if sharing in some circumstances

- it is in good working condition and

- the user understands the correct usage of the PPE and protective clothing.

If there are any defects or deficiencies found with the PPE and protective clothing after inspection it must be taken out of service immediately and reported to the manager

New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available.

If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or relevant safety information.

30.5   USE, STORAGE AND MAINTENANCE OF PPE AND PROTECTIVE CLOTHING

Area9 will ensure, as far as reasonably practicable, that PPE is supplied to relevant workers and others at the workplace.

In addition, Area9 will ensure that:

- all PPE and protective clothing are used in accordance with the manufacturer's instruction and complies with the relevant standards and/or guidelines

- all PPE and protective clothing do not interfere with any medical conditions of the person using it

- users are provided with information, training and reasonable instructions in the use, maintenance and storage of PPE

- any damaged, defective, worn or out of date PPE and protective clothing are maintained, repaired, or replaced

- PPE and protective clothing are regularly monitored to ensure it is and continues to be effective against the hazards encountered at the workplace and

- all defined PPE and protective clothing will be worn by the workers where it is defined by signage on plant, entrances to buildings or rooms or work sites.

30.6 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- inspect the PPE and protective clothing prior to each use

- ensure appropriate fit testing of PPE and protective clothing prior to undertaking work

- wear and/or use PPE and protective clothing provided as instructed

- comply with reasonable instructions to maintain, care and store for the PPE and protective clothing supplied, including cleaning or decontamination of the items

- not intentionally misuse or damage the PPE and protective clothing and

- report damaged, defected, worn or out of date PPE to their manager and take it out of service and use or wear all identified PPE where it is defined by signage on plant, entrances to buildings or rooms or work site.