



# **OCCUPATIONAL HEALTH AND SAFETY**

## **POLICY MANUAL**

# **2011**

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This Occupational Health and Safety (OHS) Management Systems Manual has been developed as a management tool in accordance with the provisions and requirements of the relevant State Occupational Health and Safety legislation. It seeks to ensure the health and safety of employee's, contractors and visitors whilst working within or visiting the customer's premises.

The OHS management manual consist of the following principles:

OHS Policies;  
RTW Policy; and  
OHS procedures.

The OHS Management Systems Manual is to be applied to all Norfolk Maintenance Service worksites.

## **Review and Improvement**

A continuous improvement process should be adopted for the management of OHS. The owner of these documents and/or their representative should review the performance and suitability of the OHS Systems Management Manual and procedures on an annual basis to determine whether any changes/alterations or improvements to the manual are needed to suit the changing building conditions, equipment and legislation etc.

## Section 2

### 2.1 Occupational Health & Safety Policy

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#### 1. Obligations

Norfolk Maintenance Service recognises its moral and legal obligations to take all reasonable precautions to provide a healthy work environment for Norfolk Maintenance Service employee's, contractors and visitors whilst within their offices and whilst on customer's premises.

This commitment extends to ensuring that the organisation's operations do not place the community at risk of injury, illness or property damage.

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#### 2. Commitment

In compliance with the relevant State Occupational Health & Safety legislation, Norfolk Maintenance Service is committed to the provision of:

- Meaningful consultation and communication between management, employee's, and contractors that results in positive Occupational Health and Safety and Injury Management outcomes.

- The provision and maintenance of safe plant, equipment, materials, premises and methods of work.

- The provision of adequate instruction, training and supervision are provided to ensure safe working practices

- Hazards Identification, risk assessment and risk control of all tasks undertaken in the workplace.

- The provision of appropriate supervision and resources to conduct work practices in accordance with our Occupational Health and Safety Management System.

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#### 3. Responsibilities

##### Manager

Norfolk Maintenance Service management are accountable for implementing this policy in their area of responsibility. Resources in line with the importance attached to occupational health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

##### Employee's/ Contractors

The conduct of every person under the control of Norfolk Maintenance Service is expected to be such that it does not contribute to the occurrence of accidents or the creation of hazards, which may endanger that individual or other person.

Norfolk Maintenance Service encourages all staff and others who visit the premises to regard accident prevention and safe working as a collective and individual responsibility.

Norfolk Maintenance Service Health and Safety policies and procedures represent the required performance standards and are designed to assist management implement effective Health and Safety programs.

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#### 4. Application

This Policy will be reviewed annually and as required to reflect changes in the organisation or Health and Safety legislation.

Policy Authorised by \_\_\_\_\_  
Director

Date: \_\_\_\_\_

### **1. Obligation**

Norfolk Maintenance Service recognises its obligation to provide a safe, durable and early return to work (commensurate with medical advice) for any employee that experiences a work related injury or illness.

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### **2. Commitment**

Norfolk Maintenance Service is committed to the prevention of injury by providing a safe and healthy working environment. In the event of an injury, Norfolk Maintenance Service shall:

- Ensure that return to work activities commence as soon as possible after the injury.
- Make every effort to provide suitable and meaningful duties consistent with the work performed and the medical condition of the injured employee.
- Participate and co-operates with all Injury Management Plans developed by the insurer and comply with all WorkCover guidelines when they are issued.

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### **3. Responsibilities**

#### **Manager**

Once an injury has been reported to the manager it is the employer's responsibility to provide medical treatment as soon as possible and then conduct an accident investigation. (Section 3.17) It is the employer responsibility to notify their insurer of any significant injury within 48 hours of being notified by an injured worker. It is also the employer's responsibility to complete and forward all relevant workers compensation documentation to the insurer within 7 consecutive days of being notified by the injured worker.

#### **Employee's**

An injured employee is responsible for participating in all reasonable return to work plans in order to assist in a safe, durable and timely return to work.

#### **Contractors**

Are responsible for ensuring they address their own return to work requirements in coordination with their insurer in a systematic return to work.

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### **4. Applications**

Suitable duties will be offered to injured employee's where medical certificates outlines that they are capable of a return to work on a viable suitable duties program. A documented individual return to work plan will be developed following consultation with all relevant parties by the Return to Work Coordinator.

Ongoing suitable duties may not be offered to injured employee's if they are no longer viable. This remains at the discretion of the Operations Manager in consultation with key stakeholders.

Policy Authorised by: \_\_\_\_\_  
Director

Date: \_\_\_\_\_

## **1. Purpose**

The purpose of this procedure is to define responsibilities for OHS across all employed positions within Norfolk Maintenance Service.

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## **2. Scope**

This procedure outlines OHS responsibilities of all levels within Norfolk Maintenance Service. The responsibilities elaborate on the broad statements contained in each individual's position description.

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## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring that they are familiar with responsibilities that relate to their role. They are also responsible for ensuring that staff under their control are familiar with their individual responsibilities.

### **Employee's / Contractors**

Employee's and Contractors are responsible for:

- Ensuring they are familiar with OHS policies and procedures of Norfolk Maintenance Service.
  - Adhere to the OHS requirements of Norfolk Maintenance Service.
  - Ensure any employee's or contractors under their control work without risk to health and safety.
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## **4. Definitions**

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## **5. Procedure**

### **5.1 Procedural Responsibilities of Director**

- Formally approve the OHS/ Return to Work (RTW) Policies and Procedures.
- Review overall organisation OHS performance.
- Review serious accidents/incidents.
- Review OHS performance of all key stakeholders.
- Ensure organisation compliance with OHS legislation.

### **5.2 Procedural Responsibilities of Managers**

- Ensure all appropriate actions are taken to implement OHS/RTW policy, procedures and legislative requirements.
- Monitor OHS performance within areas of responsibility.
- Visibly show commitment to OHS through participation in formal and informal training, discussions, workplace visits and hazard inspections etc.
- Ensure workplace inspections and audits are scheduled and undertaken.
- Review all accidents and incidents and prepare reports if appropriate.
- Review any OHS related reports.
- Ensure consultation with employee's and contractors through staff meetings, particularly on any workplace changes, which have an OHS component.
- Initiate actions to improve OHS and review ongoing implementation of actions.
- Investigate the concerns raised by employee's and assess recommendations.
- Provide all practicable resources necessary to address safety concerns raised.
- Allocate alternative duties to staff if OHS issues cannot be resolved.
- Undertake training necessary in order to act as an OHS representative.

Report and investigate OHS issues with managers in order to reach agreement.  
Participate in planned workplace audits and inspections.

### **5.3 Procedural Responsibilities of Employee's/Contractors**

Ensure all work is performed in accordance with requirements of the Norfolk Maintenance Service Health and Safety Policy, procedures and legislation;  
Take reasonable care for their own health and safety as well as that of others;  
Have an understanding of the health and safety requirements associated with their employment;  
Report all identified hazards, accidents/incidents and near misses to their Manager/health and safety representative;  
Report immediately to their Manager or Return to Work Coordinator all injuries or illness no matter how minor; and  
Where applicable, use and maintain all safety equipment and personal protective equipment (PPE) in accordance with the relevant standards.

### **5.4 Procedural Responsibilities of OHS Representatives**

The OHS Representative is responsible for the following:

Providing strategic direction for OHS policies and procedure development;  
Develop and review OHS policies and procedures that will assist managers and employee's in their business activities;  
Establishing goals, setting targets, reviewing trends and ensuring OHS systems are reviewed regularly;  
Ensuring continual improvement of health and safety of Norfolk Maintenance Service Employee's and Contractors.

### **5.5 Procedural Responsibilities of Return To Work Coordinator**

A Return To Work Coordinator has the responsibility to:

Develop and maintain a coordinated and systematic approach to Return to Work;  
Notify Insurers of any work related injury/ illness within 48 hours of becoming aware of an injury;  
Maintain immediate and continual, reasonable and sensitive contact with employee's that are off work in order to provide support and encouragement in their return to work;  
Liaise with the injured worker's doctor and all relevant other professionals and stakeholders involved in the treatment of the injured worker;  
In liaison with managers and the OHS Representative, take steps as far as is practicable to prevent recurrence or aggravation of the injury on the return to work.

## Section 3

### 3.2 Hazard Identification and Risk Management

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#### 1. Purpose

The purpose of this procedure is to provide a method for the identification, assessment and control of hazards in the workplace.

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#### 2. Scope

This procedure applies to all Employee's and Contractors conducting work to ensure that risks are assessed for identified hazards and appropriate control measures are prioritised and implemented. This procedure must be read in conjunction with the Workplace Inspection and Monitoring Procedure.

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#### 3. Responsibilities

##### Managers

Managers are to undertake hazard identification, risk assessment and determine the most effective control measures. The effectiveness of the control measures should be evaluated to ensure suitability.

Additionally managers are to document recommendations and timeframes for corrective actions and monitor the progress of implementation and resultant effectiveness.

##### Employee's/Contractors attending Norfolk Maintenance Service Premises

Employee's and Contractors are to assist in the identification of hazards and ensure they are reported to the appropriate Manager.

##### Employee's onsite at Customers Premises

Employee's are responsible for ensuring adequate hazard identification and risk management systems and strategies are in place and reviewed for all works conducted on customer's premises.

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#### 4. Definitions

##### Hazard

A hazard is defined as a source of potential harm or situation with the potential to cause harm.

##### Risk

A risk is defined as the likelihood that exposure to the hazard will result in injury, disease or illness.

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#### 5. Procedure

##### 5.1 Identification of Hazards

Hazards may be identified by any employee or contractor at any time:

- During a scheduled hazard inspection;
- From a near hit situation; or
- During the course of normal work activity.

Additionally hazards shall be identified in the workplace at the following intervals:

- Prior to the commencement of a project;
- When the work processes or equipment are altered;
- When the workplace is altered;
- Prior to the purchase of new plant and equipment; or
- Quarterly by way of workplace inspections.



Hazards that have been identified by employee's or contractors whilst attending Norfolk Maintenance Service Premises should be reported to a manager.

Hazards in the occupational environment may be associated with:

Physical hazards e.g. slipping, tripping hazards, working at heights, electrical, noise, etc;  
Chemical hazards e.g. cleaning agents, inks, dusts, etc;  
Biological hazards e.g. moulds or dirty Air conditioning ducts, etc;  
Musculo-skeletal e.g. occupational overuse syndrome (OOS), manual handling issues.

## **5.2 Risk Assessment**

The risk assessment process shall be undertaken for every identified hazard in order to determine the potential for an incident to occur and the consequences that will result from such an incident. All risk assessments shall be documented on the Risk Management Form along with a risk estimation score.

### **Measures of Likelihood (L)**

Likelihood relates to the probability that an event will occur and should take into account how often employee's, public or equipment are exposed to the potential hazard.

**Risk Estimation = Likelihood x Consequence**

### **Definition of Consequence**

The consequence of a hazard occurring may be classified into the following four categories:

1. Kill or cause permanent disability or ill health;
2. Long term illness or serious injury;
3. Medical attention and several days off work;
4. First Aid needed.

### **Definition of Level of Probability**

The likelihood of a hazard occurring may be classified according to the following three categories:

1. Very Likely: Could happen any time;
2. Likely: Could happen sometime;
3. Unlikely: Could happen but very rarely;
4. Very Unlikely: Could happen but probably never will

## Section 3

### 3.2 Hazard Identification and Risk Management

**How dangerous is the hazard you've found?**  
For each hazard, think about:

1 How severely could it hurt someone or how ill could it make someone?	2 How likely is it to be that bad?			
	++ very likely could happen any time	+ likely could happen sometime	- unlikely could happen, but very rarely	-- very unlikely could happen, but probably never will
☠ kill or cause permanent disability or ill health	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>
!!! long term illness or serious injury	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
!! medical attention and several days off work	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
! first aid needed	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>

The numbers show you how important it is to do something:  
**1** top priority: do something immediately  
**6** low priority: do something when possible

### 5.3 Risk Control

Risk control measures shall be identified and implemented for all hazards identified in accordance with the hierarchy of control measures. This shall be applied to every hazard in the workplace and is documented below in order of priority from 1 to 5.

#### Elimination

Eliminate the hazard from the workplace altogether (ie. eliminate a hazardous task that is not required.)

#### Substitution

Replace a process or substances with a less hazardous one.

#### Isolation

Isolate the hazard from employee's through the use of barriers etc.

#### Engineering

Redesign plant or work processes to reduce the hazard.

#### Administrative

Provide employee's with training, instruction, supervision, job rotation and safe work procedures to prevent incidents.

#### Personal Protective Equipment & Clothing

Use of personal protective equipment and clothing shall be considered a last resort after exhausting all other methods. A combination of control measures may be required to be implemented to reduce the likelihood of an incident occurring.

All risk control measures shall be documented on the Risk Management Form along with a date for implementation and responsible person.

## **3.2 Hazard Identification and Risk Management**

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### **5.4 Risk Control Evaluation**

All risk control measures implemented shall be evaluated within 1 month of implementation to ensure the control measures have been effective in reducing the risk to an acceptable level. This shall also be documented on the Risk Management Form.

All Risk Management Forms shall be retained in a single file with the office manager.

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### **6. Attachments**

1. Risk Management Form
2. Safe Work Method Statement Form



## **Section 3**

### **Safe Work Method Statement**

# SAFE WORK METHOD STATEMENT

Issue Date: \_\_\_\_\_

Project		Norfolk Maintenance Service staff	
Area/Building		Name & Signature of person completing form	Date:
Activity			
Date/s		<b>Risk Levels</b>  <b>High:</b> Has the potential to kill or permanently disable <b>Medium:</b> Could cause a serious injury or temporarily disable <b>Low:</b> May cause a minor injury	
Work Permits			
Other information			
<b>Procedure</b> (List the steps required to complete the activity)	<b>Hazards</b> (What can harm?)	<b>Risk Level</b>	<b>Safety Controls</b>
1.			<b>Current Controls</b> <b>Actions / Measures Required</b>

2.			<b>Current Controls Actions / Measures Required</b>
3.			<b>Current Controls Actions / Measures Required</b>
4.			<b>Current Controls Actions / Measures Required</b>
5.			<b>Current Controls Actions / Measures Required</b>
6.			<b>Current Controls Actions / Measures Required</b>

### **1.1.1.1 Appendix A**

## **1. Purpose**

The purpose of this procedure is to ensure that documents in relation to Occupational Health & Safety are handled and controlled in a systematic manner.

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## **2. Scope**

This procedure covers requirements for the distribution, storage and modification of OHS policies, procedures and related documents.

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## **3. Responsibilities**

### **Managers**

The Operations Manager will be responsible for ensuring this procedure is implemented.

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## **4. Definitions**

### **Document Controller:**

The person authorised to monitor and control all OHS documentation.

### **Controlled Document**

An original document contained in officially issued manuals and documentation.

### **Uncontrolled Document:**

Documents which are not part of the official management system.

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## **5. Procedure**

### **5.1 Document Storage**

Documentation is to be referenced and stored in a systematic manner.

A documentation numbering system is to be developed which will allow for easy and concise cross-referencing of information.

### **OHS/ Return to Work Policies & Procedures**

Each page of a policy will include:

- Company logo
- Title
- Issue Number & Date
- Section Number

Each page of an OHS procedure will include the same information as the OHS Policy. Photocopied documents of the original shall be recognised as uncontrolled copies.

### **Other OHS Documentation**

Other OHS documentation may include:

- Attachments relating directly to OHS procedures (eg. checklists, forms)
- General OHS information
- Memoranda
- Hazard alerts

Hard copies of these documents shall be systematically numbered and filed.



Maintain, keep secure and update manuals issued to them.  
Promptly insert new or revised documents received from the nominate person.  
Destroy all obsolete documents to prevent accidental or inadvertent use or reference.

## **5.2 Distribution**

### **The Document Controller shall:**

Maintain relevant quality records, ie. Documentation of consultation, copies of revisions.  
Co-ordinate the administrative requirements associated with the maintenance of the nominated documents.  
Maintain Document Retention List ( see Attachments)

### **The Registered Reader shall:**

## **5.3 Amendments of OHS Documentation**

Recommendations for changes to documents relating to OHS procedures may be channelled through. All relevant OHS site documentation shall be kept with **Stephen Bellamy**

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## **1. Attachments**

Document retention list

Record	Responsibility	Accessibility	Location	Storage	Disposal (Years)
Employee Medical Records					60 years
H&S Committee minutes					5 years
Hazard reports					7 years
Incident Investigation reports					5 years
Incident Notifications					5 years
Injury register					5 years
Material Safety Data Sheets					5 years
Return to Work Notes					60 years
Risk Management forms					7 years
Training registers/ records					10 years

## **1. Purpose**

The purpose of this procedure is to provide guidance in the selection, engagement and supervision of contractors commissioned by Norfolk Maintenance Service. This will assist in ensuring that all work undertaken by contractors complies with OHS legislative obligations.

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## **2. Scope**

This procedure outlines the requirements for the appropriate induction, OHS management and supervision of contractors to Norfolk Maintenance Service.

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## **3. Responsibilities**

### **Manager**

The Operations Manager is responsible for ensuring that all potential contractors are assessed in accordance with this procedure and for selecting a contractor with appropriate OHS systems to ensure compliance with legislative requirements.

### **Employee's and Contractors**

Employee's and Contractors are responsible for developing strategic OHS management systems to ensure compliance with legislative requirements and obligations.

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## **4. Procedure**

### **4.1 Requirements for All Contractors**

#### **Project Risk Assessment**

All contractors shall submit a Risk Management form and Job Safety Analysis Form (Section 3.20) or other risk assessment documentation prior to being engaged for a contract. This shall identify all hazards associated with the work and control measures that will be implemented to prevent these hazards occurring.

#### **OHS Induction**

All contractors engaged to work on behalf of Norfolk Maintenance Service shall undergo an OHS induction prior to the commencement of work. This shall be undertaken by a Manager or other competent person designated by the Manager. The induction shall be undertaken where the contractor is to work using the contractor OHS induction form.

Records shall be retained on the contractor file of OHS inductions undertaken for the contractor.

#### **Contract Meetings**

For all major contracts, (greater than \$250,000) a project meeting shall be scheduled for periods determined by the Manager. This shall be no greater than 3 monthly and shall include OHS as a permanent agenda item.

### **Contractor Monitoring and Supervision**

All contractors shall be monitored and supervised to ensure they are working in accordance with the project risk assessment form in a safe manner.

Contractors shall be monitored at intervals determined by the Manager at the commencement of the project. These intervals shall not exceed quarterly and shall be random.

### **Contractor Non Conformances**

Any contractor found not to be working in accordance with their project risk assessment or safety plan or in contravention of legislation shall be notified immediately of the non-conformance. Any significant breach of the contract requirements of where significant injury may result from activities undertaken by the contractor shall require an immediate suspension of work until the issue is resolved. All non-conformances shall be documented on a non-conformance report and retained along with contractor replies or other correspondence on the contractor file.

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## **5. Attachments**

1. Contractor OHS Induction Form
2. Non Conformance Report

## Section 3 Contractor OHS Induction Form

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### Contractor Induction Checklist

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Name:

Company:

Date of Induction:

Name of Person Providing Induction:

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	<i>Please tick</i>	Yes	No	if No, why?
1. Introduction				
2. Drug and Alcohol procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
3. Building overview and site tour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
4. Outline of site rules, provide copy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
5. Outline of permit to work system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
6. Emergency procedures/Exits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
7. Hazard Reporting procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
8. Incident/Injury Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
9. Location of First Aid Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
10.Required PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
11.List Restricted Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
12.Security and Access Arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....

**Information on the above has been provided to me:**

**Name of Contractor**.....

**Signature**.....

**Date:**.....

**Contractor or employee's of contractors must sign that they have been given induction training before being allowed to commence work.**

## Section 3

### 3.4 Non Conformance Report

Contractor: .....

Contract Name: .....

Contractor's Representative: .....

Telephone: ..... Fax: .....

Signature: ..... Date: ../.../.....

Contract Principal's Representative: .....

Contract No: .....

Telephone: ..... Fax: .....

Signature: ..... Date: ../.../.....

Details of Non Conformance	Action Required	Completion Date	Verification of Completion

## Section 3

### 3.5 Workplace Inspection and Monitoring

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#### 1. Purpose

The purpose of this procedure is to ensure that workplace inspections are undertaken regularly for the purposes of identifying hazards and risks that require managing.

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#### 2. Scope

This procedure outlines the requirements for undertaking inspections office areas, equipment and facilities operated by management.

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#### 3. Responsibilities

##### **Manager**

Ensure that scheduled workplace inspections are undertaken using the OHS Hazard Inspection Checklist (quarterly) by the OHS representative.

Ensure that once a hazard has been identified, an assessment and implementation of hazard controls are undertaken.

##### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors shall ensure that hazards that are identified in the workplace are reported to the Manager.

##### **Employee's onsite at Customers Premises**

Employee's are responsible for ensuring adequate workplace inspection/monitoring systems and strategies are in place and reviewed for all work conducted on customer's premises.

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#### 4. Procedure

##### **4.1 Workplace Inspections**

A workplace inspection shall be undertaken at Norfolk Maintenance Service premises on a quarterly basis. This shall be conducted prior staff meetings such that results can be discussed in these meetings. Workplace inspections shall be undertaken by a designated individual utilising the Site Hazard Inspection Checklist. Workplace inspections shall also include a review of the previous inspection results and control measures implemented to ensure these are operating effectively.

##### **4.2 Workplace Inspection Records**

A copy of these shall also be retained on the health and safety inspection file in the site Managers office.

### **4.3 Office Safety**

General office safety assessments should be conducted for each Norfolk Maintenance Service workplace. Assessments of office safety should include:

- Housekeeping;
- clear egress paths,
- trip or slip hazards;
- appropriate equipment use;
- safe equipment condition.

The frequency of the inspections shall be agreed to via workplace OHS consultation.



## Section 3

### 3.5 Workplace Inspection and Monitoring

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## 5. Attachments

1. Site Hazard Inspection Checklist

## Section 3

### 3.5 Attachment 1: Site Hazard Inspection Checklist

Building Site:		Inspected by:		Date Inspected:    /    /	
Inspection Item	Satisfactory?	Comments			
<b>Pedestrian Areas</b>					
Pedestrian access to the building is clear of obstruction					
Exit signs clearly displayed and illuminated with back-up power					
Emergency exits and general exits clear and unobstructed					
All lights functioning normally					
Balustrade railings are firmly secured and furniture is at least 1m from balustrades					
Glass doorways appropriately marked for easy identification					
Access to all emergency equipment kept clear					
Work in progress areas well guarded or segregated from public					

## Section 3

### 3.5 Attachment 1: Site Hazard Inspection Checklist

Building Site:		Inspected by:		Date Inspected:    /    /	
Inspection Item	Satisfactory? 4/6	Comments			
<b>Floors and Walkways</b>					
Floor surfaces even and kept free from water and other liquids					
All floor mats secured with non-slip backing and edges in good condition					
No gaps in floor surfaces, slabs or tiles					
<b>Fire Fighting Equipment</b>					
All fire extinguishers and emergency equipment is serviced and inspected on a regular basis by the fire brigade or appropriate contractor					
Location of all fire fighting equipment is clearly identified and signed					
No equipment missing from fire points					

## Section 3

### 3.5 Attachment 1: Site Hazard Inspection Checklist

Building Site:		Inspected by:		Date Inspected:    /    /	
Inspection Item	Satisfactory? 4/6	Comments			
<b>Office Areas</b>					
All office chairs are in good working order					
No evidence of trip hazards ie electrical cords or lifted flooring					
Operator complaints of lighting, ergonomic design or other nuisance issues					
<b>Hazardous Substances</b>					
Chemical stores secured					
MSDS are displayed or readily accessible					
Tidy housekeeping					
All chemicals clearly labelled					

## Section 3

### 3.5 Attachment 1: Site Hazard Inspection Checklist

Building Site:		Inspected by:		Date Inspected:    /    /	
Inspection Item	Satisfactory? 4/6	Comments			
<b>Carparks</b>					
Carpark entrances and exits clearly marked					
Pedestrian walkways within carparks are signed, clearly defined and unobstructed by gardens, shrubbery etc					
Steps and changes in walking surface clearly defined					
Speed humps prominently highlighted by linemarking and signposting					
Carpark adequately lit					

## Section 3

### 3.5 Attachment1: Site Hazard Inspection Checklist

Building Site:		Inspected by:		Date Inspected:    /    /	
Inspection Item	Satisfactory? 4/6	Comments			
<b>Warehouse</b>					
All ladders in good working order					
Protective guards on plant equipment are in place and in good condition					
Electrical leads are tagged, annually serviced and do not present trip hazard					
Edges on raised flooring such as bunds are other trip hazards are tapered and/or highlighted					
Adequate lighting					
Tidy housekeeping					
Low head height hazards and are highlighted, cushioned and signposted					
Personal protective equipment such as goggles, gloves, hearing protection etc are available					

## Section 3

### 3.6 Emergency & Evacuation Procedures

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#### 1. Purpose

The purpose of this procedure is to ensure the health and safety of all occupants within the premises of Norfolk Maintenance Service in the event of an emergency.

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#### 2. Scope

This procedure outlines the requirements for an emergency management system to be implemented throughout the building site.

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#### 3. Responsibilities

##### **Manager**

Managers are responsible for ensuring Wardens are allocated and trained, procedures are developed and displayed and designated Wardens participate in evacuation drills. Managers are responsible for selecting competent emergency procedure providers and trainers.

##### **Wardens**

Employee's who are appointed as Wardens shall be responsible for ensuring they:

- attend Warden training; participate/co-operate in emergency evacuation drills;
- evacuate all designated areas under their control;
- ensure there is a "stand-by" warden in their absence; and
- attend debriefing sessions following an evacuation.

##### **Contractors/Employee's attending Norfolk Maintenance Service premises**

Employee's, and contractors shall ensure, where possible, active participation in emergency evacuation drills. Instructions directed by Wardens shall be followed, and where required, assist visitors in the evacuation of the building.

##### **Contractors onsite at commercial customers premises**

Contractors are responsible for ensuring that both they and their employee's adhere to the Norfolk Maintenance Service policy on Emergency and Evacuation Procedures for work conducted on commercial customers premises.

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#### 4. Procedure

##### **4.1 Appointment of Wardens**

Suitable personnel shall be appointed as Wardens to undertake the positions of Chief Warden, Deputy Chief Warden and Area Warden and Floor Warden where applicable to the occupied building.

When appointing Wardens, the following factors shall be considered:

- knowledge of building layout;
- hours of work;
- authority to make decisions; and
- awareness of the fire safety and emergency procedures.

## Section 3

### 3.6 Emergency & Evacuation Procedures

---

#### 4.2 Training

The Manager shall ensure that all appointed personnel are trained appropriately to undertake the duties of Wardens. Training shall be provided by an external contractor, where applicable, and be in accordance with AS3745 "Emergency Control Organisation and Procedures for Buildings".

Details of Warden training shall be maintained in a Fire Warden Training Register and updated at least annually.

#### 4.3 Occupant Awareness

Any building occupants shall be informed and updated of the emergency procedures and any changes that may occur, such as new Wardens, building alterations etc.

As a minimum, information shall include:

- names, locations and phone numbers of all Wardens;
- emergency exits throughout the various locations within the premises;
- telephone bomb threat pro forma; and
- descriptions of emergency alarms and what they represent.

#### 4.4 Emergency Evacuation Drill

Emergency evacuation drills shall occur once a year. This will enable management to assess the effectiveness of the emergency control organisation and the program currently in place.

Following an emergency evacuation drill a full debriefing session shall be conducted. All members from the emergency control organisation shall be present to gain feedback from their performance.

Deficiencies shall be highlighted during the debriefing session along with the development of the corrective action plan. Minutes from the debriefing session shall be documented along with any actions contained within the action plan. Minutes shall be distributed to each Warden and filed by the applicable Manager.

#### 4.5 Review

The positions of Warden shall be reviewed on an annual basis or when the circumstances affecting the carrying out of Warden duties change.

Review of any documentation and personnel shall be undertaken by an external contractor, where applicable, who will train new Wardens and update the Fire Warden Training Register.

---

## 5. Attachments

### 1. Fire Warden Training Register



## Section 3

### 3.6 Attachment 1: Fire Warden Training Register

[illegible]

## **1. Purpose**

The purpose of this procedure is to ensure that appropriate first aid equipment and personnel are available in the workplace to render assistance to an injured person.

---

## **2. Scope**

This procedure outlines the requirements for first aid equipment to be provided in every workplace. It also defines requirements for the appropriate treatment of blood and body fluids to minimise human contact.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for selecting and ensuring an appropriate number of first aid personnel are available in the workplace. They are also responsible for ensuring processes are in place to monitor and replenish first aid kits.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for documenting first aid items used in the first aid kit register and reporting all accidents/incidents to their manager.

### **Contractors Onsite at Customers Premises**

Contractors are responsible for their own First Aid and infection control systems and strategies for all work conducted at a customers premises.

---

## **4. Definitions**

### **First Aid Equipment**

First aid equipment is defined as any equipment used in the treatment of injuries and illnesses at a building site. This includes first aid kits.

---

## **5. Procedure**

### **5.1 First Aid Training**

The role of a first aid officer is voluntary. All first aid officers shall be trained in first aid if more than 25 persons are employed at a place of work.

### **5.2 First Aid Kit Contents Replenishment**

The type of kit to be installed in office areas will depend on the number of staff as outlined in the following table:

Number of Staff	Kit Type
10 or less staff	Kit C
10 to 99 staff	Kit B
100 or more staff	Kit A

## Section 3

### 3.7 First Aid & Infection Control

---

Please note that a list of first aid kit contents shall be available in each kit (First Aid Kit Basic Contents List). Replacement items shall also be identified during monthly workplace inspections in accordance with the Workplace Monitoring and Inspection Procedure, (Section 3.5).

#### **First Aid Treatment Register**

The employee or first aid officer must register details of treatment provided in the First Aid Treatment Register. This register is to be available in first aid kits including kits in vehicles for field staff.

Managers or allocated personnel are to check the register on a quarterly basis.

An Employee Accident/Incident Report Form must be completed following the incident.

Reference should be made to the Incident Reporting and Investigation Procedure, (Section 3.17) for the completion of Accident/Incident Report Form and investigation of the incident.

#### **Infection Control**

ALL BLOOD/BLOOD PRODUCTS AND BODY FLUID SHALL BE REGARDED AS INFECTIOUS AT ALL TIMES AND TREATED AS SUCH

#### **Accidental Contact with Blood and Body Fluid**

If an employee accidentally comes into contact with blood or body fluids (i.e. syringe needle stick injury), the following process must be followed:

Immediately wash the affected area with warm soapy water and cover the wound with a dressing.

Immediately notify a Manager of the situation.

Contact a medical practitioner for advice.

Complete an Accident/Incident Report Form, (Section 3.17)

#### **Cleaning Up Blood and Body Fluids**

The following process shall be undertaken in the cleaning up of blood and body fluids.

Wear disposable gloves at all times when handling potentially infectious fluids.

Paper towels should be used to clean up as much of the blood and fluids as possible. The remainder shall be cleaned off surfaces with a full strength disinfectant.

All solid materials such as gloves and paper towers shall be placed inside two plastic bags with the words 'BIOHAZARD' written on the bag. This waste must be disposed of in accordance with EPA requirements.

Hands and other exposed and contaminated skin surfaces shall be washed with warm soapy water immediately following the cleaning process.

---

## **6. Attachments**

1. First Aid Kit Contents.
2. First Aid Treatment Register



## Section 3

### 3.7 Attachment 1: First Aid Kit Contents

## First aid kit A

### First aid kit B

### First aid kit C

For any place of work, other than a construction site, at which 10 or less persons work.

**Section 3**

**3.7 Attachment 2: First Aid Treatment Register**

---

**First Aid Treatment register**

<b>Date</b>	<b>Name of Injured</b>	<b>Injury</b>	<b>Treatment</b>	<b>Manager</b>

## **1. Purpose**

The purpose of this procedure is to provide guidance so that all hot work is effectively controlled and to ensure the prevention of fires initiated by spark producing work.

---

## **2. Scope**

This procedure shall be applied to all hot work undertaken both at Norfolk Maintenance Service premises and commercial customers premises and outlines the issues to be considered prior to commencing hot work.

---

## **3. Responsibilities**

### **Contractor attending Norfolk Maintenance Service Premises**

Contractors are responsible for completing a hot work permit and having it signed off prior to the commencement of work. The contractor may use this permit or their own, if available. They must also ensure that all safety precautions outlined on the permit are adhered to and that the area is inspected and permit returned to reception at the completion of work.

### **Employee's onsite at Commercial customers premises**

Employee's working onsite at commercial customers premises are responsible for completing a hot work permit and having it signed off prior to the commencement of work. They must ensure all safety precautions on the permit are adhered to and that the permit is returned to the customer at the completion of the work.

---

## **4. Definitions**

Hot work is any process which involves an open flame that produces heat and/or spark and includes, but is not limited to: brazing, grinding, soldering, cutting, thawing pipe and welding.

---

## **5. Procedure**

### **5.1 Pre Work Requirement**

Prior to obtaining a hot work permit, employee's, or contractors shall:

- Conduct an inspection of the area to determine the precautions to be implemented to prevent a fire, accident or injury.

- Ensure the necessary fire prevention and/or safe working conditions are available.

- Clear the area to make it safe.

### **5.2 Commencement of Hot Work**

Once the area is deemed safe:

- At Norfolk Maintenance Service Premises, the Manager will sign the permit when all details are completed by the contractor.

- The hot work permit is to be signed by the person performing the works (contractor or employee), and one copy is to be given to the Manager, the other copy is to be retained by the person performing the works.

**5.3 Completion of Work**

The contractor completing the hot work shall inspect the work area upon completion and return their copy of the hot work permit to the Manager.

The Manager shall check that fire extinguishers, which were used, have been designated for recharging.

**5.4 General Requirements for Welding**

Hoses shall be protected from damage and clamped with hose clamps at each end.

Check welding kits daily for deterioration and defects.

Gas cylinders used for oxy-acetylene or oxy-LPG welding shall be securely fixed in an appropriate trolley and/or kept upright at all times.

Welding equipment as described above shall be fitted with flashback arresters prior to being brought on site.

---

**6. Attachments**

Hot work permit

### Section 3

## 3.8 Attachment 1: Hot Work Permit

To be issued by Operations/ Training Manager to employee's /contractors prior to the commencement of all Hot Works.

Date: \_\_\_\_\_ Area: \_\_\_\_\_

Work site: \_\_\_\_\_

Work to be conducted:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Time permit starts: \_\_\_\_\_ am/pm

Date: \_\_\_\_\_

Time permit expires: \_\_\_\_\_ am/pm

Date: \_\_\_\_\_

#### THE FOLLOWING PRECAUTIONS HAVE BEEN OBSERVED

- ( ) Smoke detectors isolated
- ( ) Sprinkler protection in service
- ( ) Flammable and combustible materials removed 5m from area
- ( ) All hazardous operations discontinued
- ( ) Equipment isolated where appropriate
- ( ) Special precautions for hazardous or high risk areas (if any)
- ( ) Floor and wall openings within 5m covered
- ( ) Adequate portable extinguishers at the work area
- ( ) Non-combustible work covers provided
- ( ) Cutting and welding equipment in good condition
- ( ) Fire watch provided
- ( ) Barriers and signage has been erected
- ( ) Curtains and shields provided as personal protective equipment
- ( ) Eliminate all flammable vapours and combustible material in enclosed vessels
- ( ) Wet down work areas

Location of nearest fire alarm: \_\_\_\_\_

Person/Contractor performing work: \_\_\_\_\_

Authorising Person

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



## **1. Purpose**

The purpose of this procedure is to provide guidance to employee's and contractors on correct manual handling practices and techniques.

---

## **2. Scope**

This procedure incorporates the identification, assessment and control of all tasks requiring handling of equipment and shall be utilised by all employee's and contractors required to undertake such tasks.

---

## **3. Responsibilities**

### **Managers**

The Manager must ensure that all employee's and new employee's and contractors should receive induction training in manual handling and office safety awareness where applicable. This will enable employee's to identify general safety issues around the office.

Employee's/Contractors attending Norfolk Maintenance Service Premises

Employee's and Contractors are responsible for ensuring that they utilise all manual-handling aids provided and that they undertake pre-work assessments as outlined in this procedure.

### **Employee's onsite at customer's premises**

Employee's working at customer premises are responsible to undertake pre- work assessments for the work at hand and utilise manual handling aids where appropriate.

---

## **4. Definitions**

### **Manual Handling**

Manual handling is defined as any activity requiring the use of force exerted by a person to lift, lower, push, carry or otherwise move, hold or restrain any person or object.

### **Manual Handling Aids**

#### **Trolleys**

Trolleys are portable devices used to transport goods, either flat bed, or upright types that may have fixed axle or stair climbing feature.

#### **Musculoskeletal Disorder**

Musculoskeletal disorder (MSD) is defined as an injury or illness of the muscles, tendons, ligaments, peripheral nerves, joints, cartilage, bones or supporting blood vessels in either the arms or legs, neck, back or trunk that arises from handling in the workplace and occurs suddenly or over time manual.

## 5. Procedure

### 5.1 Manual Handling Risk Identification, Assessment and Control

All hazards shall be assessed using the Manual Handling Risk Assessment Form Attachment 5.3. The assessment must incorporate the following key elements:

The weight of the object;

The nature of the object being handled, ie size and shape;

The time and distance over which the object is handled;

The duration and frequency of the task;

The workplace layout;

Availability of manual handling aids; and

The condition of manual handling aids

The age of the Employee

Special needs (temporary or permanent)

Risk assessments must be documented on the Risk Assessment Form (Refer to the Hazard Identification and Risk Management Procedure, Section 3.2) and retained on file.

### 5.2 Trolleys

Upright trolleys shall be utilised to transport boxed equipment. The following guidelines shall apply:

Never overload trolleys. This will ensure prevention of falls and ensure unobstructed vision;

Ensure the trolley is in good working order prior to use by conducting a visual inspection; and

Always use a stair-climbing trolley when goods are to be moved over stairs.

Products should be secured to the trolley with ropes or ratchet straps to ensure that they are stable during transport.

Risk assessments must be documented on the Risk Assessment Form (Refer to the Hazard Identification and Risk Management Procedure, (Section 3.2) and retained on file at each site.

---

## 6. Attachments

1. Manual Handling Risk Assessment Form

## Section 3

### 3.9 Attachment 1: Manual Handling Risk Assessment Form

#### Hazard identification

Identify hazardous manual handling by assessing task against the stressors listed below.(see the Manual Handling Code of Practice for guidance).

Ref	Stressors Task/Steps	Repetitive or sustained application of force	Repetitive or sustained awkward posture	Repetitive or sustained movement	Application of high force	Exposure to sustained vibration	Handling live people or animals	Handling loads that are unstable, unbalanced or difficult to move
1.								
2.								
3.								
4.								
5.								

#### Risk Assessment

Step		Select Answer	Briefly explain each finding below.
1a	Does the task involve repetitive (more than twice a minute) or sustained (more than 30 seconds at a time) postures, movements or forces?	Yes/ No	
1b	Is the task done for more than 2 hours over a whole shift or continually for more than thirty minutes at a time?	Yes/ No	
2	Does the task involve high force? (need 2 people/people find it difficult)	Yes/ No	
3	Is there a risk? (Yes if, Yes to 1a & 1b or 2)	Yes/ No	
4	Are environmental factors increasing the risk? (see next page for examples)	Yes/ No	
5	Rate task as high, medium or low risk.	High Med Low	

#### Risk Control Recommendations

List in priority order based on hierarchy of controls (see below)


**Control Hierarchy** – 1. Alter workplace or environment. 2. Alter system of work. 3 Change the objects used 4 Use mechanical aids. 5 Provide information, training and PPE (if 1 - 4 not practicable)

## **1. Purpose**

The purpose of this procedure is to ensure that hazards in the workplace are identified and that the appropriate safety signage is used throughout the workplace. Management shall ensure that personnel are familiar with the meaning of each sign and follow each instruction specifically.

---

## **2. Scope**

This procedure shall apply to all stakeholders who encounter and/or erect safety signage.

---

## **3. Responsibilities**

### **Managers/Employee's/Contractors attending Norfolk Maintenance Service Premises**

Managers are responsible for ensuring that appropriate safety signage is available and utilised in the workplace. Employee's, and contractors must use the appropriate sign and also warn members of the public of risks, hazardous conditions or prohibitions.

### **Employee's onsite at Commercial Customers Premises**

Employee's onsite at commercial customers premises must use appropriate safety signage to warn others of risk or hazardous conditions whilst at work within that workplace. The contractor is also responsible in obeying safety signage that may be applicable to that workplace.

---

## **4. Definitions**

### **4.1 Safety Signs**

Safety signs in the workplace are used for the intended purpose of:

- Preventing accidents in the workplace;
  - Identifying hazards associated with work and the occupational environment;
  - Locating safety and fire protection equipment; and
  - Ensuring the appropriate instruction and guidance is provided in an emergency situation.
- 

## **5. Procedures**

All signage shall comply with AS 1319-1983 and be inspected on a periodic basis to ensure that it is situated appropriately and is in good condition.

Employee's shall observe the following rules at all times:

- Observe all safety signs and notices.
- Do not deface or cover any signs or notices as it may place your work colleagues in danger.
- If you do not understand the meaning of any safety sign, ask the manager.
- Never pass a "Danger" or "Keep Out" sign without authorisation.
- Remove signs only when they are no longer required.

### **5.1 Permanent Signage**

The following is a list of the major safety signs that are used in the workplace. These safety signs are generally permanent signage for hazards in areas that exist continuously and cannot be eliminated due to impracticality. This will include the labelling of pipes, hot water and general workplace warning signs such as hearing protection must be worn when entering plant rooms.

Where safety signs in the workplace are prominent, instructions shall be followed accordingly. This will include any visitors accompanied by the Manager.

**Blue Signs:** The directed action is mandatory in order to minimise the likelihood of personal loss or injury.

**Red Signs:** The action is prohibited eg no smoking.

**Yellow Signs:** Cautionary, care must be exercised to avoid hazards.

**Green Signs:** Associated with first aid and exits.

**Diamond Shape:** Associated with dangerous goods eg acid, radiation.

### **5.2 Portable Signage**

Portable signage shall be erected in locations where a temporary hazard has been introduced in the workplace. This includes 'wets floors' and 'major work in progress'. Signage shall be made available to all maintenance employee's and will remain in the area until the hazard has been removed or eliminated. The sign shall be placed in a position that is easily identifiable and that does not pose a trip hazard to passing pedestrian traffic.

## **1. Purpose**

The purpose of this procedure is to provide guidance in the safe operation and maintenance of all electrical equipment.

---

## **2. Scope**

This procedure shall be followed by all Employee's and Contractors who are required to use and maintain electrical equipment.

---

## **3. Responsibilities**

### **Manager**

Managers have duties as a controller of premises and are responsible for ensuring that any electrical installation at the premises is safe at the time is to make available for use. They are also responsible for ensuring Residual Current Devices (RCD's) are available for use and that employee's are trained in the hazards associated with exposure to electrical sources.

### **Employee's/Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for undertaking inspection of electrical equipment prior to use and for ensuring they utilise all equipment provided (ie. RCD's) in the minimisation of electrical hazards. Any electrical equipment found to be defective shall be taken out of service, danger tagged and reported to the manager/site supervisor.

### **Employee's onsite at Customers Premises**

Employee's are responsible for ensuring adequate Electrical Safety systems and strategies are in place and reviewed for all work conducted on customer's premises.

---

## **4. Definitions**

Class I Equipment (basic insulated, protectively earthed equipment)

Class 1: Electrical equipment is defined as equipment in which protection against electrical shock does not rely on basic insulation but has conductive electrical parts connected to a protective earthing conductor through wiring.

Class II Equipment (double insulated equipment)

Class 2: Electrical equipment is defined as equipment in which protection against electrical shock does not rely on basic insulation only. This equipment is provided with double insulation or reinforced insulation.

Residual Current Devices (RCD)

A residual current device is defined as a mechanical switching device designed to make, carry and break currents under normal service conditions. These may be portable or fixed within building switchboards.

---

## **5. Procedure**

### **5.1 Inspection of Fixed and Portable Electrical Equipment**

A number of electrically operated items of equipment are utilised on work sites. These include office based equipment and workshop equipment which may be fixed (electrical switches/sockets) or portable (cord extension sets, power boards, hand held tools).

An inspection shall be undertaken on all electrical equipment utilised at the following intervals:

Prior to the initial introduction of a new item of electrical equipment into the workplace.

Prior to the return to service of an item of equipment after repair or servicing.

During workplace inspections (Workplace Monitoring and Inspection Procedure Section 3.5 ).

A basic electrical inspection at the Norfolk Maintenance Service premises shall be undertaken by the manager during the workplace inspection process, in the field if would be by the Contractor/Employee. This shall include a visual inspection of testing tags on equipment and a visual inspection for noticeable defects. This shall be recorded on the workplace inspection checklist.

A thorough electrical inspection shall be undertaken on new equipment and equipment returned to service after repair in accordance with the requirements outlined in the Electrical Inspection Record attached to this procedure. This shall be undertaken by the Manager or Franchisee, documented and retained in the plant safety file.

### **5.2 Electrical Testing and Tagging**

Electrical testing and tagging of equipment shall be undertaken by a qualified electrician in accordance with the intervals listed in the Inspection Schedule. This testing shall be documented in the Electrical Equipment Register and tags affixed to the equipment indicating the timeframe for the next test to be undertaken.

### **5.3 Records of Testing and Inspection**

Records shall be retained of all testing and inspections undertaken on electrical equipment. These shall be stored in an electrical safety file with Electrical Inspection Records.

### **5.4 Employee's/Contractor Electrical Equipment**

Employee's and contractors shall ensure electrical tagging and testing of all equipment brought on the premises for work. Records shall be stored and maintained by the employee and contractor.

---

## **6. Attachments**

1. *Inspection Schedule*
2. *Electrical Inspection Record*
3. *Electrical Inspection Record*
4. *Electrical Testing and Tagging Register*

## Section 3

### 3.11 Attachment 1: Inspection Schedule

**Australian Standard AS3760:2001 – Electrical Testing and Inspection Intervals**

Environment Type	Interval Between Inspection and Tests						Extension Cords and Power Boards
	Class of Equipment		Residual Current Device				
	Class I	Class II	Push Button Test		Operating Time RCD Tester		
			Portable	Fixed	Portable	Fixed	
Workshops, places of work or repair, assembly etc	6 mths	12 mths	Daily or before use	6 mths	12 mths	12 mths	6 months
Tea rooms and office kitchens	12 mths	12 mths	3 mths or before use	6 mths	2 yrs	2 yrs	12 months
Office environment where cords are subject to flexing or hostile environment	12 mths	12 mths	3 mths	6 mths	2 yrs	2 yrs	12 months
Office environment where cords are NOT subject to flexing of abuse	5 yrs	5 yrs	3 mths	6 mths	2 yrs	2 yrs	5 years
Repaired/Service or second hand equipment	After repair or service which could affect electrical safety, or on re-introduction to service						



## Section 3

### 3.11 Attachment 2: Electrical Inspection Record

<b>Item of Equipment:</b> _____	
<b>Serial No:</b> _____	
<b>Project/Contract:</b> _____	
<b>Reason for Inspection:</b> <div style="display: inline-block; vertical-align: top; width: 200px;"> <input type="radio"/> Return after service/maintenance  <input type="radio"/> New item of equipment  <input type="radio"/> Prior to hire of equipment         </div>	
<b>Date of Inspection:</b> ...../...../.....	
<b>Person Undertaking Inspection:</b> _____	
<b>Signature:</b> _____	

Inspection Item	Yes/No	Comments
Casing of equipment (is it damaged)	<input type="radio"/> Yes <input type="radio"/> No	
Plugs, Connectors in tact	<input type="radio"/> Yes <input type="radio"/> No	
Outlet sockets in tact	<input type="radio"/> Yes <input type="radio"/> No	
No exposed wires	<input type="radio"/> Yes <input type="radio"/> No	
Casing of cord in tact and no inner core visible	<input type="radio"/> Yes <input type="radio"/> No	
Flexible cord anchored to prevent damage	<input type="radio"/> Yes <input type="radio"/> No	
No insulation tape on unit to protect wiring	<input type="radio"/> Yes <input type="radio"/> No	
Check that controls are in working order (ie. lights, safety buttons, guards)	<input type="radio"/> Yes <input type="radio"/> No	
Check that safety labels are easily seen	<input type="radio"/> Yes <input type="radio"/> No	
Check that ventilation inlets and exhausts are unobstructed (ie. computer terminals)	<input type="radio"/> Yes <input type="radio"/> No	

Actions to Rectify Issues		
Action Item	Person Responsible	Time Frame

## Section 3

### 3.11 Attachment 3: Electrical Testing and Tagging Register

Electrician Name: \_\_\_\_\_

BTW Site/Van: \_\_\_\_\_

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
1.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
2.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
3.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
4.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
5.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
6.			

## Section 3

### 3.11 Attachment 3: Electrical Testing and Tagging Register

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
7.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
8.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
9.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
10.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
11.			

Equipment Name	Serial No.	Inspect Date.	Reinspect Date.
12.			

## **1. Purpose**

The purpose of this procedure is to ensure that appropriate Personal Protective Equipment (PPE) and clothing is provided to ensure adequate control of hazards in the workplace.

---

## **2. Scope**

This procedure shall apply to all employee's and contractors required to work in designated areas where personal protective equipment is required. It also applies to work tasks where it is a safety requirement to wear Personal Protective Equipment.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring that all employee's, and contractors are provided with or possess adequate and suitable Personal Protective Equipment to undertake work safely.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for wearing personal protective equipment during work or when working in the facility that requires the use of such safety equipment. They must also undertake regular inspection of the PPE to ensure that it does not have any faults.

### **Employee's onsite at Customers Premises**

Employee's are responsible to ensure that they utilize PPE where required for all work conducted on customers premises.

---

## **4. Procedure**

### **4.1 General**

Personal protective equipment will be available for use by every employee engaged in work in designated areas where personal protective equipment is required. Personal protective equipment has been provided to reduce the risk of personal injury during work in hazardous conditions and it is expected that every employee will utilise the correct PPE when required. All assigned PPE must be documented in the PPE Individual Equipment Register for each employee and contractor.

### **4.2 Use**

A range of Personal Protective Equipment is provided during training of new Employee's, but is not limited to those outlined below:

- Respiratory protection – half face masks;
- Hand protection – a variety of protective gloves;
- Foot protection – safety boots;
- Eye protection – impact resistant safety glasses and face shields;
- Hearing protection – personal earmuffs and disposable ear plugs;
- Skin protection – disposable overalls; and
- Fall protection – safety harness.

## Section 3

### 3.12 Personal Protective Equipment

---

#### 4.3 Workshops/Hot Works

Personal Protective Equipment to be used in the workshop will be specific to the type of work conducted. In particular, grinding, drilling, cutting and welding operations should only be undertaken when appropriate PPE is worn. This includes protective face shields, durable gloves, hearing protection and skin protection (work clothing). An informal assessment must be conducted prior to conducting work to identify additional Personal Protective Equipment requirements.

#### 4.4 Inspection and Maintenance

Visual inspections must be conducted before the use of any PPE and defects reported to the Manager. Personal protective equipment identified as being defective must not be used and should be replaced immediately. This must be documented using the PPE Individual Equipment Register.

## 5. Attachments

PPE Employee Equipment Register

**Section 3****3.12 Attachment 1: PPE Employee Equipment Register**

---

Employee/Contractor Name: \_\_\_\_\_ Date: \_\_\_\_\_

Equipment Item	Brand/Serial #	Date Issued	Date Inspected	If Applicable: Defective Item Return Date	Comments

## **1. Purpose**

The purpose of this procedure is to provide guidelines for preventing heat stress and minimising exposure to the harmful effects of UV radiation whilst undertaking work outdoors.

---

## **2. Scope**

This procedure outlines the requirements for control measures to be implemented to prevent heat stress and manage work where employee's/contractors are required to work outdoors in the sun.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring that all hazards associated with working in the sun and in hot conditions are identified and controlled to prevent adverse health effects.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for ensuring they follow all safety procedures and utilise protective equipment in order to minimise exposure to UV radiation and excessive heat.

### **Employee's onsite at Customers Premises**

Employee's onsite at customer's premises are responsible for ensuring they follow all safety procedures and utilise protective equipment in order to minimise exposure to UV radiation and excessive heat.

---

## **4. Procedure**

### **4.1 Hazard Identification and Risk Assessment**

All hazards associated with working outdoors shall be identified and assessed in accordance with the process defined in the Risk Management Procedure (Section 3.2). This shall be conducted prior to the commencement of a contract and at regular intervals during the project/contract. The risk assessment process shall focus on the effects of heat stress and Ultra Violet Radiation and shall consider the following:

- Temperature range expected
- Time employee's are exposed
- Humidity
- Direct sunlight
- Heat radiated from surfaces or machinery in use
- Airflow into the work area.

### **4.2 Control Measures**

A variety of control measures shall be implemented in accordance with the hierarchy of controls to ensure the hazard of working outdoors is minimised. These controls are documented below.

#### **4.3 Minimisation of UV Radiation Exposure**

Employee's required to undertake work outdoors shall be provided with appropriate personal protective equipment and clothing to minimise exposure to UV Radiation. In particular, these include:

Provision of an 8 cm broad brimmed hat constructed from materials that transmit less than 10% UV Radiation.

Provision of an attachment to protect the neck of the employee when required to wear a hard hat. This shall be constructed of a material that transmits less than 10% UV Radiation.

Provision of long sleeve shirts and trousers to minimise skin exposure and suitable UV protective sunglasses.

Provision of sun cream with a protection factor of 15 or greater for use by all employee's working outdoors for all unprotected skin.

#### **4.4 Minimisation of Heat Stress**

The following control measures shall be implemented as required to prevent the effects of heat stress.

Rescheduling heavy work to cooler parts of the day (ie. early morning) and start working earlier in the day during summer months.

Provision of a canopy or shade cover where work is to be undertaken in one location for a period of time.

Regular assessment of the requirement for breaks based on the temperature of the day. This shall be a supervisor responsibility.

Provision of cold water at all work sites with employee's encouraged to drink at least half a litre of water prior to the commencement of work on hot days and at least half a litre of water every hour thereafter to prevent dehydration.



## **1. Purpose**

The purpose of this procedure is to ensure that all Employee's and Contractors of Norfolk Maintenance Service are provided with adequate facilities and systems in order to undertake work at heights in a safe manner. When employing ladders for work at height, that they are, erected, used and maintained in accordance with relevant Australian Standards (AS1892). Furthermore when working at height they must utilise a fall arrest system appropriate to the task.

---

## **2. Scope**

This procedure outlines the requirements for hazards to be identified assessed and control measures implemented to assist Employee's and Contractors using ladders and to prevent falls from heights.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring that all tasks involving work at heights are identified, risk assessments conducted and control measures implemented to control these risks. They are also responsible for training employee's who undertake this work to select the correct ladder to undertake the work safely. They are also responsible for promoting the use of fall arrest systems as company policy complying with OHS Regulations 2001 chapter 4, Division 6, Working at Heights.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for selecting the correct ladder for the task. Ensuring they undertake training and follow procedures required for working at heights.

### **Employee's onsite at Customers Premises**

Employee's onsite at customer's premises that are required to work at heights above 2 metres are responsible for identifying any hazards associated with the work, conducting a risk assessment and implementing safety measures to control the risk.

---

## **4. Definitions**

### **Heights**

Heights are defined in this procedure as above 2 metres.

### **Safety Harness**

A safety harness is defined as a protective body harness, which, used in conjunction with some type of fall arrest system (safety line or inertia reels) prevents persons from falling from heights.

### **Individual Travel Restricting System (ITS)**

A device that prevents the user from falling into a fall hazard area, which includes:

- Anchorage
- Lanyard
- Horizontal life line

### **Unprotected Edge**

An unprotected edge is defined as the edge of a surface where there is a gap, void or space which has a dimension of more than 300mm and which is not provided with guard railing.

---

## **5. Procedure**

### **5.1 Hazard Identification for Work at Heights and Ladder Safety**

All work processes that require Norfolk Maintenance Service employee's and contractors to work at a height of 2 metres or above shall be identified. This shall be undertaken at the commencement of a project/contract and shall include identification of tasks undertaken in the following situations:

On structures being, inspected, tested, maintained, repaired or cleaned.

On fragile or potentially unstable surfaces.

Which requires the use of equipment to gain access to an elevated level or to carry out the task at an elevated level.

On a sloping or slippery surface on which it is difficult to maintain balance.

In close proximity to an edge.

In proximity of a hole, shaft or pit which is of sufficient dimensions or depth to allow a person to fall into the hole, shaft or pit.

Review of work surfaces (stability, slope etc) proximity to edges.

### **5.2 Ladder Use**

Ladders must be used in accordance with the following particulars.

1. Position ladders clear of walkways where possible.
2. Set ladders up on a level and firm surface. Never stand ladders on loose material or blocks.
3. Ensure the ladder is placed against a solid surface at an angle of 75°. The foot of the ladder should generally be 300mm (from the solid surface) out for every 1200mm of surface height.
4. Ensure the ladder projects 1 metre above the landing when used to access a landing.
5. Ensure the ladder will not slip by securing it at the top and bottom or have someone hold the ladder.
6. Always work facing the ladder.
7. Ensure that only one person is on a ladder at a time.
8. Do not store tools on the top of a ladder.
9. Ensure sturdy footwear with a good sole is used when working on ladders.
10. Utilise a tool belt to carry items to the desired height.
11. When conducting work with live electrical equipment, ensure that only wood or fibreglass ladders are used.
12. Ensure that portable ladders are not placed on top of scaffolds to access higher areas.
13. Always lock extension ladders into position prior to climbing and secure them at the top and bottom prior to conducting work.

### **5.3 Use of Safety Harness**

1. Prior to the use of safety harnesses, employee's and contractors shall undertake a visual inspection of the anchorage line and harnesses.
2. Safety harnesses shall be fitted by employee's or contractors and adjusted correctly at all points. The harness shall be suitably fitted to the individual with all straps appropriately adjusted to ensure a comfortable fit.
3. Employee's, and contractors are to strictly follow recommendation manual / how to use guides, included with hire units developed for the use of specific harnesses.

N.B. Where a device has been used for fall arrest it should be withdrawn from use and returned to the hire firm, manufacturer or competent repair centre for servicing and retesting.

### **5.4 Risk Assessment**

All identified hazards shall be assessed in order to ensure that adequate control measures have been implemented to prevent a fall. The assessment shall be undertaken in accordance with the Risk Management form (Section 3.2).

### **5.5 Risk Control**

Risks associated with working at height shall be controlled at all times when an employee is to work within 2 metres of an unprotected edge or on a sloping surface of greater than 45 degrees. In these situations and other situations where a hazard has been identified and assessed, one or more of the following control measures shall be implemented in accordance with the hierarchy of controls.

1. Elimination of requirement for task.
2. Task undertaken on ground level or on a solid construction.
3. Install a temporary work platform and provide a device, which prevents falls to a lower level.
4. If the previous controls are still unsuccessful in eliminating risk to employee's, put in place a fall injury prevention system (safety nets, catch platforms, harnesses).
5. Using a fixed or portable ladder and/or administrative controls.

### **5.6 Prevention of Falls of Equipment from Height**

All areas below where work is undertaken shall be barricaded and signs installed to prevent any person inadvertently walking under the workers. This shall be provided at a safe distance and shall be no less than 5 metres from the location immediately below where the work is being undertaken.

### **5.7 Recommendation**

It is recommended that where a harness is employed that only a body containment device such as a chest waist or full body harness be used as opposed to a waist type body belt. (Recommendation: WorkCover code of practice – Safe Work on Roofs, Part 2)

## **1. Purpose**

The purpose of this procedure is to ensure the prohibition of the use of alcohol, illegal or non-prescriptive drugs in Norfolk Maintenance Service workplaces is clearly communicated.

---

## **2. Scope**

This procedure shall apply to all Managers, Employee's and Contractors who undertake Norfolk Maintenance Service work.

---

## **3. Responsibilities**

### **Managers/Employee's/Contractors attending Norfolk Maintenance Service Premises**

Managers are responsible for ensuring that company policy on the prohibition of use of drugs and alcohol in the workplace is conveyed to employee's and contractors during the induction process and enforced. Employee's and contractors must abide with this instruction during working hours, which includes paid and unpaid meal breaks.

### **Employee's onsite at Customers Premises**

Contractors are responsible for ensuring that both themselves and employee's adhere to the Norfolk Maintenance Service policy on Drug and Alcohol for all works conducted on customer's premises.

---

## **4. Definitions**

Nil.

---

## **5. Procedure**

### **5.1 General**

Managers, employee's and contractors attending a Norfolk Maintenance Service premises must be able to conduct their duties without dangers to themselves or others. If discovered to be under the influence of drugs or alcohol, the following must occur:

At the commencement of the day, the person must not be allowed to commence duties;

During the working day, the person must cease duties and leave work immediately. Transport to be arranged by reception by means of collection or taxi. Should the incapacity result from a reaction to prescriptive medication a GP must be consulted.

## **1. Purpose**

The purpose of this procedure is to ensure that the safe storage and handling of hazardous substances and dangerous goods is undertaken in accordance with relevant State legislation.

---

## **2. Scope**

This procedure shall be utilised by all employee's and contractors involved with storing and handling hazardous substances and dangerous goods in the workplace.

---

## **3. Responsibilities**

### **Manager**

Managers are responsible for maintaining a central register of hazardous substances and dangerous goods stored and used at the site.

Responsible for ensuring that an assessment is conducted of all new chemicals before introduction to the workplace. Records of this assessment must also be maintained.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for reading material safety data sheets and being familiar with the storage and handling requirements of hazardous substances and dangerous goods. Employee's and contractors must also adhere to any safety precautions instituted by management for dealing with such substances.

### **Employee's onsite at Customers Premises**

Employee's onsite at customers premises are responsible for reading Material Safety Data Sheets (MSDS) and being familiar with the storage and handling requirements of hazardous substances and dangerous goods. They must also adhere to any safety precautions listed in the MSDS for dealing with such substances.

---

## **4. Definitions**

### **Authorised Personnel**

Authorised personnel are defined as personnel who have been trained in safe handling of products. Access to storage facilities will be available to these personnel.

### **Hazardous Substances**

A hazardous substance is defined as any substance, which has the potential to cause harm to the health and safety of a person when in use.

### **Dangerous Goods**

Dangerous goods are defined as substances, which present a safety hazard because of their chemical or physical properties. This incorporates flammable substances and substances under pressure. Many substances will be both hazardous substances and dangerous goods.

### **Material Safety Data Sheet (MSDS)**

Material Safety Data Sheets are developed by product manufacturers and contain important information about the product. This information includes:

- Hazardous nature of the product
- Identification (UN number, Class, HAZCHEM code etc)
- Physical description and properties
- Health hazard information
- Precautions for use
- Safe handling information
- Treatment procedures in the event of accidental contact

## **5. Procedure**

### **5.1 Purchasing Hazardous Substances and Dangerous Goods**

Prior to the purchase of any hazardous substances or dangerous goods a risk assessment must be conducted by management. A material safety data sheet must be obtained from the manufacturer and reviewed in the assessment process. Employee's, and contractors should consult the Manager prior to the purchase of new products to ensure their suitability for the task.

### **5.2 Central Material Safety Data Sheet (MSDS) Register**

A central register of all material safety data sheets is to be maintained by the Operations Manager for information of hazardous substances and dangerous goods provided on a MSDS. Updated MSDSs must be provided if current date is exceeding 5 years from date of issue provided by the manufacturer.

### **5.3 Hazard Identification and Risk Assessments**

All personnel undertaking work involving the use of dangerous goods and hazardous substances in the building should be familiar with the hazards associated with the chemical substance. Accordingly, a risk assessment shall be undertaken in the following situations:

- Prior to the first purchase of a chemical (Section 5.1);
- When the use of a chemical changes and the previous risk assessment is no longer valid for the process; or
- At the commencement of a new contract/project.

### **5.4 Training**

Employee's required to handle hazardous substances and dangerous goods must be trained in the correct use of these materials. Training must include safe handling requirements, limits of exposure, and requirements for personal protective equipment, health affects of exposure, first aid treatment and emergency response procedures. Training may also be undertaken on the job.

### **5.5 Storage and Signage**

Areas containing Dangerous Goods shall be designated as dangerous goods storage areas and shall:

- Have restricted access to authorised personnel;
- Be placarded in accordance with the Dangerous Goods Regulations;
- Be kept free from combustibles;
- Be well clear from ignition sources and naked flames;
- Be adequately ventilated; and
- Have appropriate spill collection compounds.

Areas that store dangerous goods shall be appropriately placarded in accordance with the Dangerous Goods (Storage and Handling) Regulations 2000. This will assist in identifying any potential risks posed by the storage of such substances.

**3.16 Dangerous Goods & Hazardous Substances**

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**5.6 Disposal**

The disposal of dangerous goods and hazardous substances shall be in accordance with the Dangerous Goods (Storage and Handling) Regulations 2000 and the Environmental Protection Act. Further queries may be answered by the supplier and manufacturer.

---

**6. Attachments**

1. Central Material Safety Data Sheet (MSDS) Register Index

## Section 3

### 3.16 Attachment 1: Central MSDS Register Index

[illegible]



## **1. Purpose**

The purpose of this procedure is to ensure that all accidents are adequately reported and investigated accordingly. This will ensure that appropriate preventative measures can be taken.

---

## **2. Scope**

This procedure defines the requirement for the investigation of incidents and process to follow in the event of incidents involving Employee's, Contractors and members of the public.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring that all accidents, incidents and near hits are reported and documented, including those occurring to employee's and contractors whilst attending Norfolk Maintenance Service offices. They are also responsible for ensuring appropriate investigation of these events and overseeing the implementation of control measures to prevent a re-occurrence.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and Contractors are responsible for ensuring that accidents, incidents and near misses involving them are reported. They are to assist in the investigations by completing report forms and to further provide details when the incident is investigated.

### **Employee's on site at Customers Premises**

Employee's are responsible for ensuring adequate Incident reporting and investigation systems and strategies are in place and reviewed for all work conducted at on customer's premises.

---

## **4. Definitions**

### **Accident**

An accident is defined as an event that occurs during normal business hours that results in personal injury or illness and requires medical attention.

### **Incident**

An incident is defined as an event that occurs during normal business hours which results in property damage only.

### **Near Hit**

A near hit is defined as an event that occurs during normal business hours that has the potential to cause injuries, illness or property damage but does not necessarily cause any of these.

---

## **5. Procedure**

### **5.1 Accident/Incident & Near Hit Reporting**

All accidents, incidents and near hits are to be reported within 48 hours of the event to the Operations Manager. This is to be undertaken in accordance with the following steps:

- Seek medical treatment or first aid treatment;
- Notify the Operations Manager immediately the event occurs;
- Complete the Accident/Incident and Investigation Report Form;
- File report forms in the Managers office.

### **5.2 Accident Investigation Process**

All accidents, incidents and near misses shall be investigated to prevent a re-occurrence of the event. The investigation process shall be undertaken by the Manager and employee, or contractor involved in the event. This shall be recorded on the Accident/Incident and Investigation Report Form. The investigation shall be undertaken as follows:

**Secure the area** Use caution when entering an area in which an accident has occurred. Ensure there is no further danger to other personnel, property or equipment.

**Visual inspection** Familiarise yourself with the accident scene and existing conditions. Photographs may assist in further reference/detail.

**Interview** The investigator should interview the victim or witness to accident/incident. Be sure to stress that the process is only to identify issues and rectify these issues rather than allocating blame.

Obtain facts regarding the events leading up to the incident, during the incident and after the incident. Only record facts and not assumptions.

### **5.3 Implementation of Control Measures**

Control measures shall be implemented at the completion of the investigation to prevent a re-occurrence of the event.

Control measures implemented shall be documented on the bottom of the Accident/Incident and Investigation Report Form and reviewed within the first month by the Operations Manager to ensure that the control measures are adequate.

---

## **6. Attachments**

1. Accident/Incident and Investigation Report Form
2. Incident/Injury Flow Chart



## 3.17 Attachment 1: Accident/Incident and Investigation Report Form

**4. ACTION TAKEN** (To be completed by the Manager)

In response to this incident, the action taken included (please tick):

- ☐ Not treated  
☐ Remained at work  
☐ Lost Time  
☐ First Aid Treatment provided  
☐ Treated by local Doctor/Specialist/Hospital off site  
☐ Workers Compensation Claim Form Completed  
☐ WorkCover Accident Report Form completed

**5. INVESTIGATION** (To be completed by the Manager)

List all the factors that contributed to the incident through consultation with people in the area and through 'recreating' events leading up to and during the incident.

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Are the injuries sustained new injuries or an exacerbation of an existing injury?

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Was this incident related to Manual Handling? ☐ YES ☐ NO

If yes, has a Manual Handling Risk Assessment been completed? ☐ YES ☐ NO

Does this incident require review by the Management team/ OHS representative?

☐ YES ☐ NO

Date to be reviewed: \_\_\_\_/\_\_\_\_/\_\_\_\_

**6. REMEDIAL ACTION** (To be completed by the Manager or Coordinator)

What corrective actions are to be taken?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Have all possible actions been taken to prevent this occurrence from happening elsewhere? ☐ YES ☐ NO

Expected completion date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Actual completion date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_

**7. MANAGERS COMMENTS IF REQUIRED**


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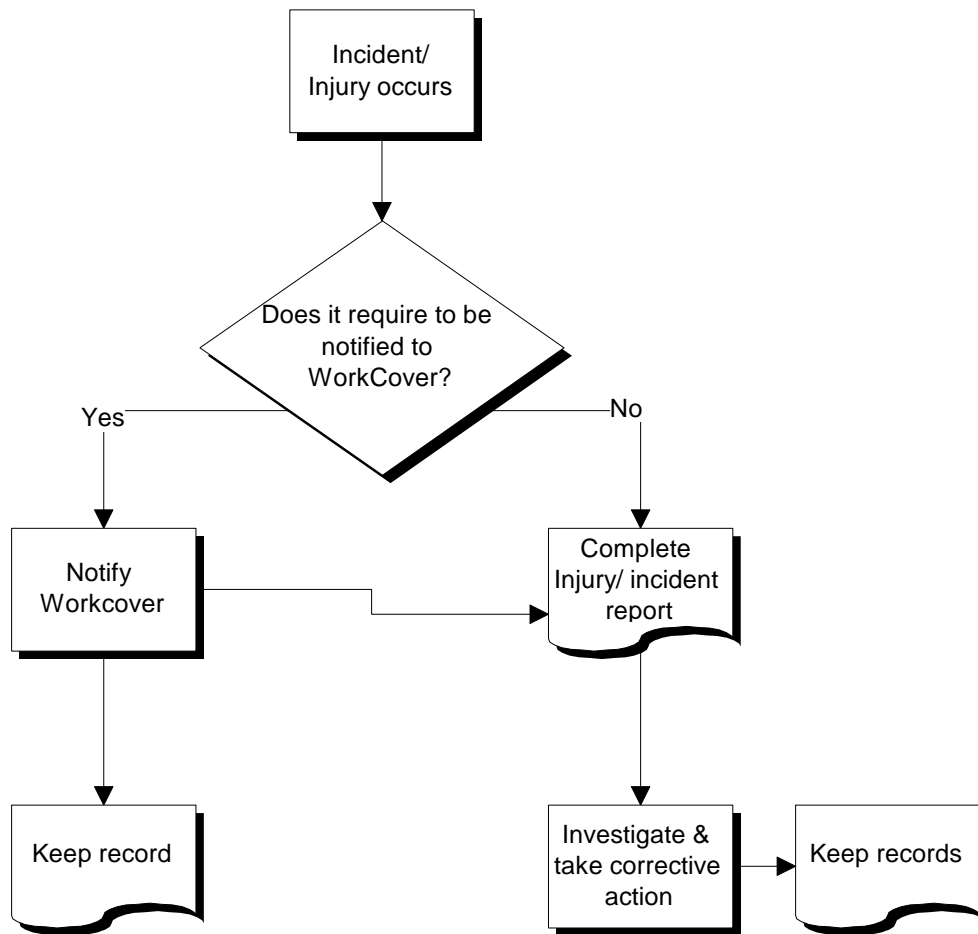


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## Section 3

### 3.17 Incident/Injury Flow Chart

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The WorkCover Authority must be notified of the following serious incidents:

- (a) The loss of consciousness of a person caused by impact of physical force, exposure to hazardous substance, electric shock or lack of oxygen.,
- (b) Major damage to any plant, equipment, building or structure,
- (c) An uncontrolled explosion or fire,
- (d) An uncontrolled escape of gas, dangerous goods or steam,
- (e) Imminent risk of explosion or fire,
- (f) Imminent risk of escape of gas, dangerous goods or steam,
- (g) A spill or incident resulting in exposure or potential exposure of a person to a notifiable or prohibited carcinogenic substance,
- (h) Entrapment of a person in a confined space,
- (i) Collapse of an excavation,
- (j) Entrapment of a person in machinery,
- (k) Serious burns to a person.

## **1. Purpose**

The purpose of this procedure is to provide guidance for employee's and contractors on the management of customer aggression in contracted Norfolk Maintenance Service workplaces.

---

## **2. Scope**

This procedure shall apply to all managers, employee's and contractors encompassing the following behaviours: aggression, abuse, verbal assault, physical assault, sexual harassment and sexual assault.

---

## **3. Responsibilities**

### **Managers/Employee's onsite at Customers Premises**

Managers are responsible for promoting personal safety awareness and what constitutes unacceptable behaviour towards employee's whilst attending customer's premises.

---

## **4. Definition**

### **Aggression**

It includes but is not limited to verbal, physical or psychological abuse, threats or intimidating behaviours, intentional physical attacks such as striking, pinching or scratching, aggravated assault, threats with offensive weapons, sexual harassment or sexual assault.

---

## **5. Procedure**

### **5.1 General**

Employee's and Contractors are to be made aware of the unacceptable behaviours defined in this procedure by Norfolk Maintenance Service management and given techniques of how best to deal with them.

Triggers to this type of behaviour should be given to employee's and contractors with a view to avoiding confrontation. As Contractors should always be mindful of the public image they project from the point of view of their own business and the brand Norfolk Maintenance Service, any unacceptable behaviour is to be handled with utmost tact.

Further to the reputation of the brand, all incidents of unacceptable behaviour between an employee, contractor and a customer and or the public should be reported to the management of Norfolk Maintenance Service and in the case of a serious incident, the police.

## **1. Purpose**

The purpose of this procedure is to ensure that all employee's, employee's, contractors and visitors are provided with occupational health and safety training commensurate to their level of risk in the workplace.

---

## **2. Scope**

This procedure outlines the requirements for new Employee's, and Contractors to undertake OHS training prior to commencing work with Norfolk Maintenance Service.

---

## **3. Responsibilities**

### **Manager**

Managers are responsible for ensuring that all new Employee's and Contractors are inducted prior to starting work. They are also responsible for identifying training needs, organising training and maintaining records of training on site.

### **Employee's**

Employee's are responsible for undertaking induction training prior to starting work with Norfolk Maintenance Service and undertaking any other OHS training provided. They are also responsible for identification of training needs.

### **Contractors**

Contractors are responsible for undertaking induction training prior to the commencement of work and signing the induction document to indicate the training has been conducted and that they understand the requirements.

---

## **4. Procedure**

### **4.1 Employee Induction Training**

All new employee's shall be inducted by the Manager prior to commencing work with Norfolk Maintenance Service. The induction training shall cover the following topics:

- OHS Policy and Internal Procedures;
- Emergency Response Procedures and First Aid;
- Reporting of hazards in the Workplace;
- Accident and Incident Report Procedures

Induction training shall include a review of all relevant licenses and qualifications of the employee with copies of these obtained and placed on employee files.

At the completion of the induction process the Manager shall complete the New Employee Induction Checklist whilst the employee shall sign the checklist to indicate that they understand the company requirements. A completed copy of the Employee Induction Checklist shall be retained in the relevant personnel file.

#### **4.2 Contractor Induction**

All contractors engaged by Norfolk Maintenance Service shall undertake an induction prior to commencement of work. This shall be undertaken by the Manager or competent person nominated by the Manager. The Manager shall obtain all relevant OHS information and procedures from contractors prior to the commencement of work in accordance with the Contractor OHS Management Procedure (Section 3.4).

At the completion of the induction the Operation Manager or nominated person shall complete the Contractor Induction Checklist (Section 3.4) and the contractor shall sign the checklist to indicate their understanding of the requirements. This shall then be filed with the contractor file.

#### **4.3 Visitor Induction**

Visitors to Norfolk Maintenance Service offices shall undertake basic induction training prior to movement around the site. This shall include the following:

- Read the visitors information page at reception and sign into the visitors book to indicate they have read the information;
- Be accompanied by a Norfolk Maintenance Service employee at all times whilst on site;
- Sign out of the visitor's book upon leaving the site.

#### **4.4 Licenses and Qualifications**

Managers or their nominated competent representative shall obtain a copy of all licenses and qualifications and retain these on employee files. This shall include vehicle licenses for employee's required to use company vehicles. This process shall be undertaken annually during performance appraisals.

---

### **5. Attachments**

1. New Employee Induction Checklist
2. New Contractor Induction Checklist



## Section 3

### 3.19 Attachment 1: Employee Induction Checklist

#### New Employee Induction Checklist

Name: ..... Position: .....

Date: ..... Location: .....

Name of person providing the Induction: .....

	<i>Please tick</i>	yes	no	comments
1. Welcome employee	<input type="checkbox"/>	<input type="checkbox"/>		.....
2. Introduce employee to Manager, Supervisor & co-workers	<input type="checkbox"/>	<input type="checkbox"/>		.....
3. Explain work tasks and provide job description	<input type="checkbox"/>	<input type="checkbox"/>		.....
4. Tour of section				
Location of toilets/amenities	<input type="checkbox"/>	<input type="checkbox"/>		.....
First aid kits	<input type="checkbox"/>	<input type="checkbox"/>		.....
Lunch room	<input type="checkbox"/>	<input type="checkbox"/>		.....
Supervisor's office	<input type="checkbox"/>	<input type="checkbox"/>		.....
Noticeboards	<input type="checkbox"/>	<input type="checkbox"/>		.....
Evacuation instructions	<input type="checkbox"/>	<input type="checkbox"/>		.....
Names of OHS Rep, Wardens	<input type="checkbox"/>	<input type="checkbox"/>		.....
5. Explain				
• OHS Policy				
• Drug and Alcohol procedure	<input type="checkbox"/>	<input type="checkbox"/>		.....
• Hazard reporting procedure	<input type="checkbox"/>	<input type="checkbox"/>		.....
• Injury Reporting procedure	<input type="checkbox"/>	<input type="checkbox"/>		.....
• WorkCover claims procedure	<input type="checkbox"/>	<input type="checkbox"/>		.....
• Evacuation procedure	<input type="checkbox"/>	<input type="checkbox"/>		.....
6. Arrange for employee ID	<input type="checkbox"/>	<input type="checkbox"/>		.....
7. Provide locker, PPE, tools etc	<input type="checkbox"/>	<input type="checkbox"/>		.....
8. Schedule training	<input type="checkbox"/>	<input type="checkbox"/>		.....
.....				
.....				
.....				
.....				
.....				

Person providing Training: ..... signed: ..... date: .....

New employee: ..... signed: ..... date: .....

## Section 3

### 3.19 Attachment 2: Contractor Induction Checklist

#### New Contractor Induction Checklist

Name: ..... Position: .....

Date: ..... Location: .....

Name of person providing the Induction: .....

	<i>Please tick</i>	yes	no	comments
<b>1. Welcome Contractor</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>2. Introduce contractor to Manager, office staff &amp; co-workers</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>3. Explain work tasks and provide job descriptions</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>4. Tour of building</b>				
• Location of toilets/amenities		<input type="checkbox"/>	<input type="checkbox"/>	.....
• First aid kit		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Lunch room		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Office area		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Noticeboards		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Evacuation instructions		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Names of OHS Rep, Wardens		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>5. Explain</b>				
• OHS Policy				
• Drug and Alcohol procedure		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Hazard reporting procedure		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Injury Reporting procedure		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Workcover claims procedure		<input type="checkbox"/>	<input type="checkbox"/>	.....
• Evacuation procedure		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>6. Arrange for employee ID / Business cards</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>7. Provide, PPE, tools etc</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
<b>8. Schedule training</b>		<input type="checkbox"/>	<input type="checkbox"/>	.....
.....				
.....				
.....				
.....				
.....				

Person providing Training: ..... signed: ..... date: .....

Contrator: ..... signed: ..... date: .....

## **1. Purpose**

The purpose of this procedure is to ensure that hazards associated with noise in the workplace are identified, assessed and controlled to prevent occupational hearing loss.

## **2. Scope**

This procedure outlines the requirement to assess and control noise within the workplace. This includes noise produced by all equipment used in the workshop.

## **3. Responsibilities**

### **Managers**

Managers are responsible for ensuring the following:

All equipment and tasks that may produce excessive noise levels are identified, assessed and controlled by a competent person.

Employee's are trained in the safe use and maintenance of hearing protection and that records are retained of this.

### **Employee's/Contractors attending Norfolk Maintenance Service Premises**

Employee's and contractors are responsible for ensuring they wear and maintain hearing protection where required and that they follow all reasonable instructions relating to this while performing work.

### **Employee's onsite at Customers Premises**

Employee's onsite at customers premises are responsible for ensuring they wear and maintain their own hearing protection where required and that they follow this procedure relating to tasks that produce excessive noise.

## **4. Definitions**

### **Occupational Exposure Standard**

The occupational exposure standard (OES) in VIC is 85 dB(A) or 85 decibels in an eight (8) hour day. The maximum permissible noise at any time is 140 dB (C) or 140 decibels linear unweighted.

## **5. Procedure**

### **5.1 Noise Hazard Identification**

All hazardous noise sources in the workplace shall be identified by Managers, employee's and contractors where applicable. As a guide to this, hazardous noise levels are those above the OES or where a person is required to raise their voice during normal conversation within 1 metre of another person.

Equipment and tasks that produce hazardous levels of noise shall be identified prior to the commencement of a new project. Review of hazardous noise levels shall also be undertaken annually or prior to the introduction of a new item of equipment or process.

### **5.2 Noise Risk Assessment and Control**

The noise risk assessment shall include undertaking sound level monitoring in order to determine what control measures are to be implemented.

Where noise levels have been recorded above the OES, noise control measures shall be implemented to reduce employee exposure to this. Noise control options shall be considered based on the hierarchy of controls as outlined below in order of importance.

Elimination of the noise source;

Isolation of the noise source from the operator with the use of distance or barriers;

Engineering controls such as the use of mufflers to silence equipment;

Administrative control such as limiting the time an employee is exposed to the noise source; and

Hearing protection or PPE

Hazardous noise areas shall be designed as such through the use of signage that specifies the requirement for hearing protection.

### **5.3 Use of PPE**

Where hearing protection is required to be worn by employee's to reduce noise levels to below the OES, these employee's shall use and maintain the PPE.

## **1. Purpose**

To establish objectives, responsibilities and practices for prevention of injury and property damage in the operation of Company Motor Vehicles and or trailers.

---

## **2. Scope**

This procedure outlines the requirements for Managers and Employee's operating company owned vehicles and or trailers.

---

## **3. Responsibilities**

### **Managers**

Managers are responsible for

- vehicles appropriate for required tasks are purchased or leased as Company vehicles;
- only appropriate vehicles are used for particular tasks;
- vehicles are safely equipped, maintained and serviced;
- driving safety programs are implemented as required to prevent incidents involving company vehicles and injuries to staff, damage to company property or environmental impacts;
- Incidents involving motor vehicles are reported using the Accident/Incident Investigation form (section 3.17).

### **Employee's**

Employee's must ensure that:

- all statutory laws governing the use of vehicles are complied with;
  - company vehicles are not driven whilst disqualified from driving;
  - alcohol or drugs are not consumed in the hours before or during driving;
  - Employee's should consult the training manual, OHS section 1.2 Item 8 regarding trailer safety;
  - there is no smoking in company vehicles;
  - hand-held mobile telephones are not used whilst driving nor are hands-free kits used for dialling whilst driving;
  - company vehicles are visually inspected prior to use;
  - reasonable steps are taken to minimise risks associated with the use of company vehicles and
  - incidents involving company vehicles are reported immediately to management and as required by local authorities without any admission of liability.
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## **4. Procedure**

### **4.1 General Guide Lines**

Staff driving Company vehicles must comply with all relevant Commonwealth, State and Territory legislation and regulations on the use of vehicles.

**4.2 Company vehicles must be:**

- appropriate for required tasks
- purchased after due consideration of safety features
- fitted with adequate safety equipment including airbags and anti-lock braking systems (ABS) whenever these items are standard equipment and
- maintained in a serviceable and safe condition

**4.3 Staff driving Company vehicles must:**

- undergo medical assessment if required to
- receive all information, instruction, training and supervision necessary to safely complete their driving tasks
- comply with the directions in the attachments to these guidelines

All incidents involving motor vehicles must be reported using the Accident/ Incident Investigation form (Section 3.17) and Insurance forms as required.

## **1. Purpose**

The purpose of this procedure is to communicate that Norfolk Maintenance Service is a non-smoking workplace.

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## **2. Scope**

This procedure states the Norfolk Maintenance Service commitment to providing a workplace that is free from the effects of direct and passive smoking.

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## **3. Responsibilities**

### **Managers/Employee's/Contractors attending Norfolk Maintenance Service Premises**

All stakeholders are responsible to ensure that direct smoking and the smoke caused by smoking is prohibited in the workplace. This is in accordance with the VIC Smoke free Environment Act 2000.

Employee's, Contractors and visitors to a Norfolk Maintenance Service premises will abide with this procedure.

### **Employee's onsite at Customers Premises**

Employee's onsite at customer's premises shall observe smoking restrictions that apply to that workplace.

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## **4. Procedure**

### **4.1 General**

Managers, employee's, contractors and visitors to a Norfolk Maintenance Service premises must seek alternative smoking areas outside the building. It is the smoking employee's responsibilities to ensure that the alternative smoking area is kept clean and tidy and free from butts and other refuse.

## **1. Purpose**

The purpose of this procedure is to provide guidance for employee's on the management of night work in contracted Norfolk Maintenance Service workplaces.

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## **2. Scope**

This procedure shall apply to all managers and employee's encompassing the hazards that may be encountered after daylight hours and in emergency callout situations.

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## **3. Responsibilities**

### **Managers**

Managers are responsible for the training of personal safety to employee's that may be called upon to visit customer premises at night and in certain circumstances, i.e. quoting, working out of business hours or storm work.

### **Employee's onsite at customer Premises**

Employee's called upon to visit customer's premises at night in the case of quoting, should where possible call ahead to book a time with the customer. The Employee should arrange for the customer to leave exterior lighting on to lessen the hazard of slips, trips and falls whilst visiting the premises. Should the employee be called upon for emergency service after daylight hours they should employ a reflective vest or approved reflective rain gear to increase visibility especially if working in the vicinity of roadway