

# Staffr

CONTRACTORS  
SAFETY HANDBOOK

# WORKPLACE HEALTH AND SAFETY

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# Risk Management

Under the Work Health and Safety Act 2011, the business owner or employer is primarily responsible for the health and safety of their workers. The business must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace.

Responsibilities are also placed on managers, supervisors and workers.

Each one of our contractors has a duty of care on site to take care of their health and safety, and that of everyone else around them. That means you need to:

1. Follow the instructions of any safety, first aid or emergency representative on site.
2. Fix and/or report hazards when you see them.
3. Pull your workmates up if they are doing something that is unsafe.
4. Refuse to do work that is unsafe.

**If you are asked to do something that is unsafe, please contact Bree immediately on 0499 282 809.**

The four-step process for managing risk helps us identify hazards, assess the risk, find ways to control the risk, and keep them working.

## 1. Identify Hazards

Identifying hazards in the workplace involves finding things and situation that could potentially cause harm to people. Hazards generally arise from:

- a. the physical work environment
- b. equipment, materials and substances
- c. work tasks and how they are performed
- d. work design and management

Regular review of the workplace needs to be undertaken by the business owner or employer to observe how things are done and to identify potential risks.

## 2. Assess the Risk

Where a hazard is found, it needs to be assessed based on how severe the risk is, and how catastrophic the outcome would be should the risk occur.

Existing control measures need to be reviewed for effectiveness.

The business owner or employer must, as far as is practicable, include employees in assessing and controlling risks.

## 3. Control the Risk

Where there is a reasonable means of controlling the risk, that control should be implemented.

There is a hierarchy of risks that applies in regard to controls – they are utilized from the top down, in order of effectiveness:

Elimination – remove the risk completely
Substitution – do the task a different way
Engineering Controls – physical changes to the workplace
Administrative Controls – instructions, training, procedures.
PPE – personal protective equipment.

#### 4. Review the Controls

Regular review of control measures must be undertaken by the business owner or manager. A regular review should be scheduled; however a review is required when:

- when the control measures are not effective
- before a change at the workplace that is likely to give rise to a new or different health and safety risk
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary
- if a health and safety representative requests a review

## First Aid in the Workplace

The business owner or employer must ensure:

- appropriate first aid equipment is available.
- each worker at the workplace has access to the equipment.
- facilities are available at the workplace to administer first aid.
- an adequate number of workers are trained to administer first aid.

When you start at a new workplace, the person who inducts you should give you all the first aid details. If they do not, please make a point of asking for those details. If they do not have first aid facilities, please contact Bree on 0499 282 809.

In case of an accident, you must

1. Ensure there is nothing further you can do to make sure everyone is safe.
2. Advise the company representative on site if they don't already know.
3. Advise Staffr by calling Bree on 0499 282 809.

If you are injured, your workplace representative should call Staffr to let them know, however you should also call as soon as you are in a position to do so.

If you require time off due to a workplace injury, you will not be permitted back on site until your doctor has signed off to say you are fit to return to work. Please make a final appointment with your doctor when you are ready to return so they can complete this sign off.

## Hazardous Manual Tasks

A hazardous manual task is a task requiring a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving one or more of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward position
- exposure to vibration

Where manual tasks are required, the following Job/Task Sequence should be followed:

Job/Task Sequence Steps	Hazards	Control Measures
Work area inspection	Injuries occurring due to hazards that have not been accounted for	All workers to be aware of Risk / Hazard reporting procedures and consequent safe work procedures i.e. stop work, assess, reduce and report. Site Induction and JSA completed to ensure controls in place
Prepare to perform manual task by identifying potential hazards	Identify potential manual handling injuries caused by object	Evaluate object to be handled with following focuses size, shape, weight, bulk, stability, hot, cold, sharp edges, grip, accurate placement requirements
	Identify potential musculoskeletal injuries caused by task to be performed	Evaluate task to be performed with following focuses - frequency, bending, reaching, twisting, balance, distances, forces
	Identify potential manual task injuries caused due to work environment	Evaluate working environment with the following focuses: Space, access, lighting, hot, cold, floor surface (new)
	Investigate characteristics of work area	Assess Load, Individual, task and Environment
Perform manual task	Manual handling injuries	Workers to be trained in manual handling techniques. Training to provide information about lift with the legs, not back, accurate twisting with the torso, not the legs and back. Where possible utilise mechanical assistance, where not possible use team lift procedures. With team lifts, select a lift leader to communicate what is happening with the lift and follow their instructions Workers encouraged not to lift loads they feel are too heavy or awkward Workers encouraged not to lift/carry loads for long periods of time Where work involves high number of lifts, use job rotation If rotation not possible, workers to take short breaks to alleviate muscle soreness
	Welder Concrete breaker Petrol generator	Trolley is used for transporting equipment. If equipment is too bulky for the trolley, a two person lift is required.

## Management of Workplace Hazardous Chemicals

Hazardous chemicals can cause asphyxiation, skin damage, eye damage and, if ingested, internal injuries.

To avoid damage from hazardous chemicals, all workers must follow the manufacturer's instructions for the substance, make sure chemicals are used in an open environment, and use a respirator rated for the chemical when necessary.

A hazardous chemical does not need to meet the labelling requirements under the WHS Regulation if the chemical is a consumer product labelled in accordance with the Standard for the Uniform Scheduling of Medicines and Poisons November 2016 (the Poisons Standard), with the original label on its container and if it is reasonably foreseeable that the hazardous chemical will be used in the workplace only:

- in a quantity that is consistent with consumer household use
- in a way that is consistent with consumer household use
- in a way that is incidental to the nature of the work carried out by a worker using the chemical.

If a chemical is decanted into another container, that container must be clearly labelled with what the chemical is and, if diluted, the dilution ratio.

## Managing Electrical Risk

Electricity poses an extreme risk with extreme consequences, and so needs to be managed with the highest possible mitigation strategies.

<b>Job/Task Sequence Steps</b>	<b>Hazards</b>	<b>Control Measures</b>
Work area inspection	Injuries occurring due to hazards that have not been accounted for	All workers to be aware of Risk / Hazard reporting procedures and consequent safe work procedures i.e. stop work, assess, reduce and report.
Check electrical parts	Environmental wear and tear	Authorised person to check part before deciding what method of isolation to be used. If parts are exposed (i.e. insulation damaged) fuse must be removed by authorised person. If parts are fully insulated and authorised person is there to instruct and supervise, work under instruction is allowed.
Traffic and roadway management	Injury occurring from vehicle traffic	Use of traffic controllers, signage, barriers, and reflective lights. Staff to wear high visibility clothing.
	Injury occurring to pedestrian traffic	Restrict access to work site. Use designated drop zones, signs, barriers and flashing lights
Working near exposed parts with a non-authorised person	Loss of persons life Burns Electrocution Damage to Property	Electrically isolated by an authorised person. Authorised person removes fuse on pole where electricity is feeding into building and deems it safe for our workers to start work and reenergises when work complete. Exclusion Zone for plant & employee is 3metre. Spotter is required for all works. Swing zone considered by competent person if plant being used. Spotter communicated is plant person/plant is coming close to exclusion zone. Ground Conditions and weather must be considered in risk assessment. If public in the area, area cordoned off correctly in accordance with working on roadways and pedestrian areas.
Working Near Exposed parts with a Trained Authorised person instructing a Non-Authorised person	Loss of persons life Burns Electrocution Damage to Property	Electrically isolated by an authorised person Authorised person removes fuse on pole where electricity is feeding into building and deems it safe for our workers to start work and reenergises when work complete. Exclusion Zone For employee is 0 metre Exclusion Zone For plant is 1 metre Trained Authorised Person is in full control of Work site Spotter is required for all works



Job/Task Sequence Steps	Hazards	Control Measures
		<p>Swing zone considered by competent person if plant being used.</p> <p>Spotter communicating if plant person/plant is coming close to exclusion zone.</p> <p>Ground Conditions and weather must be considered in risk assessment.</p> <p>If public in the area, area cordoned off correctly in accordance with working on roadways and pedestrian areas.</p>
<p>Working Near Low Voltage Insulated Electrical Lines with a Non-Authorised person</p>	<p>Loss of persons life Burns Electrocution Damage to property</p>	<p>Electrically isolated by an authorised person. Authorised person removes fuse on pole where electricity is feeding into building and deems it safe for our workers to start work and reenergises when work complete.</p> <p>Exclusion Zone for plant &amp; employee is 3 metres</p> <p>Spotter is required for all works.</p> <p>Swing zone considered by competent person if plant being used</p> <p>Spotter communicated is plant person/plant is coming close to exclusion zone.</p> <p>Ground Conditions and weather must be considered in risk assessment.</p> <p>If public in the area, area cordoned off correctly in accordance with working on roadways and pedestrian areas.</p>
<p>Working Near Low Voltage Insulated Electrical Lines with a Trained Authorised person instructing a Non-Authorised person</p>	<p>Loss of persons life Burns Electrocution Damage to property</p>	<p>Electrically isolated by an authorised person</p> <p>Authorised person removes fuse on pole where electricity is feeding into building and deems it safe for our workers to start work and reenergises when work complete.</p> <p>Exclusion Zone For employee is 0 metre</p> <p>Exclusion Zone For plant is 1 metre</p> <p>Trained Authorised Person is in full control of Work site</p> <p>Spotter is required for all works</p> <p>Swing zone considered by competent person if plant being used.</p> <p>Spotter communicating if plant person/plant is coming close to exclusion zone.</p>
<p>Working Near High Voltage Insulated Electrical Lines with a Trained Authorised person instructing a Non-</p>	<p>Loss of persons life Burns Electrocution Damage to property</p>	<p>Electrically isolated by an authorised person.</p> <p>Exclusion Zone for plant &amp; employee is 700mm.</p> <p>Trained Authorised Person is in full control of Work site.</p> <p>Spotter is required for all works.</p> <p>Swing zone considered by competent person if plant being used</p> <p>Spotter communicated is plant person/plant is coming close to exclusion zone</p>

<b>Job/Task Sequence Steps</b>	<b>Hazards</b>	<b>Control Measures</b>
Authorised person  Work area inspection		Ground Conditions and weather must be considered in risk assessment. If public in the area, area cordoned off correctly in accordance with working on roadways and pedestrian areas.

## Drugs and Alcohol in the Workplace

There is no situation where you will be permitted to work when you are drunk or high or suffering the effects of having been drunk. or high.

Staffr Pty Ltd is committed to providing a safe, healthy, and productive working environment for all employees, contractors, clients and visitors.

Drug and alcohol use can affect a person's ability to work safely. It creates a risk to workers and work health and safety. Alcohol and drug problems are associated with a wide variety of costs for employers and employees. These costs include sickness absence, reduced work performance, and accidents.

Consumption of drugs and alcohol or intoxication during working hours impacts the health and safety of the individual and others, since these substances impair coordination, judgement, and decision making. Irresponsible behaviour resulting from the misuse of drugs or alcohol may damage our reputation or business so is therefore a policy matter.

Intoxication at work is considered to be **serious misconduct** and workers found to be intoxicated may be subject to immediate termination of contract without notice.

We require all employees to come to work free from the effects of alcohol and drugs. Working under the influence of alcohol or drugs, or consuming drugs during hours of work, including paid and unpaid breaks, is unacceptable behaviour.

You should not come to work after drinking or using drugs in your social time if your ability to work safely is still impaired.

You have a duty of care under the Work Health and Safety Act 2011 to :

- take reasonable care for your health and safety in the workplace
- take reasonable care for the health and safety of others who may be affected by what you do or don't do
- follow any reasonable health and safety instructions from your employer. For example, use equipment properly, follow safe work policies and procedures and attend training.

Workers found in possession of illegal drugs or using illegal drugs while at work will be reported to the police and subject to immediate termination without notice.

### LEGITIMATE MEDICAL REASONS

If at any time during your working hours you realise prescribed medication you are taking has started to affect your behaviour, you must stop what you are doing and speak directly to your liaison on site and contact Staffr on 0499 282 809.

All managers are obliged to safely remove workers from the workplace if they have reasonable grounds to believe you are incapable of safely performing your duties or may be a risk to others.

## Managing the Risks of Plant in the Workplace

Plant carries a good amount of risk in the workplace and so it must be managed effectively.

When on site you are only permitted to use the plant and equipment that you are licensed for or that does not usually require a license.

If you are asked to operate equipment that would usually require a license and you do not have one, please call Staffr immediately on 0499 282 809.

You are responsible for ensuring you:

- possess management's authority and any relevant licenses to operate the plant or equipment during the performance of your duties
- produce your licenses for scrutiny by management at any time as requested and
- inform Staffr immediately if your licenses are cancelled for any reason.

When operating plant or equipment, you must:

- ensure that you are not affected by alcohol and/or drugs at the time of operating the plant or equipment
- complete a pre-start safety inspection on the equipment
- report any defects or issues to the organization as soon as reasonably practical
- ensure that the plant or equipment is maintained in safe working order
- ensure safety devices are not tampered with or removed
- report any incidents or damage to the organization as soon as reasonably practical

# Bullying and Harassment

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

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

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

Staffr has a no-tolerance policy for bullying or harassment, and training on what constitutes bullying and harassment is provided to employees regularly.

If you experience bullying or harassment while on site, please contact Staffr immediately on 0499 282 809. If you believe it to be necessary you may leave the site, however you need to advise Staffr and (if possible) the workplace representative that you are doing so, and where you are going.

## **BULLYING**

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

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

Bullying causes an individual to suffer negative physical and mental effects, and can take the form of physical, verbal and non-verbal conduct. There are many examples of bullying, which can include:

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

Reasonable management action taken in a reasonable way will not be considered to be bullying or harassment. Matters may include allocating work, giving fair and reasonable

feedback, setting performance goals and standards, transferring a worker for operational reasons, deciding not to select a worker for a promotion where a reasonable process is followed, informing and meeting with a worker to discuss their unsatisfactory performance, implementing organisational changes or restructuring, or taking appropriate disciplinary action.

## HARASSMENT

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

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

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

- insensitive jokes and pranks including inappropriate comments
- lewd or abusive comments about appearance
- asking intrusive personal questions
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- abusive, threatening or insulting words or behaviour.

## SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- inappropriate physical contact, such as unwelcome touching
- inappropriate staring or leering
- making a suggestive comment or joke
- sharing sexually explicit pictures or posters, sending sexually explicit emails or messages
- making an unwanted invitation to go out on a date
- a request for sex
- intrusive questioning about a person's private life or body
- unnecessary familiarity, such as deliberately brushing up against a person
- an insult or a taunt of a sexual nature
- harassment on the grounds of sex

- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Behaviour that may be considered sexual harassment in one situation may not be in others, for example flirtation or love and affection between two consenting individuals which is mutual, consensual or reciprocated is not sexual harassment.

A single incident is enough to constitute sexual harassment – it doesn't have to be repeated. If substantiated, sexual harassment is considered serious misconduct and can amount to a valid reason for termination without notice.

Sexual harassment does not necessarily have to take place in the workplace to be unlawful. Sexual harassment in the course of employment can occur during work hours, at work-related events such as training or social events, between people sharing the same workplace, or even between colleagues outside of work.

Manager and supervisors have an additional responsibility to ensure the safety and welfare of their employees this includes modelling appropriate standards of behaviour, taking steps to educate and make staff aware of their obligations under this policy and the law and responding quickly and appropriately to any form of sexual harassment.

SSV Installations takes sexual harassment seriously. This policy requires all staff, volunteers, as well as contractors and subcontractors, to ensure their behaviour is respectful and appropriate.

If you engage in bullying or harassment, you may be subject to immediate termination of your contract.



## Covid Policy

Staffr insists on all staff and contractors maintaining a working environment that is safe and without risks to the health of its employees, contractors, sub-contractors and public.

This includes an obligation on our clients and contractors to identify risks to health or safety associated with potential exposure to COVID-19 and taking measures to control these risks.

Each staff member and contractor must ensure that:

- They implement control measures to minimise the spread of COVID-19 and ensure that other measures to address well known work health and safety risks continue to be implemented (e.g Safe Work Method Statements (SWMS));
- They monitor the facilities to address any non-conforming issues immediately;
- They maintain the consumables required on site to combat viruses;
- They ensure that where concerns are identified outside of the scope of this plan, they shall raise these concerns with the SSVI Project Manager; and
- They notify the Staffr immediately if you become aware of an employee, contractor or subcontractor has tested positive, for COVID-19.

### Worker's Responsibility

Each employee, contractor and sub-contractor engaged by SSVI has a duty to take reasonable care for their own and others' health and safety. This includes ensuring good hygiene practices, such as frequent hand washing.

Workers are required to follow the processes set out herein, with a focus to protect themselves, their families, fellow workers and the community.

## Workplace Injury Management and Return to Work Policy

Staffr is committed to the return to work of injured employees. As part of that commitment, we will:

- prevent injury and illness by providing a safe and healthy working environment.
- participate in the development of an injury management plan and ensure that injury management commences as soon as possible after an employee is injured.
- support the injured employee and ensure that early return to work is a normal expectation.
- provide suitable duties for an injured employee as soon as possible.
- ensure that our injured employees (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause).
- consult with our employees to ensure that the return-to-work program operates as smoothly as possible.
- maintain the confidentiality of injured employee's records.
- not dismiss an employee because of a work-related injury within six months of becoming unfit for employment.

### Worker's Responsibility

- If you are not physically able to do a task assigned to you, advise your supervisor immediately. Do not attempt the task.
- Where you are injured at work, follow the instructions in the First Aid in the Workplace instruction.
- Do not return to work without a signoff from your doctor if this is required.
- Where the injury requires further management to bring the worker back to full employment with the company, follow the Workplace Injury Management procedures.

# Workplace Injury Management

The person who has day-to-day responsibility for injury management is:

**Bree Yardley - 0499 282 809**

When there is an injury at work, Staffr will:

- Take all necessary action to provide the injured worker with immediate first aid and access to appropriate medical assistance.
- Inform all appropriate parties as soon as possible.
- Advise the worker of the need to obtain a Certificate of Capacity.
- Supply the worker with a worker's compensation claim form.
- Assist the worker to complete the claim form.
- Lodge the claim form and certificate with the insurer within five (5) working days.
- Maintain close contact with the injured worker to check on progress and make arrangements for the worker to remain at work or return to work as soon as medically appropriate.
- Prepare a Return to Work program in consultation with the treating medical practitioner and the injured worker, as required.
- Refer the worker to a workplace rehabilitation provider where required.
- Monitor progress towards the return to work goal.
- Communicate regularly with the insurer in relation to the injured worker's claim.