



Occupational Health Safety and Environmental Manual

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Document Control

Document Name	Version Number	Authorised	Date
Occupational Health Safety and Environmental Manual	1.1	Nahed Yassine	20 March 2013
Occupational Health Safety and Environmental Manual	1.2	Nahed Yassine	30 April 2013

Occupational Health Safety & Rehabilitation Policy

This organisation is committed to the aim of providing a safe and healthy work environment for all employees and for visitors to the workplace. We recognise that maintaining the highest possible standards of health and safety is a key management responsibility.

In fulfilling this aim, we are committed to regular consultation with workers on health and safety issues. We promise to provide the necessary time, energy and resources in order to:

- provide and maintain safe plant and systems of work
- provide, monitor and maintain systems for the safe use, handling, storage and transportation of plant and substances
- keep the workplace in a safe and healthy condition
- provide adequate staff welfare facilities
- provide suitable information, training and supervision for all employees.

The Director/Manager is responsible for the implementation and monitoring of this program. It is his duty to assign occupational health and safety duties to employees. He will ensure, to the best of his ability, that this organisation meets all of its obligations under occupational health and safety legislation.

Management will undertake regular assessments, which include the completion of a daily job safety analysis sheet, to identify hazards; assess the risks involved and implement control measures as necessary. In so doing, management will develop, monitor and modify as necessary a health and safety program, taking into account all aspects of the workplace.

Employees are obliged to take reasonable care of themselves and others in the workplace. They will undertake to co-operate with all health and safety provisions agreed by management and employees.

They will not take shortcuts likely to cause injury or illness to themselves or others in the workplace.

Employees will not bypass or misuse systems or equipment provided for safety or health reasons. They will also undertake to report to rectify any unsafe conditions which come to their attention.

This policy will be regularly reviewed to take account of new legislation and organisational changes. Management seeks the co-operation of all employees in fulfilling our health and safety commitments. All employees will be advised in writing of agreed changes and arrangements for their implementation.

If an employee needs rehabilitation after an incident we would ensure that he had the appropriate rehabilitation needed. We would ensure that, on his return to work, we would be aware of his capabilities and give him appropriate work.

Signed: Nahed Yassine

Position: Manager

Date: March 2013

Environmental Policy

Bright Services recognises its responsibilities as a cleaning service organisation and concerns itself with both long and short term effects of its business in relation to the environment.

Bright Services is fully committed to minimising this impact as much as possible.

Whilst we welcome the introduction of legal measures, we appreciate that real progress on environmental issues can only be made through the actions of employees within our organisations and our visitors, clients and suppliers.

Therefore we have adopted a positive policy to promote the practical day-to-day commitment to the environment and is reflected in the way we work, the materials and machinery we use, purchase and dispose of.

Specifically, we take action on the following measures:

- Protecting the Atmosphere
- To source and buy environmentally friendly chemicals
- To minimise the use of energy at all times.

Bright services are committed to...

Environmental Law:

- Complying with and keeping up to date with all relevant environmental law and regulations

Environmental Improvement:

- Ensure continual improvement to reduce environmental impacts

Assessment of long term environmental impacts:

- Ensure that long term costs and environmental benefits are taken into consideration

Environmental Assessment of Contracts:

- Ensure during the tender process of contracts that environmental impacts are assessed

Environmental Awareness:

- Increase awareness of environmental priorities and issues

Environmental Management:

- Implementing management systems, training and communications to minimise impact on the environment

Protecting and Improving the environment:

- Ensure all our employees, visitors, contractors, suppliers and clients take actions to ensure protection and improvement of the environment.

Waste Management

Where possible we will actively recycle the waste we create reducing environmental pressures from waste disposal by:

- The use of recycled paper in our office
- The recycling of all office paper
- To break down and flat pack packaging and boxes
- To reuse packaging for our own deliveries
- The recycling of all office printer cartridges
- Supporting our customers by recycling waste from our kitchen, where such a scheme is in existence
- Ensuring any hazardous waste is carefully disposed of.

Noise

We are committed to a quiet environment, and fully appreciate that for our education clients and old people home in particular that there are key times when noise must be kept to an absolute minimum, eg, exams and performances and also ensure that noise is kept to a minimum during unsociable hours, eg, night time and early mornings whilst people are sleeping.

Air

We are committed to minimising atmospheric pollution by:

- Minimising vehicle use and fuel consumption
- Encouraging car sharing and use of public transport
- Promote non-polluting methods of transport
- Ensure employees follow our no smoking policy
- Ensure clean air in the working environment³

Water

We are committed to preventing water pollution and actually reducing water consumption by:

- Purchase products with the least environment impact.
- Ensure employees turn off taps
- Ensure employees use hand sanitizers rather than using running water.

Vehicles

The Bright Services policy is to reduce car usage for both business and personal use.

- **Public transport** - ensure that employees make as many journeys as practicable by public transport.

- **Recruit locally** – Bright services also tries to employ people who live close enough to individual sites, whenever possible, to enable them to walk into work.
- **Servicing and Maintenance of vehicles** –Bright Services vehicles are serviced regularly and maintained and we always look to purchase vehicles with low emissions again to minimise the impact on the environment.
- **Use driving techniques that reduce fuel consumption** – avoid sharp braking and heavy accelerating.
- **Use alternatives** – to transport ie write, phone, fax or email.

Purchasing Policy

We believe it is important to continuously review the effect of our purchasing practices. We aim to purchase products, which are low polluting, recycled, ozone friendly, energy efficient, reusable, durable, purchased in bulk wherever possible to alleviate unnecessary packaging.

Paper Products

All employees in our Head Office have access to email and this has proven to reduce the amount of paper circulating internally in the form of internal memos and newsletters, as well as the use of paper and envelopes from external sources

Summary

We recognise the enormous value of our environment and aim to conserve and enhance it so as to leave to the children of tomorrow what was left for us. All our activities are designed with this in mind and we feel doing our ‘part’ to Improve and Protect the environment is very important.

Signed: Nahed Yassine

Position: Manager

Date: April 2013

Environmental Challenge to our Employees

Bright Services have a management system in place to ensure that all our employees, visitors, suppliers and clients help play a part in implementing our environmental policy. It is important to remember that complying with policy is one of many objectives our company has. Criteria such as value for money and quality must also be given suitable consideration.

We have set ourselves some targets and challenges, that we feel if we work together to achieve them, we can have a more positive effect on our environment.

Air: road transport is one of the biggest sources of pollution in the Australia contributing to poor air quality, climate change, congestion and noise disturbance

All of our employees are asked to follow the checklist to ensure we minimise our impact:

- **Avoid using cars for short journeys** – combine trips or, alternatively, walk, cycle, or take public transport
- **Care for your vehicle** – check tuning, tyre pressure, brakes and fuel consumption – regular servicing and maintenance helps keep your car efficient and saves fuel.
- **Lighten up** – roof racks add drag and other unnecessary weight increases fuel consumption.
- **Drive gently** – racing starts and sudden stops increase fuel consumption. Use higher gears when traffic conditions allow.
- **Steady your speed** – at around 50 km/hr emissions will be lowest.
- **Switch off when stationary** – if stuck in traffic or stopping more than a minute. Idling engines make sitting in jams even more unpleasant. Do not run the engine unnecessarily – drive off soon after starting .
- **Be considerate of those around you** - reduce the volume of your car stereo or close your car window in residential areas, and avoid sounding your horn or revving your engine.
- **Air conditioning and on board electrical** devices increase fuel consumption – only use them when really necessary.
- **Travel plans** are a range of practical measures to reduce car use for journeys to and from work and for business travel.

Water: It is estimated that companies use thousands of cubic metres of water a year. Bright Services feel more can be done to reduce the amount of water in our buildings and contracts where we provide a cleaning service.

- **Turn off taps** – encourage employees to turn taps off whilst not in use.

- **Report all leaks and dripping taps.**
- **Automatic flush controls in toilets** - encourage our clients to use this type of system.
- **Hazardous products** – ensure employees are aware of how to correctly dispose of hazardous chemicals.
- **Nontoxic cleaning products** – use nontoxic products where possible.
- **Recycle and dispose of all trash properly** - never flush non-degradable products, such as disposable diapers or plastic tampon applicators down the toilet. They can damage the sewage treatment process and end up littering beaches and waters.

Energy: Bright Services feel that if we all follow some simple rules then we can all make a significant impact on the amount of energy we use. If we follow these rules then not only will we save the amount of electricity used but also cut costs down.

- **Unplug appliances** – unplug appliances that are seldom used. At the end of the working day, unplug any machines that are not required over night.
- **Set computers to hibernate/sleep** – this will allow computers to use less power during periods of inactivity.
- **Turn off lights** – Do not forget to turn off lights as you leave rooms. Work by daylight is possible and turn off/dim lights in unused conference rooms etc.
- **Report faults** – in your heating and air conditioning systems so they run to peak performance.
- **Do not leave machines and equipment running** – whilst not in use.

Recycling: Bright services feel that recycling is one of the biggest things we can do for our environment, whilst reducing piles of garbage, it will help protect natural resources, cut global warming and save water and energy.

- **Re-use envelopes and paper** – for internal mailings and scrap paper. Also re-use packaging and paper clips.
- **Use recycled paper** – for publicity and information leaflets.
- **Recycle** – all materials for which collection schemes exist.
- **Use email** - as much as possible instead of sending information on paper.
- **Recycle all packaging** – boxes from our suppliers are re-used for own deliveries.

Chemicals: ensure employees are trained on all chemicals used, to ensure safety to themselves and the environment.

Bright Services recognises that everything we do affects the environment:

- Think about the environmental impacts of what you do and try to lessen them.

- Keep up to date with environmental impacts of our work and pass knowledge on down the management structure.
- Keep staff aware and trained with environmental priorities.
- Ensure training includes environmental issues.

No Alcohol & Drugs on Worksite Policy

All employees and sub-contractors must sign and declare whether using drugs or alcohol. If using drugs for medical reasons a doctor's certificate must be provided.

If found to be using drugs or alcohol on site without a medical certificate, action will be taken according to the Companies performance procedures, which could result in dismissal.

Random checks will be done without warning.

Signed: Nahed Yassine

Position: Manager

Date: March 2013

Smoking Policy

Bright Services has a non-smoking policy. Smoking is not permitted on our property or in offices at any time.

Smokers who need to take breaks should do so in their allotted breaks. These breaks must be limited from leaving the workplace to recommencing work. These breaks must not be taken at the entrance to Lawns and Grounds or clients offices. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Signed: Nahed Yassine

Position: Manager

Date: March 2013

Sun Protection Statement

Our staff will wear a hat as well as appropriate clothing. 30+ sunscreen will also be provided and used in order to keep any damage occurring from ultra violet radiation.

Signed: Nahed Yassine

Position: Manager

Date: March 2013

Occupational Health & Safety Committee

Bright Services have formed an Occupational Health & Safety committee.

Committee members are:-

- Nahed Yassine
- Fadi Chatila

Our aim is to ensure that the workplace has a safe and healthy environment and to keep up to date with any new occupational health & safety issues, equipment and to listen to any employee concerns.

Environmental Management – Incident Response

Guidelines for incident emergency response

Activities carried out shall comply with all statutory requirements for the protection of the environment.

Should an incident occur, it is our intention to return environmental conditions to their previous state.

Incident Reporting & Investigation Procedures

Reporting

If an employee is injured with another employee or manager on site the situation would be assessed and first aid attention would be administered immediately.

If an injury occurs on a site when an employee is alone they should contact either the manager or another employee (who will then contact the manager) to come and apply first aid. All employees working alone should carry a mobile phone.

If necessary see a doctor for further treatment and follow-up consultations.

A register of injury form is filled out but if the injury needed investigation an accident investigation form would have to be filled out as well. If a major incident occurs Quality Lawn & Grounds Care Pty Ltd office will call Workers Compensation Department and report the incident as soon as possible.

If the employee needs to have time off work – keep in contact to keep up to-date with his recovery.

Investigation

When an incident occurs ask employee involved details of what happened. Find out:-

- what actually happened
- what caused incident
- who was present at the time
- any witnesses other than QLGC P/L employees
- what can be done to avoid it from happening again

Consult with all Quality Lawn & Grounds Care Pty Ltd personnel. When employee recuperates have a meeting with all Quality Lawn & Grounds Care Pty Ltd staff to discuss the incident and make sure that everyone is aware of incident and the correct procedures will be followed in the future.

If an employee needs rehabilitation after an incident we would ensure that he had the appropriate rehabilitation needed. We would ensure that, on his return to work, we were aware of his capabilities and give him appropriate work.

All incidents are recorded on a register of injury form or accident investigation form for analysis at a later date. These forms are kept and data is recorded.

Accident/Incident/Near Miss Report Form

What is an Accident/Incident/Near Miss Report Form?

This Accident/Incident Report Form is in 2 parts. The first part is completed by the employee who suffered the accident or to describe the incident, and the second part is completed by the supervisor.

Employees, with the assistance of a Supervisor, are required to fill in the first page details including:

- ✓ employee details,
- ✓ injury details- including date, time and expected time off,
- ✓ medical treatment required, and
- ✓ events leading up to the injury/incident or near miss- this is important to gain the employees perspective of what actually happened.

Supervisor's Report

The second section of the form is to be completed by the Supervisor and requires the Supervisor to identify the following:

- ✓ witness details,
- ✓ how the accident/incident or near miss happened, and
- ✓ how a recurrence can be prevented.

It is important to show outcomes of the investigation, and to document what actions can or will be taken to prevent another injury, or in the event of a near miss ,a more serious event occurring in a similar scenario.

The Supervisor should decide, or, if requested by employees, whether or not the event should also be documented as an incident needing further investigation. This may well be the case depending on the cause of the event and the possibility of it happening again due to job design, system or procedural faults needing additional investigation and control.

NOTE: The Form will be used for all accidents, incidents or near misses; however it is important to check with the Director about the legal requirements for reporting “serious and notifiable incidents”.

Accident/Incident/Near Miss Investigation Report Form

EMPLOYEE DETAILS

Name: _____ Position: _____

Address: _____

INJURY DETAILS

(if applicable)

Date of accident: _____ Time: _____ Date Reported: _____ Time: _____

Date ceased work: _____ Time: _____ Supervisor: _____

Time lost (to date): _____ Time lost (anticipated overall) _____

Medical Treatment required: _____

Nature and extent of injury			
Part of body injured	<input type="checkbox"/> Head	<input type="checkbox"/> Trunk	<input type="checkbox"/> Multiple
	<input type="checkbox"/> Eyes	<input type="checkbox"/> Arm	<input type="checkbox"/> General
	<input type="checkbox"/> Neck	<input type="checkbox"/> Leg	<input type="checkbox"/> Unspecified
Nature of injury	<input type="checkbox"/> Sprain	<input type="checkbox"/> Laceration	<input type="checkbox"/> Burn
	<input type="checkbox"/> Fracture	<input type="checkbox"/> Concussion	<input type="checkbox"/> Superficial
	<input type="checkbox"/> Multiple	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Amputation
	<input type="checkbox"/> Contusion	<input type="checkbox"/> Other	
Type of incident	<input type="checkbox"/> Flying object	<input type="checkbox"/> Manual handling	<input type="checkbox"/> Electricity
	<input type="checkbox"/> Struck by	<input type="checkbox"/> Poisons	<input type="checkbox"/> Fall
	<input type="checkbox"/> Caught in	<input type="checkbox"/> Temperature	<input type="checkbox"/> Other
Describe the events leading up to the injury and how the injury occurred (witness or injured person's statement).			

Accident/Incident Investigation - Supervisor's Report

Witness Details			
How did the accident or incident happen			
What caused the accident/incident	<input type="checkbox"/> Ineffective guarding	<input type="checkbox"/> Lack of protective equipment	<input type="checkbox"/> Lack of training
	<input type="checkbox"/> Lack of maintenance	<input type="checkbox"/> Safety rules not followed	<input type="checkbox"/> inexperience
	<input type="checkbox"/> Unsafe work methods	<input type="checkbox"/> Misconduct	<input type="checkbox"/> Workplace design (equipment, design, layout)
	<input type="checkbox"/> Weather	<input type="checkbox"/> Poor housekeeping	<input type="checkbox"/> Language difficulties
Explain			

Occupational Health & Safety Training

Awareness Training - occupational awareness training is on-going. When a new employee starts they have to read and sign a Safe Work Method Statement which outlines safety issues. We also have a Risk Management and Job Safety Analysis sheet which are filled out at each site. These forms are to highlight any safety issues that may arise at a particular site.

Personal protective equipment is compulsory. Equipment is serviced and checked regularly to ensure safe working conditions.

Employees are encouraged to discuss any safety problems that may arise or any safety concerns they may have.

Formal Competency – if any new equipment is purchased that needs a particular licence or training we would:-

- organise training and safety information sessions including hands on training
- after sufficient training, organise for a registered assessor to come and assess the work resulting in a licence for that particular piece of machinery.

Induction training – when a site is visited that is unfamiliar to an employee the manager will take the employee or employees on a tour of the site first to familiarise the employee with the site and point out any areas that could be of concern.

When a new piece of equipment is purchased that employees are unfamiliar with all relevant training and safety procedures are explained.

A Job Safety Analysis and Risk Management form are filled out at every site.

On the job training – this training is on-going for all employees but when an employee is new the manager would spend time with him showing him where everything is and when given a task to do keep in constant contact to ensure that everything is going smoothly.

Any new procedures are always thoroughly discussed before work commences.

Occupational health & safety for subcontractors, (if used), will include induction & awareness training but formal competency & on the job training should be covered by the subcontractors.

Occupational health & safety training for visitors would include induction training. Visitors would be accompanied by an employee at all times.

Problem Solving & Consultation

Every effort will be made to overcome any problem that exists with OH&S. All employees are encouraged to speak up if they see a problem has not been addressed. They are encouraged to contribute to OH& S problem solving issues.

Rehabilitation Procedures

Every effort will be made to accommodate an injured worker back into the work force and ensure that the work place is a safe place to work. Close liaison with the medical profession will ensure that all work undertaken is appropriate.

EMPLOYEE TRAINING RECORD

Name of Employee..... Employee

Code.....

Training Module	Date	
	Trained	Retrained
A 1. Vacuum Cleaning Full		
A 2. Vacuum Cleaning Spot		
A 3. Damp Mopping		
A 4. Wet Mopping		
A 5. Spot Mopping		
A 6. Dust/ Scissor Mopping		
A 7. Stair Cleaning		
A 8. Sweeping		
A 9. Dusting		
A 10. Care of Cleaners room		
A 11. Desk & Ledge Cleaning		
B 1. Toilet Cleaning		
B 2. Wall Washing		
B 3. Spot Cleaning		
B 4. Emptying Waste & Cleaning Ashtrays		
B 5. Venetian Blind		
C 1. Builder's Clean up		
D 1. Floor Scrubbing		
D 2. Stripping Vinyl Floors		
D 3. Vinyl Floor Sealing		
D 4. Spray Buffing		
D 5. Buffing		
D 6. Stripping Synthetic Polishes		

E 1. Glass Window Cleaning		
E 1. Glass Window Cleaning		
F 1. Carpet Cleaning		
F 2. Upholstery Cleaning		
F 3. Scotch Guarding Carpet		
F 7. Procedure for setting & packing up Pro 2000 Carpet Cleaner		
F 8.. Procedure for setting & Packing up Stream Valet		
F 9.. Procedure for setting & Packing up Jet 45		

I have received & understood the training modules listed above and acknowledge that it has been given to me.

Employee's signature	Date	Supervisor's signature	Date

Material Safety Data Sheets

- Material Safety Data Sheets are to be kept on site (in Cleaners rooms if available) and in all Company vehicles.
- MSDS should be plastic coated to ensure that they are not destroyed are not legible.
- MSDS must be kept for all cleaning chemicals used by the Company
- Staff shall be trained in safe chemical use and disposal.

Emergency Response Procedure

In an emergency situation the following action will be taken:-

- Check for danger
- Assess situation
- Give immediate first-aid treatment and comfort to patient
- Call for ambulance, if necessary
- Inform Manager
- Make sure area is safe
- Stay with patient

Manager to inform Site Manager/Client in writing and verbally

Machinery and Equipment

- Supervisor is to ensure that staff are competent to use machinery on site before work commences
- Use equipment that is right for the job or task.
- All workers will be trained how to use equipment safely and to keep operating instructions and safety information nearby.
- Keep appliances and machines clean and in good working condition.
- Check equipment is safe to use before using it. Label and do not use a faulty piece of machinery or equipment.
- Report faulty equipment on the Faulty Plant Register

Faulty Plant Register

Date Reported	Equipment Involved	Problem	Date Fixed	Action Taken

Personal Security

- All workers to be monitored whereabouts, especially if working outside business hours.
- Make sure site access doesn't put workers at risk

Sharps and Biological Hazard

- Have work practices that minimise exposure to biological hazards and sharps, for example :
 - Use trolleys to transport rubbish
 - Do not manually flatten rubbish bags.
- Wash hands regularly and after contact with blood, body substances and sharps.
- Have sufficient lighting to be able to see discarded sharps.
- Do not put hands into bins or other areas where sharps may be concealed.
- Always carry a portable sharps disposal kit to throw springe
- Handle and dispose of sharps safely.
- Clean blood spills and body substances as soon as they happen.
- Have good hygiene standards, and first aid procedures.
- Always Wear personal protective equipment (PPE), including gloves during work time.

First Aid

First aid kits should include:

- adhesive strips (assorted sizes) for minor wound dressing
- non-allergenic adhesive tape for securing dressings and strapping
- eye pads for emergency eye cover
- triangular bandage for slings, support and/or padding
- hospital crepe or conforming bandage to hold dressings in place
- wound/combine dressings to control bleeding and for covering wounds
- non-adhesive dressings for wound dressing
- safety pins to secure bandages and slings
- scissors for cutting dressings or clothing

- kidney dish for holding dressings and instruments
- small dressings bowl for holding liquids
- gauze squares for cleaning wounds
- forceps/tweezers for removing foreign bodies
- disposable latex or vinyl gloves for infection control
- sharps disposal container for infection control and disposal purposes
- sterile saline solution or sterile water for emergency eye wash or for irrigating eye wounds This saline solution must be discarded after opening
- resuscitation mask to be used by qualified personnel for resuscitation purposes
- antiseptic solution for cleaning wounds and skin
- plastic bags for waste disposal
- note pad and pen/pencil for recording the injured or ill person's condition and treatment given
- re-usable ice-pack for the management of strains, sprains and bruises

First aid personnel should be:

- able to remain calm in an emergency
- reliable
- able to complete required studies and
- able to use the knowledge and skills gained.

HAZARD IDENTIFICATION & REPORTING Procedure

1. PURPOSE AND SCOPE

The purpose of this procedure is to provide a basic guide as to the method of undertaking a Site Risk Assessment.

A1 will undertake a Risk Assessment an initial Site Risk Assessment prior to the commencement of each new project or site.

2. PROCEDURE

2.1 Bright Services (the company)

Prior to commencement on site, the company shall undertake a Risk Assessment of the existing conditions and with reference to the environment in which A1 will be operating the plant items and performing it's contracted tasks. Results of that risk Assessment will be recorded on the form attached in Appendix 1

2.2 Plant Operators / Employees

The Company shall encourage the participation of employees in the undertaking of the Site Risk Assessments, and shall require employees to report immediately any change in the operational

environment or operating conditions of any plant item or site condition which might affect the Site Risk Assessment.

2.3 Risk Assessment Records

Record of each new Site Risk Assessment shall be retained.

2.4 Tables of Assessment Factors

Consequence	Probability			
	Frequent	Probable	Occasional	Remote
Catastrophic	HIGH			
Fatal				MEDIUM
Critical			MEDIUM	
Marginal		MEDIUM		
Negligible	MEDIUM			LOW

HIERACHY OF CONTROL

- ✓ **ELIMINATION**
This is the desired option when controlling risk as by eliminating the hazard no further control is required
- ✓ **SUBSTITUTION**
This option includes such actions as substituting a hazardous substance or chemical for a less hazardous one
- ✓ **ENGINEERING**
This option includes such actions as the placement of a barrier or guard to protect workers from a process

Safe work method statement (continued)

Steps for filling out

1. Discuss with relevant employees, contractors and HSRs what work will be high-risk, the tasks, and associated hazards, risks and controls.
2. In the 'What are the tasks involved?' column, list the work tasks in sequence to how they will be carried out.
3. In the 'What are the hazards and risks?' column, list the hazards and risks for each work task.
4. In the 'How will the hazards and risks be controlled?' column, select the hazard or risk and then work through the control levels 1 – 4 from top to bottom. Choose a control measure (and how it is to be used) that is as close to level 1 as is reasonably practicable.

Control levels

1. **Eliminate** any risk to health or safety associated with construction work.
2. **Reduce** the risk to health or safety by any one or any combination of the following:
 - **Substituting** a new activity, procedure, plant, process or substance
 - **Isolating** persons from the hazard, such as barricading, fencing or guardrailing, or
 - **Using engineering controls**, such as mechanical or electrical devices.
3. **Use administrative controls**, such as changing the way the work is done.
4. **Provide appropriate personal protective equipment.**
5. Brief each team member on this SWMS before commencing work. Ensure team knows that work is to immediately stop if the SWMS is not being followed.
6. Observe work being carried out. If controls are not adequate, stop the work, review the SWMS, adjust as required and re-brief the team.
7. Retain this SWMS for the duration of the high-risk work.

Hazard Report

Company:

Project: **Date:** .../.../....

Submitted by:

Signature: **Submitted to:**.....

The following hazard has been identified in relation to your work:		
Risk Level: Class 1 (High) []	Class 2 (Medium) []	Class 3 (Low) []
Location:		
To be Completed by Supervisor		
Action Required: _____		
By Whom:		
By When:	<input type="checkbox"/> Immediate	<input type="checkbox"/> Within 24 hrs <input type="checkbox"/> Within 7 days
Corrective Action Completed by:		
Time:	Date:/...../.....	Signature:
Confirmed by:		Signature:

Safe Work Instruction- Working at Heights

Working at height refers to any work activity undertaken in any elevated position. Where possible work at ground level as the risk of serious injury is significantly increased when working at heights greater than 2 metres.

Supervisors must minimise all risks prior to such work being undertaken.

Hazards

Hazards of working at heights include:

- Falls from a height

- Impaling following a fall
- Suspension trauma while under fall arrest
- Hit by falling or dropping objects
- Contact with overhead power lines

Risk Assessment

Using the Risk Assessment Form and in consultation with all relevant workers a risk assessment must be completed by a competent (trained) person prior to work at any height being undertaken. Such a risk assessment must also consider potential exposure by “others” such as members of the public or staff at a clients premises.

Eliminate Risk

The need to work at height should ideally be eliminated “designed” out in the first instance.

Specialist Assistance

In the event that working at heights is deemed necessary, but the risk assessment suggests that work will require specialist equipment or supports, the Manager must be contacted prior to work commencing and specialist support will be provided by qualified external contractors.

Safe Work Instruction	Manual Handling	
	HAZARDS ASSOCIATED WITH TASK	
	<p>Back strain Muscular injuries Over exertion Hernia</p>	
P.P.E recommended		



FOOT
PROTECTION
MUST BE WORN

Minimum P.P.E that may be required: - steel caps.

Other P.P.E as required depending on work performed

Always assess what P.P.E you may need for this task

THINK BEFORE YOU LIFT



**Manual
are
Pulling,
animal or**



**handling occurs when you
Lifting, Lowering, Pushing,
Carrying, Moving, Holding,
Restraining.... Any person,
thing**

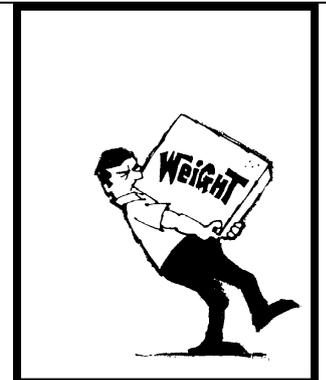
Control Considerations for Manual Handling

- **Must it be moved?**
- **Must it be lifted?**
- **Can it be moved mechanically?**
- **Can the load be reduced?**
- **Can assistance be accessed?**
- **Is the load too heavy to lift safely?**
- **Is training required?**



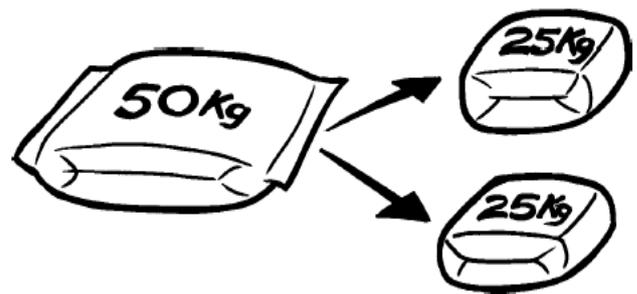
Before Lifting

- ✓ Stop and assess the load and if too heavy seek advice
- ✓ Consult management or safety officer for advice on how to manage heavy loads
- ✓ Plan the lift. i.e. estimate the load and know exactly where it is to be placed prior to lifting
- ✓ Avoid lifting heavy loads without help and plan the



lift together

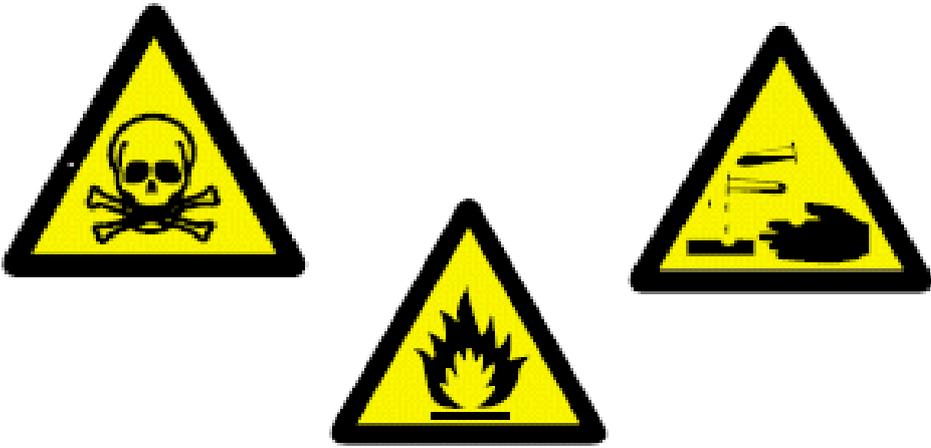
- ✓ Can you reduce the load???
- ✓ Wherever possible use mechanical means, e.g. can you use a Forklift, winch or crane
- ✓ Avoid placing objects on ground if they have to be picked up at a later date
- ✓ Ensure objects to be lifted have sufficient space around to enable safe lifting
- ✓ Make sure you are capable of lifting and your body is warm and flexible especially when weather is cold
- ✓ Avoid reaching out. Do not reach out to pick up any object
- ✓ Handle heavy objects close to the body
- ✓ Keep yourself in good physical shape with proper exercise and diet



When Lifting

- ✓ Bend your knees, keep a straight back and make use of your legs to lift
- ✓ Lift slowly and smoothly without jerking and when turning move feet. Do not twist or turn with hips or shoulders
- ✓ Make sure you have a firm grip
- ✓ Position the feet evenly on each side of the load
- ✓ Bend the knees
- ✓ Keep your back straight and your arms close to the body
- ✓ Brace the stomach
- ✓ And remember **“Lift using your legs NOT your back”**



Safe Work Instruction	Hazardous Chemicals			
		<p>HAZARDS ASSOCIATED WITH TASK</p> <p>Exposure to hazardous substances</p> <p>Dangerous fumes, gas, liquid or dust</p> <p>Industrial disease or fatality</p> <p>Short and long term exposure to hazardous substances</p>		
P.P.E recommended				
 HAND PROTECTION MUST BE WORN	 FACE SHIELD MUST BE WORN	 EYE PROTECTION MUST BE WORN	 PROTECTIVE CLOTHING MUST BE WORN	 RESPIRATOR MUST BE WORN
Always assess what P.P.E you may need for this task				
CONTROL MEASURES				
<p>Prior to using hazardous chemicals</p> <p>Prior to using the hazardous substance all workers involved in its use should always be provided with adequate information and training to allow safe completion of the required task.</p> <ul style="list-style-type: none"> ✓ The M.S.D.S information should be entered into the company hazardous materials register and you should review the material safety data sheet for the product prior to use ✓ Make certain you are using the right product for the work ✓ Assess if a environmentally friendly alternative is available, ask your employer to look into this ✓ Never mix chemicals unless the instructions for the chemical advise you to do so 				

- ✓ Do not decant the substance, always keep it in its correct container
- ✓ Make sure you have the correct P.P.E for the task

When using hazardous chemicals

- ✓ Always have a copy of the material safety data sheet available at the place the chemical is being used
- ✓ Never eat, drink or smoke when using hazardous chemicals, wait until the work is done and you have washed your hands
- ✓ Make sure the work area is well lit and clean and clear of waste or debris
- ✓ Make sure the area is well ventilated. If it is not you should advise your supervisor that you may need an extraction fan to control the fumes or dust
- ✓ Make sure you know where the nearest fire fighting equipment is located
- ✓ Make sure you know where the first aid facilities or equipment are located
- ✓ Only use the product for its intended purpose, never misuse the product for anything other than its intended purpose
- ✓ Any spillages must immediately be cleaned up, and do not allow the spill to enter any drains or waterways



After using hazardous chemicals

- ✓ Always wash your hands prior to eating drinking or smoking
- ✓ If required, throw away any contaminated clothing or P.P.E – ask your supervisor where to bin the affected gear



Storage of chemicals or substances

- ✓ The hazardous substances should always be in accordance with the M.S.D.S specifications

Safe Work Instruction**Hazardous Chemicals**

- ✓ All hazardous substances must be stored in their original containers with the label clear and readable at all times – DO NOT allow any substance to be stored in an unmarked container
- ✓ Hazardous substances of any quantity should not be stored in meal rooms; container sheds offices or general work areas they should be stored in a secure place with copies of their M.S.D.S on hand



