

Occupational Health and Safety Manual



Yourshow

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1 Occupational Health and Safety Policy

The Management of Yourshow is committed to ensuring, as far as is reasonably practicable, that all employees are safe from injury and risk to health while they work.

The Directors of Yourshow recognises that the health and safety of employees is of primary importance, and ranks this equally with all other financial and operational considerations.

As Responsible Officer, the accountability for employee health, safety and welfare rests with the Directors of Yourshow.

1.1 Policy Objectives

Through the implementation of this Occupational Health and Safety Policy, Yourshow aims to ensure, as far as is reasonably practicable, that all employees are safe from injury and risk to health while they work. This will be achieved by striving to continually improve our health and safety systems and practices, and by comparing those against industry standards.

So far as is reasonably practicable, Yourshow will provide the following:

- a safe workplace and a safe and healthy working environment
- safe systems of work
- machinery, equipment and substances in a safe condition
- information, instruction, training and supervision necessary to ensure that each employee is safe from injury and risks to health
- effective consultation with employees on all issues that may affect health and safety at work
- effective injury and illness reporting and investigation, and effective rehabilitation measures for employees who suffer work-related injuries and illnesses
- a comprehensive commitment by senior management to occupational health and safety considerations
- a commitment by employees to minimise risk and injury within the workplace and to provide a safe work environment.

1.2 Strategies

Yourshow acknowledges the need to manage occupational health and safety through effective policy development, management systems and prevention programs, which will be developed and implemented, incorporating the following strategies:

- a strong commitment and active involvement by senior management
- clearly established and defined responsibilities for managers and supervisors regarding the health and safety of employees under their control
- effective consultation with employees and reviews as part of bi-annual staff performance appraisals

- clearly defined and assigned roles, responsibilities and procedures for achieving Yourshow's aims and objectives
- providing appropriate and adequate training, instructions and information to enable managers, supervisors and employees to fulfil their responsibilities.

1.3 Roles and Responsibilities

Directors

The Directors (and/or their nominated officer) assumes the responsibilities of the employer to provide a healthy and safe workplace and working conditions for Yourshow employees.

The Directors will ensure that adequate resources are made available to meet occupational health and safety aims and objectives.

The Directors will also ensure that Yourshow has adequate resources to put this policy into effect, and that all levels of management are given the appropriate responsibility and authority to ensure its success.

The Directors will ensure that all levels of management are responsible for the successful implementation of the Occupational Health and Safety Policy and programs in the work sites for which they have control.

Responsible Officer

The Directors is responsible for implementing the requirements of the *Occupational Health Safety and Welfare Act 1986*, and for ensuring the effective implementation of Yourshow's health and safety policies and programs.

Managers and Supervisors

Managers and supervisors are responsible for the health and safety of employees under their control, and for the health and safety of members of the public, clients and other employees who are in their area of operation.

In particular, managers and supervisors are responsible for:

- implementing Yourshow's Occupational Health and Safety Policy and programs for which specific roles and responsibilities will be assigned and communicated
- the day-to-day management of health and safety issues within their area of responsibility
- ensuring that agreed mechanisms for consultation, regarding all issues which may affect the health and safety of an employee, are followed.

Employees

Employees must take reasonable care to:

- follow safe and healthy work practices

- report hazards in the workplace and make recommendations to management on how to reduce the level of risk
- avoid adversely affecting their own health and safety, or the health and safety of others, through any act or omission at work, or by the inappropriate consumption of alcohol or drugs
- make proper use of the available safety procedures, safety devices And Personal Protective Equipment (PPE)
- comply with any reasonable instruction from an authorised person in relation to health and safety at work
- not interfere with, or cause another worker to interfere with, remove, displace or render ineffective any safeguard, safety device, PPE or other appliance or work system provided for protection, except where necessary as part of an approved maintenance, repair or emergency procedure
- assist accident investigators or workplace inspectors
- report accidents, injuries and 'near miss' incidents to their supervisor or manager as soon as possible after the event
- actively support the consultation process.

Consultation

Yourshow is committed to encouraging consultation and cooperation between management and employees on health and safety issues. The arrangements for consultation are the establishment of Yourshow Health and Safety Representatives (HSRs), defined by areas of responsibility and operation where employee numbers demand such action.

1.4 Policy Implementation

The Occupational Health and Safety Policy is to be implemented through the procedures and arrangements established under Yourshow's Health and Safety Program, which has been designed to provide the highest level of employee health and safety while at work.

Breach of Policy

Breach of this policy could harm Yourshow's ability to achieve our occupational health and safety obligations. Failure to comply with the principles of this policy, or of the supporting procedures and forms, could result in appropriate disciplinary actions, suspension, termination of employment (dismissal), or termination of vendor contracts and agreements. Additionally, individuals may be subject to loss of Yourshow access and privileges and may face civil and/or criminal prosecution.

Policy Review

This Occupational Health and Safety Manual and its associated procedures and forms will be reviewed annually in consultation with relevant employees, using established consultative mechanisms, and will be revised as necessary to keep in line with new legislation and Yourshow changes and/or growth. The date of each review (as far as is reasonably practicable) will fall on October 30 each year.

Dissemination of Policy

A copy of this policy will be provided to each employee and will be available on the network drive and website.

Common sense must prevail at all times!

2 Visitors and General Public

Whenever visitors or the general public (including unauthorised persons) enter the workplace, the employer of that site assumes a responsibility for their safety. Ultimately, this means that Yourshow may be held liable for any injury or illness that arises from an individual being on site, whether they are invited or not.

For this reason, it is essential that management knows who is on the site, for what reason and their whereabouts. Generally, visitors should not be left to wander around the premises unattended. The exception to this rule might be a service technician or someone who has specific business on site, and has received some form of site induction.

All visitors should be required to 'sign in' in the **Visitor's Log**, which should include any basic rules for them to follow or other information that they may need to know. The log should indicate where they will primarily be located on site and whom they are visiting. In the event of an emergency, the person they are visiting will be responsible for escorting them safely off site. The visitors log should be collected by the Chief Warden, who will organise for these people to be accounted for.

The visitor should be informed of:

- the need to report in when arriving and departing
- where to find the emergency assembly point
- relevant emergency procedures and where to find these
- requirements to adhere to all PPE and signage requirements
- the return of any borrowed PPE.

Any breaches of these requirements should result in the visitor being requested to leave the site and escorted from the premises.

3 Employee Safety Induction

3.1 Policy

Inexperienced and new employees face particular safety hazards associated with their new job and environment. This is reflected in work injury statistics, which indicate that the injury rate for these workers is high. Occupational health, safety and welfare legislation requires employers to provide adequate training and supervision for new employees and for employees who undertake a new task or transfer from another area.

Yourshow aims to ensure that employees are provided with a comprehensive induction program that clearly outlines Yourshow's expectations of new employees, at a level appropriate to their prior knowledge and skills.

3.2 Procedure

How Much Training is Enough?

The needs of each new employee (or an employee undertaking new work) must be assessed. Particular attention must be paid to each individual's overall knowledge of hazards and their associated risks.

The following examples provide some guidance as to what may be considered as a suitable induction:

- New employee (unskilled) who has recently entered the workforce or who has only performed unrelated work in the past provide:
 - information on the workplace and environment
 - instruction on the nature of the work and the work process
 - training in the task and its hazards, risks and controls (and the use of SOPs)
 - direct supervision until the employee is competent.
- New employee with skills relating to the work (e.g. tradesperson) provide:
 - information on the workplace and environment
 - instruction, training and supervision on procedures and limits of their authority.
- New employee in training provide:
 - information on the workplace and environment
 - instruction on the nature of the work and the work process
 - training in the task and its hazards, risks and controls (and the use of SOPs)
 - direct supervision until the employee is competent.
- Existing employee being re-trained or changing function provide:
 - instruction on the nature of the work and the work process
 - training in the task and its hazards, risks and controls (and the use of SOPs)
 - direct supervision until the employee is competent.

General Induction Information

In addition to providing workplace and job-specific health and safety information to new employees, they should also be provided with general information about their conditions of

employment, the Yourshow policies and any OH&S programs being undertaken in the workplace.

General OH&S information should include:

- a copy of the OH&S Policy and an explanation of its intent
- an overview of the OH&S program and an explanation of roles and responsibilities for its implementation
- an explanation of the Yourshow rules and guidelines
- an overview of consultation procedures and the resolution of issues – who to see about an issue, what happens if the issue is not resolved, types of issues that should go through a consultation process etc.
- procedures for reporting accidents, incidents and hazards
- an explanation of workers' compensation, claims and rehabilitation processes
- emergency procedures
- any other information of a general OH&S nature (e.g. security, purchasing etc.).

4 Drug and Alcohol Policy

Possession or Consumption

Possession or consumption of alcohol or drugs may lead to **instant** dismissal, as long as the manager or supervisor has reasonable proof. Alcoholic substances should be confiscated by management to prevent further intoxication. Illegal or suspected illegal substances should remain untouched and left for recovery by a member of the appropriate State or Federal Police Force.

If the manager or supervisor is confident that an employee is in possession of alcohol or drugs, the employee should be taken aside and advised that an inspection of their possessions will be undertaken. The employee will empty their lockers, bags etc. and clearly demonstrate the contents to management representatives. If the employee refuses to do this, they should be closely supervised until a member of the Police Force arrives to assist in the inspection.

If an employee has a reasonable need to bring alcohol onto the premises, this must be declared to their manager or supervisor, who must arrange appropriate storage until the employee has completed their shift.

Serious and Wilful Misconduct

Under these circumstances, the employee is first suspended with full pay (dependent on Award provisions) while their manager or supervisor arranges appropriate storage until the employee has completed their shift. Termination is not based on intoxication, but rather must always be based on the employee's ability to perform in the expected manner (e.g. poor performance resulting from intoxication may result in termination). Termination must be in accordance with Yourshow's *Breach of Health and Safety Requirements Policy*.

Such assessment of performing normal duties in a safe and efficient manner is the responsibility of the employee's immediate supervisor. Assessment should be made away from the work area and should take place during an interview in which full particulars are ascertained and recorded.

A supervisor should arrange for another supervisor, if practicable, to witness and second the original assessment. It is recommended that this second person is familiar with the employee's normal behaviour, mannerisms etc.

The supervisor is not required to assess whether the employee is 'under the influence'. The test is simply whether, in the supervisor's considered opinion, an employee is incapable of performing their normal duties in a safe and efficient manner (i.e. performance-based).

If the Employee is considered to be Incapable

If an employee's performance is considered so poor that they are incapable of performing their normal duties in a safe and efficient manner, the employee should be counselled to go home. They should be encouraged to consider their current state, their duties and their ability to perform those duties safely.

Should an employee respond to such counselling, the appropriate leave entitlements should be taken (this may be dictated by an Award, agreement or contract). If the employee feels they wish to remain at work despite the counselling, the supervisor may instruct the employee to go home. In this instance, the employee may have a right to claim normal wages for the day or shift.

The supervisor should assist the employee to find safe transport home (e.g. a person to pick up and care for the employee until they are deemed to be in a safe environment at no risk of harm to themselves). If the employee refuses to go home, despite having been counselled to do so, the employee should be suspended with full pay and escorted from the premises, and subjected to disciplinary measures.

Prior to the commencement of the employee's next shift, the supervisor should give the employee a formal warning in accordance with Yourshow's *Breach of Health and Safety Requirements Policy*.

Counselling by Management

- All instances of poor performance should be followed up by counselling the employee to:
 - clarify that the behaviour is unsatisfactory, and define what is normal, acceptable behaviour
 - establish whether the behaviour was due to intoxication or other factors in the person's life (in which case, confidence must be observed if requested)
 - recommend assistance.

Non-confidential details for counselling must be documented. The employee has the right to request that a safety representative (or other appropriate person) be present during the counselling.

External Counselling

If an employee requires assistance with a drug, alcohol or other problem, the manager or supervisor can recommend a visit to an appropriate organisation. If there is a cost for this counselling, Yourshow is prepared to pay for the first visit. Subsequent visits should be paid for by the employee.

5 Housekeeping Policy

Yourshow is committed to providing a work environment which is, as far as is reasonably practicable, safe. Good housekeeping is an integral part of good safety. A workplace that has poor housekeeping standards cannot truly be said to be safe. Both management and employees have a shared responsibility for maintaining high housekeeping standards.

Yourshow has many legal requirements in ensuring that good housekeeping is maintained. These include providing safe access and egress, fire prevention, storage and workplace cleanliness and hygiene. Employees are required to assist in the maintenance of appropriate housekeeping standards (usually via a rostering system).

There are many advantages of good housekeeping. These include:

- the ease of working in a neat and tidy environment
- exercising our duty of care to the general public, and ensuring that unwanted by-products and environmental contaminants are not accidentally released
- assistance in providing a sanitary and hygienic environment for both employees and visitors
- a reduction in potential risks that may cause accidents to happen
- a reduction in clutter and potential fire hazards
- an aesthetically pleasing workplace, providing the impression of an efficient, well-run operation.

The responsibility of monitoring housekeeping rests with supervisors. Supervisors will be held accountable for maintaining a neat and tidy workplace through planning workflow and maintenance. Regular housekeeping inspections will be undertaken by supervisors and Health and Safety Representatives (HSRs).

Housekeeping issues have been included on the Yourshow's regular **Workplace Inspection Checklist**. Workplace inspections are performed periodically; however, it is the responsibility of all employees to maintain good housekeeping at all times.

Good housekeeping is just another way in which we can all ensure that our working environment is pleasant and safe to work in.

6 Hygiene Policy

Yourshow is responsible for providing employees with a healthy workplace. Regulations require the provision of facilities for employees to enjoy hygienic working conditions. These include facilities for:

- dining
- ablutions
- suitable drinking water.

General Responsibilities

Managers and supervisors are responsible for ensuring that:

- facilities are well maintained in a safe and hygienic condition
- running water, soap and hand-drying facilities are available in each ablution block
- dining facilities are of a suitable standard
- waste receptacles are strategically and conveniently located
- bins are emptied regularly
- drinking water is available to staff at all times
- facilities are provided for the cool storage of food, where appropriate.

Employees are responsible for ensuring that:

- personal hygiene is observed at all times
- food wastes and wrappings are disposed of immediately in the bins provided
- washing facilities are kept neat and tidy
- dining facilities and utensils are cleaned after use
- their manager or supervisor is immediately notified of unhygienic or poorly maintained facilities.

7 Ergonomics Policy

After consultation with employees, Yourshow management has established the following policy on ergonomics in the work environment in order to reduce the risk of injury to employees.

The policy on ergonomics was developed to reduce the risk of injury to employees by providing an ergonomically sound work environment that meets the needs of the individual employee. This will eliminate or minimise the potential for injuries that may result from non-ergonomic principles used in the work environment.

Yourshow will ensure that all reasonably practicable steps are taken to provide employees with an environment that is based on acceptable ergonomic principles.

Ergonomic Principles

The principles of ergonomics may include, but are not restricted to:

- The Environment
 - Lighting will be within the requirements of the individual and the nature of the task being performed.
 - The level of noise in the work environment will be within the requirement of the law and the tolerance of the individual. There will be controls to ensure that either high frequency or low frequency noise sources are secured from employees
 - As far as can be controlled, Yourshow will ensure that extremes of temperature are held within the 'functional range' of the human capability of employees.
- Equipment
 - All equipment used and purchased for Yourshow should comply with the requirements of ergonomic principles, in that equipment should be adjustable to be able to conform to the requirements of the individual employee.
- People
 - Yourshow will ensure that all employees undertake appropriate training to ensure that principles adopted, within the scope of ergonomics, are both understood and applied within the workplace.
 - Yourshow will take into consideration the differences that occur between the employees of the workforce.

Contractual Work

Yourshow will ensure that contract principals provide (where applicable) an environment that is based on ergonomic principles.

Responsibilities

Where risk from equipment, work practices or procedures indicate that an ergonomic hazard exists, Yourshow will undertake to initiate suitable controls.

Where ergonomic control measures are implemented, **all** employees will comply with requirements. Failure to do so will be seen as a failure to perform the duties of their positions adequately.

8 Footwear Policy

As part of our obligations under the Occupational Health, Safety and Welfare Act, it is the responsibility of Yourshow to ensure the safety of our workers. If, due to the nature of the work carried out, Yourshow acknowledges the possibility of injury to the feet, then Yourshow

will make all attempts to control this risk. As part of this process, Yourshow's employees may be required to wear appropriate footwear for the risks they may encounter.

Any employees who do not wear the appropriate footwear will be viewed as failing to perform the duties of their job adequately. Any contractors entering Yourshow premises under the control or supervision of Yourshow are also expected to adhere to those rules. If they do not have adequate footwear, they will be requested to return to a safe area or to remain in their vehicle.

Yourshow's management has delegated the responsibility of ensuring that individuals are wearing appropriate footwear to supervisors.

If an employee is not wearing the appropriate footwear, the supervisor will request the employee to comply with this Footwear Policy. If the employee needs to go home to obtain their shoes, the time lost will be without pay.

The following footwear is required:

- Any employee working off-site must wear safety footwear at least as good as the designated standard.
- Approved non-slip safety footwear will be supplied to employees where required.

All safety shoes must meet the *AS/NZS 2201.1 – Occupational and Protective Footwear – Guide to Selection, Care and Use*. Employees must acquire their safety footwear from a recognised supplier of safety equipment.

Yourshow will cover the cost of the required level of safety footwear when employees are working in off-site premises.

Replacement of safety footwear will be on an as needs basis, justified by the employee's supervisor with evidence of previous shoes no longer being suitable.

9 Sun Protection Policy

Introduction

Yourshow is concerned about the prevention of health and safety problems that are likely to occur due to the effects of the sun.

Objectives

The objective of this policy is to assist Yourshow in meeting our obligations under the Occupational Health, Safety and Welfare Act, and to ensure that employees are kept safe from any risks to health and safety that are associated with sun exposure.

Prolonged exposure to ultraviolet (UV) radiation from the sun may cause a range of potentially lethal skin and eye disorders.

Primarily, the risk of harmful effects of the sun can be minimised by avoiding prolonged exposure to sunlight and wearing appropriate clothing, sunscreen and eye protection.

Provision of Equipment

Employees who are contracted to work outside with any regularity and duration will be provided with appropriate UV protective clothing, including but not limited to:

- a broad-brimmed hat with neck protection
- shirts that cover the shoulders and upper arms (preferably to the elbow)
- water-resistant sunscreen with SPF 30+ (this should be applied to all exposed body parts at intervals of no longer than two hours)
- sunglasses with UV absorbing lenses.

10 Workplace Harassment

10.1 Policy

Introduction

At Yourshow, we are committed to providing a work environment that is pleasant for employees to work in and that is conducive to good occupational health and safety and workplace relations.

This policy is aimed at ensuring that employees are not subjected to any unwanted workplace harassment. Harassment in the workplace decreases productivity, increases absenteeism and is also against the law. For these reasons, harassment will not be tolerated at Yourshow.

What is Workplace Harassment?

The most common form of workplace harassment is sexual harassment. ‘Sexual harassment’ is behaviour of a sexual nature that is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed. Sexual harassment most often happens against women, but men can also be subjected to sexual harassment.

‘Workplace harassment’ can also be based on race, disability, age, pregnancy, marital status, homosexuality, transgender or HIV/AIDS status.

Harassment in the workplace can create an unpleasant or even hostile work environment. Harassment makes work difficult for everyone – the person being harassed, as well as employees witnessing the harassment. The harasser is also not concentrating on their work when they engage in this type of behaviour.

Workplace harassment usually consists of a pattern of unwelcome behaviour. However, it can consist of just one act where this is of a serious nature. Also, there is no requirement that the harasser intended to offend or harm in order for it to be unlawful. All that is required under the law is that a reasonable person would consider that the person being harassed would be offended, humiliated or intimidated by the behaviour in question.

Remember that the key element of sexual harassment is that it is unwelcome behaviour. It has nothing to do with mutual attraction or private, consenting friendships, whether sexual or not.

Examples of unlawful harassment include:

- suggestive comments about a person's body or appearance
- leering or staring at a person or parts of their body
- demands that revealing clothing be worn
- tales of sexual performance
- persistent, unwelcome proposals of marriage
- gender-based insults or taunting
- sexist or racist jokes
- pornographic or nude posters in the workplace
- homophobic material displayed on the notice board
- homophobic abuse
- verbal or written abuse directed at a transgender person
- touching a person in a sexual way
- sexual assault (criminal offence)
- 'flashing' (criminal offence)
- obscene telephone calls (criminal offence)
- asking questions about a person's sex life
- unwanted confidences about a person's sex life or lack of it
- persistent requests for a night out, where these are unwelcome
- making jokes at the expense of a person with a disability, verbal abuse or derogatory comments based on race
- abuse based on a person's age.

In some instances, the harassment might take place outside the workplace – for example, the office Christmas party, or when an employee makes unwelcome phone calls to another employee at their home or follows them home from work.

If you go to another workplace to do your work, it is also against the law to harass someone who is working there.

Yourshow recognises that workplace harassment may involve comments and behaviour that offend some people and not others. The management of Yourshow acknowledges that individuals may react differently to comments and behaviour. That is why a minimum standard of behaviour is required of employees that, as far as possible, is respectful of all employees.

10.2 Procedure

Yourshow has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating employees about harassment, maintaining our *Workplace Harassment Policy*, implementing grievance procedures and ensuring compliance by all in the workforce.

If you make a complaint of workplace harassment, it will be taken very seriously and will be dealt with sympathetically and in as confidential a manner as possible. The complaint will be investigated and, if found to be proved, appropriate warnings and other disciplinary action will be taken against the harasser.

You will not be victimised or treated unfairly for making a complaint.

In all cases of possible or suspected workplace harassment, managers must:

- encourage employees to report any harassment
- act promptly
- treat all matters seriously
- treat all employees involved with sensitivity, respect and courtesy, ensuring an understanding that there is support for all parties
- adopt and promote an attitude of neutrality and non-victimisation
- ensure that all employees understand that any matters will be treated with the utmost confidentiality
- provide all parties with clear communication of any action taken
- make a written record of all meetings and interviews, detailing who was present and the agreed outcome.

If you are not satisfied with the way your complaint has been dealt with by Yourshow, you can seek further advice from an outside agency such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

Responsibilities

Managers and Supervisors

Managers and supervisors have an important role in preventing workplace harassment. Firstly, managers and supervisors must ensure that they do not harass employees, other managers or supervisors, clients or customers. Secondly, managers and supervisors must ensure that their staff understand the *Workplace Harassment Policy*. When they observe discrimination or harassment, they should take steps to stop it and warn the person of the consequences if their behaviour continues. If a person approaches them with a complaint about the harassment, they should take appropriate steps to resolve it. If this is not possible, or is inappropriate, the Human Resource Manager should be informed.

Employees

Each employee must ensure that they do not engage in harassing behaviour towards other employees, managers, supervisors, visitors, clients or customers. Employees should be aware that they can be held legally responsible for their unlawful acts. Employees who aid, abet or encourage other persons to harass can also be held legally liable.

Any employees who require more information should contact either their manager or supervisor or the person who has been nominated to assist in such matters.

Are you Suffering Harassment?

If you believe that you are being harassed, there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser – this will not mean that you don't have a valid claim.
- Report the behaviour or incident to your manager, the Equal Opportunities Office or the Human Resources Department; you may wish to lodge a grievance under the Yourshow's *Grievance Handling Policy*.
- Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or Yourshow.

Workplace Aggression

Yourshow recognises that aggression exists in many forms and can occur in the workplace. Aggression includes verbal abuse, physical violence against an individual in the form of hitting, punching, slapping, spitting, scratching, pinching, kicking, threats of violence and physical violence against objects, such as kicking or throwing property.

Aggression displayed at work by employees will be treated as a breach of health and safety regulations and will be dealt with in line with Yourshow's Human Resources Policy and Procedure Guidelines.

11 Workplace Inspections

11.1 Policy

Every employer must ensure a safe working environment for their employees. Manufacturers must also consider the safety of their product, including its impact on the environment, the user of the item and persons who perform maintenance or repairs on it.

Inspections should be carried out on a regular basis according to the level of risk for the area being assessed. Yourshow's policy is that there should be at least two inspections per year, with follow up reviews 1-2 months after the inspection to ensure that corrective actions have been undertaken.

Workplace inspections should involve the Health and Safety Representative, a person from the area, the supervisor of the area and a person who is not connected to the area for an independent view.

11.2 Procedure

All dangers in the workplace must be identified, assessed and controlled. Where practicable, control measures must be implemented which eliminate or minimise the danger.

There are a number of ways to recognise danger and make the necessary changes to remove or reduce the danger:

Recognise the Danger

All danger associated with the workplace needs to be identified. This includes danger from equipment and tools, the way the work is done, the building structure and chemicals.

Recognising the danger can be achieved by inspecting the workplace, talking to employees and reviewing any accident and injury records.

Prioritise for Change

You may find that you have identified more than one danger, and you may not be able to fix all of them at the same time. Choose the most dangerous of the identified problems and fix the problem immediately.

You can judge the level of danger by considering whether or not an employee may be injured, and how serious the injury may be.

The most serious risk is that which may cause the greatest injury. This takes into account how often and how long employees are exposed to the risk and how likely it is that an accident might occur.

Make the Changes

Having recognised and prioritised the dangers, they then need to be removed. This should be done in a systematic way using the following sequence:

Remove the Danger

Where there is a danger associated with equipment, substances and the way work is done, it should be removed. This step should be attempted first as it eliminates the danger altogether.

Minimise the Danger

Where elimination is not possible, the danger should be controlled through substitution with a safer item or the way you perform a task. Where substitution is not possible, the danger should be controlled through engineering solutions, such as guarding machines or ventilation systems for fumes.

Backup Controls

Where the above actions are not possible, arrange the work so that it reduces the likelihood of a person being exposed to the danger. For example, this would include limiting employee exposure to noise through job rotation or by providing specific training to employees. Such a method of control relies on human behaviour for success and needs to be supported by increased supervision.

Safety equipment is the least effective control method for removing danger and it is generally used as a short-term control measure. It can also be used to supplement other measures to control danger. Training must be provided to enable employees to use and maintain safety equipment.

What to Do Now

Complete the **Workplace Inspection Checklist** on a regular basis, and at least once every three months. You will find back up information on a variety of hazards contained in this manual, which will assist you to determine any action you may need to take.

12 Incident Investigation and Reporting

12.1 Policy

Yourshow is required by occupational health and safety legislation to maintain a register of all injuries that result from our business activities. Under Workers' Compensation legislation, Yourshow must notify its workers' compensation insurer within 24 hours of all injuries that have the potential to result in a workers' compensation claim. The details of all serious injuries and incidents must also be reported to the relevant WorkCover Authority within seven days of their occurrence.

Those incidents that involve a fatality or are otherwise particularly serious must be reported to WorkCover immediately, and the site of the incident is not to be disturbed.

To comply with the requirements of legislation and to maintain an effective accident/incident monitoring system, Yourshow is committed to the following:

- prompt investigation and reporting of all incidents/accidents that affect staff, contractors and visitors by the immediate supervisor or person in charge of the area
- consultation by supervisors with those involved and prompt action to prevent re-occurrence
- compilation and periodic review of accident statistics to determine accident trends and identify work areas of concern
- provision of instruction and training for staff in accident/incident investigation.

12.2 Procedure

1. Attend to the injured and notify emergency services if necessary. Enlist assistance if required.
2. Make the site safe to prevent further injuries, accidents or incidents.

3. Secure the site of the incident to ensure that it is not disturbed until an inspector arrives.
4. Report the hazard or incident immediately to a manager or supervisor.
5. The supervisor must inform senior management of the incident and, if it is a 'notifiable' incident, must also immediately inform the relevant authority.

Reporting

An incident is any unplanned occurrence that may result in or contribute to personal injury or damage (including damage to plant or equipment).

All incidents, regardless of their consequences, must be reported to management as soon as practicably possible and within 24 hours of the incident occurring.

Senior management must ensure that WorkSafe (or its state- or territory-based equivalent) is advised of any incident which:

- causes the death of any person
- results in acute symptoms associated with exposure to a substance
- requires treatment as an in-patient in a hospital immediately after the injury
- meets the criteria to be established as a 'notifiable dangerous occurrence' under the Occupational Health and Safety Regulations 2007 (Victoria) and Occupational Safety and Health Regulations 1996 (Western Australia).

It is important to note that these occurrences do not have to result in an injury; sometimes they are called 'near misses' and include:

- collapse, overturning or failure of the load-bearing part of a scaffolding, lift, crane or hoist or mine-welding equipment
- damage to, or malfunction of, other major plant
- unintended collapse or failure of an excavation that is more than 1.5 metres deep, or of any shoring
- uncontrolled explosion, fire or escape of gas, hazardous substances or steam
- unintended ignition or explosion of an explosive
- electrical short circuit, malfunction or explosion
- unintended event involving flood of water, rockburst, rock fall or any collapse of ground
- failure of breathing apparatus in a way that the wearer is deprived of air or exposed to an atmospheric contaminant which could endanger health
- any other unintended or uncontrolled incident or event arising from operations carried out at a workplace.

Investigation

Incident investigation should be carried out methodically and thoroughly and, while one person must coordinate the investigation, it should involve all of the people who were or may have been associated with the incident, either in the form of giving statements or passing opinion. Information may be gathered from:

- maintenance personnel (this may be a contractor)
- the person undertaking the same job during a previous shift
- eyewitnesses
- manufacturers and suppliers
- other people who do the same job or share the equipment.

Any person who can shed light on the cause of an incident or accident should be consulted.

It is desirable to take statements from witnesses as soon as possible after an incident. Witnesses should be interviewed separately and should be asked open and prompting questions to help determine 'what they know'. When obtaining information, it is advisable to start the interview with an open question such as: 'Tell us everything you know about the incident that occurred'. This will help to create a clear picture of the overall incident and then specific questions can be asked to help identify the gaps. All questions should be carefully considered so that facts and opinions are not confused.

Where necessary, photographs or video footage should be taken and equipment held for subsequent examinations or tests. Where possible, obtain diagrams, pictures and sketches to assist in determining what happened.

It should be emphasised that the purpose of an investigation is not to assign blame for the hazard or incident but to establish the causes so that management can identify actions necessary to correct the problem and to prevent a re-occurrence.

It is essential that investigations are sufficiently broad to assess the full range of technical, human and administrative factors involved in the hazard or incident, even if some factors are outside the chief responsibilities of the area. Both the immediate and underlying causes of the hazard or incident must be investigated.

Site Preservation

The site of a notifiable incident must not be disturbed until an inspector arrives or until directed by an inspector, except to:

- protect the health and safety of a person
- provide aid to an injured person involved in the incident
- take essential action to make the site safe or prevent a further incident.

Accident Reconstruction

Accident reconstruction involves the following steps:

1. Develop a sequence of events from the information obtained from the injured party and witnesses.
2. Identify hazardous conditions present during the accident.
3. Identify unsafe work practices present during the accident.
4. Identify system issues that caused or contributed to the accident.
5. Determine the root causes of the accident.

If discrepancies exist, consult Yourshow management.

Record Keeping

All accidents and incidents must be recorded and those records maintained for a period of at least three years. In line with legislative requirements, all first aid treatments must be recorded regardless of how minor they may appear.

Refer to the **Incident Report Form**.

13 Electrical Installation and Equipment

13.1 Policy

It the policy of Yourshow to ensure that, where reasonably practicable, all electrical circuits other than lighting are protected by a non-portable Residual Current Device (RCD). Moveable electrical equipment must be inspected, tested where appropriate and tagged to demonstrate that the inspection and testing is in accordance with *AS/NZS 3760 – In-Service Safety Inspection and Testing of Electrical Equipment*.

Some existing circuits will take time to be upgraded to non-portable RCD protection. Therefore, until this occurs, all moveable electrical equipment connected to non-protected circuits must be used in conjunction with an approved portable RCD.

No employee, visitor or contractor will use moveable electrical equipment that does not display a valid inspection tag.

13.2 Procedure

Yourshow Responsibilities

Yourshow must:

- ensure that all new electrical work is performed in accordance with the *Occupational Health and Safety Regulations 2007 (Victoria)* and *Occupational Safety and Health Regulations 1996 (Western Australia)*, relevant Australian Standards and related legislation and guidelines
- install non-portable RCDs to existing electrical circuits where reasonably practicable
- maintain appropriate documentation and records, such as certificates of compliance for all new electrical work performed and the test results of the RCDs

- appoint, in writing, persons or organisations approved by them to carry out electrical work on Yourshow premises, or with moveable electrical equipment owned or under the control of Yourshow
- provide the necessary resources to meet the needs of the *Electrical Installation and Equipment Policy* and related legislative requirements
- arrange for regular inspection and testing of electrical equipment
- conduct risk assessments in accordance with OH&S Regulations and implement appropriate controls following consultation with those affected
- train staff in safe work practices relating to the use of electricity and electrical appliances.

Employee Responsibilities

Employees must:

- use electrical equipment in a safe and responsible manner
- ensure that all electrical equipment (purchased, hired, leased or otherwise) obtained for use is inspected by an approved person and is suitably tagged before it is made available for use
- conduct pre-use visual checks of electrical equipment to ensure that tags are in place and that equipment is safe to use
- operate only equipment for which they have been trained
- not make any alterations or repairs to electrical equipment unless they are authorised in writing by their manager to make such alterations or repair
- conduct 'before first used' tests on in-built test facilities of portable RCDs
- immediately report any fault with the equipment being used to the manager
- place a 'Danger Tag' or 'Out of Service Tag' on faulty equipment.

Designated Competent Persons Responsibilities

The approved competent person must:

- thoroughly and competently inspect equipment submitted for inspection and conduct appropriate and required testing of the same
- advise the Yourshow of all test results and provide documentation of the same
- advise the Yourshow of the status of the equipment inspected or tested
- remove from service any equipment which, in their opinion, does not meet the required operational standards.

14 Hazardous Substances

14.1 Policy

Yourshow is committed to ensuring the health and safety of our employees, the community and the environment by controlling the purchase, storage, use and disposal of hazardous substances.

No employee will use a hazardous substance before receiving instruction on the risks associated with its use and the precautions necessary to minimise them. New substances will not be permitted to be brought onto Yourshow sites without prior approval in accordance with the established procedure. The use of hazardous substances will be subjected to continuous review, with the aim of eliminating their use or substituting them with less hazardous substances.

Yourshow Responsibilities

- Ensure that employees are aware of the dangers of hazardous substances and the precautions to be observed in their handling and storage.
- Post adequate and proper signage as required, and ensure that staff understand and observe such signage.
- Monitor the use of such substances to minimise risks to health and safety.
- Establish and maintain a Hazardous Substances Register.
- Obtain and maintain Material Safety Data Sheets (MSDSs) for all hazardous substances and make such information available to all employees.
- Provide training to all employees using or handling hazardous substances.
- Supply and maintain (in good and clean condition) any PPE and clothing that may be appropriate or necessary to protect employees who are handling hazardous substances.
- Provide adequate first aid facilities appropriate to the nature of the hazard.

Employee Responsibilities

- Follow instructions given in order to safely handle hazardous substances.
- Use protective clothing and equipment provided.
- Apply training given in the use and handling of hazardous substances.

14.2 Procedure

This procedure allocates responsibilities and defines those actions to be undertaken by all employees of Yourshow in order to ensure the effective management of hazardous substances in the workplace.

For the purposes of this procedure a 'hazardous substance' is defined as any substance, be it solid, liquid or gaseous form, that has the potential to cause damage or harm to property or personal health.

General Requirements

The following general requirements must be adhered to by the entire Yourshow workforce:

- The quantity of hazardous substances in the workplace must be kept to the minimum quantity required.
- Hazardous substances will only be stored for as long as they are required. If they no longer need to be used, they must be disposed of accordingly.
- MSDSs must be kept on all hazardous substances and updated regularly. The appropriate MSDSs must be kept in the immediate proximity to where the substance is in use.
- All new hazardous substances must be entered into the **Hazardous Substances Register** by the person responsible, and the MSDS obtained before the introduction and use of any new substance.
- When purchasing a new substance, the product with the lowest toxicity must always be given preference, where possible.
- The hierarchy of control measures should be applied in priority order when making decisions regarding the management of hazardous substances:
 - elimination of non-essential substances
 - substitution for less hazardous substances and processes
 - isolation (through separation) of the substances from people by distance of process
 - engineering controls using equipment, machinery or processes to contain or remove the hazardous substance
 - safe work practices to change the way people do the job or inform people about how to perform the job safely
 - PPE or clothing suitable for the substance, fitted to the employee and complying with relevant Australian Standards
- All flammable substances are required to be kept in an easily identifiable flammable liquids cupboard.

Specific Roles

The following roles will determine the more detailed requirements to be met in achieving the effective management of hazardous substances.

The Responsible Officer has delegated responsibility to the following persons to monitor and implement this procedure.

- all managers and supervisors
- an assigned purchasing employee
- Health and Safety Representatives.

Consultation

Consultation will occur between management, Health and Safety Representatives and employees to identify, assess and control exposure to hazardous substances, minimise risks, and maximise the safety of procedures using the **Risk Assessment (Hazardous Substances and Dangerous Goods)**.

Consultation will occur prior to any new substances or new work process of a hazardous nature being introduced in the workplace.

The necessity to use hazardous substances will be regularly reviewed by the Responsible Officer, and the Responsible Officer will determine the suitability of substances that are to be used in the workplace.

Training

All employees are to receive training in managing hazardous substances and instruction in reading and understanding MSDSs before commencing any work involving the use of such substances.

Management is responsible for providing appropriate instruction, training and supervision of all employees relating to the implementation of this procedure, and safe work practices relating to the use of hazardous substances and in the appropriate type, use and maintenance of any PPE.

All hazardous substances training must be recorded and kept for a period of not less than five years.

Information Provision

Yourshow recognises that in order to achieve responsible and effective management of hazardous substances, the following provisions must be implemented:

- All hazardous substances are to be ordered by a nominated, authorised person.
- Delivery of hazardous substances must not be accepted from the supplier unless accompanied by an MSDS, or unless an MSDS has been already supplied. Should a supplier be unwilling to provide such documentation or correct labelling, an alternative supplier should be sought.
- Management is responsible for ensuring that all containers of hazardous substances that are decanted at the workplace are appropriately labelled. Unlabelled containers must not be used or stored in the workplace.
- Information on labels and MSDSs is to be in accordance with requirements as specified in the Code of Practice for the Labelling of Workplace Substances and the Code of Practice for the Preparation of Material Safety Data Sheets.
- To ensure that appropriate control measures are in place, management will ensure that regular hazardous substance audits are conducted.
- A **Hazardous Substances Register**, containing all MSDSs for hazardous substances used by Yourshow, is to be established and maintained.

The Hazardous Substance Register will contain:

- building plans (where applicable) indicating the site of the stored substances
- policies and procedures
- a list of hazardous substances used and the quantity held
- details and results of the most recent hazardous substance audit
- full MSDSs for all hazardous substances used at the workplace
- a list of emergency contact numbers.

MSDSs are to be made available to any employee instructed to use a particular substance upon request.

Emergency Services

In the event of an emergency, the **Hazardous Substance Register** is to be made available to local emergency services.

Hazardous substances will be stored in accordance with the instructions on labels and MSDSs and, when applicable, must comply with the:

- Occupational Health and Safety Act 2004 (Victoria)
- Occupational Health and Safety Regulations 2007 (Victoria)
- Occupational Safety and Health Act 1984 (Western Australia)
- Occupational Safety and Health Regulations 1996 (Western Australia)
- relevant state Dangerous Goods Acts and Regulations
- relevant Codes of Practice and Australian Standards.

Disposal of Hazardous Substances

Hazardous substances and/or containers that hold (or have previously held) hazardous substances must be disposed of in accordance with instructions on individual labels or MSDSs, and in compliance with existing legislation.

Personal Hygiene

Personal hygiene safety requirements are provided on all MSDSs and must be followed by all employees. Yourshow will ensure that appropriate hygiene facilities are available.

Records

Records of training, details of any safe working procedures and records of assessments will be maintained in the **Hazardous Substances Register**.

All injuries, exposures and 'near miss' incidents relating to hazardous substances will be reported and investigated immediately.

15 Infection Control

15.1 Policy

Introduction

Yourshow is committed to preventing injury and illness in the workplace by ensuring the provision of a working environment that is safe and without risk to the health and safety of all employees.

Yourshow recognises that infectious diseases are of legitimate concern to all employees and that we have a responsibility to protect the rights of all people at the workplace.

This policy:

- applies to all employees regardless of their position or classification, including casual, contracted and unpaid staff
- outlines strategies to be implemented
- outlines the responsibilities of all persons associated with Yourshow.

Responsibilities

Yourshow

Yourshow will:

- provide the highest level of sanitation in the workplace to reduce the risk of exposure to infectious diseases
- implement necessary work procedures
- provide appropriate vaccination to employees on a voluntary basis
- provide appropriate protective clothing and equipment to reduce exposure to infectious diseases
- ensure that all first aid officers understand how infections are transmitted in the workplace and are appropriately trained in preventative procedures
- attempt to identify areas or situations where possible exposure to sharps and/or infectious wastes may occur via risk assessment
- provide an appropriate first aid kit.

Responsible Officer

The Responsible Officer must commit adequate resources (e.g. financial, personnel and time) in order to ensure the implementation of the *Infection Control Policy*. This may include, but is not limited to:

- arrangements for appropriate handling and disposal of sharps
- appropriate training for all staff who may be exposed to sharps

- the provision of appropriate PPE (canvas or leather gloves etc.)
- vaccinations, where appropriate.

Managers and Supervisors

Managers and Supervisors will:

- inform and explain to employees the principles of the *Infectious Control Policy* and ensure that they both understand and comply with it
- ensure the safe removal and disposal of any sharps
- follow-up to ensure that the sharp has been safely removed and disposed of
- ensure that employees have ready access to tongs, a portable sharps container and heavy-duty gloves, in the event that they are required to dispose of sharps
- in the event of a needlestick injury, organise for the employee to undergo the appropriate testing and screening, try to ascertain the infectious disease status of the source patient and arrange for appropriate counselling.

Employees

Employees will:

- adhere to standard precautions as listed in this policy, and as instructed by their employer
- inform their supervisor of the discovery of any sharps
- when disposing of sharps:
 - do not hold (or have someone else hold) the container while putting a syringe into it (the container must be put on the floor or bench)
 - once the container is three quarters full, make sure that the cap is sealed and notify the supervisor that it needs to be replaced.
- make sure that nobody else could get hurt by the sharp
- if injured by a sharp (cut, scratch, prick or any mark on the skin), report this to their supervisor immediately.

15.2 Procedure

Standard Precautions

All employees must assume that all blood and bodily fluids are a potential source of infection, independent of diagnosis or perceived risk. Standard precautions involve the routine wearing of gloves and other protective clothing by first aid officers, regularly washing hands and other infection-control measures.

Blood and Other Bodily Fluids

Use appropriate barrier precautions (such as disposable gloves, goggles and protective clothing) whenever exposure to blood or bodily fluids is likely, or where moist surfaces occur or if required by the results of a relevant risk assessment or work procedure.

Wash any part of the body that comes into contact with blood or bodily fluids with soap and water immediately after exposure.

Flush eyes and mouth with clean water if exposure to blood or bodily fluids occurs.

Using appropriate preventative measures, carefully clean up spilt blood and then clean surfaces with disinfectant.

Needles and Syringes (Sharps)

Sharps need to be handled with care. They should not be bent, broken or re-capped, as these unsafe practices are common causes of injuries from sharps.

Never place hands into areas where hands or fingers are not clearly visible (e.g. into garbage bags or crevices).

Never manually compress garbage bags, hold garbage bags close to the body or hold garbage bags by the base of the bag.

Sharps should only be handled with appropriately designed tongs (or similar equipment). In the absence of such equipment, employees should not attempt to improvise (e.g. use a stick). Rather, it is safer to dispose of the sharp by holding the barrel of the syringe with a gloved hand.

The sharp should be placed in a sealable, rigid-walled, puncture-resistant container, and the local council or health service should be contacted for collection/disposal information.

Linen and Disposable Items

All items that are soiled with blood or bodily fluids need to be considered infectious waste and placed in suitably labelled bags.

Dispose of all disposable items and PPE – do not attempt to re-use disposable items.

First Aid

Infection Control

First aid kits must include appropriate antiseptic solution, disposable gloves and face masks suitable for emergency expired air resuscitation.

Hand washing before and after administering first aid is essential.

Cleaning

Commence thorough cleaning of all items as soon as practicable after use.

Wear gloves during cleaning and take care to avoid eye splashes.

Wipe items clean first, and then wash with warm water and detergent.

After cleaning, rinse items in clean water and dry before storing.

Disinfection

Disinfection is the inactivation of bacteria, viruses and fungi, but not necessarily bacterial spores. Disinfection can be achieved by boiling or by chemical means.

All items need to be cleaned before disinfection.

Sterilisation

Sterilisation is the complete destruction of germs. Sterilising is a very involved process and therefore it may be more practical for first aid personnel to stock single-use, disposable, sterile items or to contract out instrument sterilisation to a healthcare facility that has proper sterilising facilities and validation procedures.

What to do in the Event of an Exposure

Needlestick Exposure

1. Where a needlestick injury has occurred, take immediate action to provide support and perform first aid and medical treatment.
2. Promptly flush the wound under running water.
3. Wash the wound using warm water and liquid soap (except for the eyes, mouth and nose).
4. Thoroughly pat the area dry.
5. Apply a sterile waterproof dressing (such as an adhesive plaster) as necessary, and apply pressure through the dressing if bleeding is still occurring.
6. Follow the guidance provided in *Standard Precautions* (above), and place the syringe in a sealed container.
7. Ensure that the employee is provided with immediate medical advice by a registered health professional.
8. AcYourshow the employee to the doctor and ensure that the doctor is given the sealed container with the syringe inside.
9. Offer the employee access to a trauma counselling service.
10. Ensure that confidentiality of the incident and anonymity of the injured person is maintained.
11. If a customer or non-employee has received the needlestick injury, follow Steps 1 through 5 and give the sealed container (with the syringe inside) to the person, and encourage them to seek immediate medical advice.

Splash Exposure

1. Where a splash exposure involving mucosal (i.e. eyes, mouth and nose) contact with blood or other body fluids/substances has occurred, take immediate action to provide support and perform first aid and medical treatment.
2. Remove contaminated clothing.
3. Promptly flush any exposed wound (i.e. cut or broken skin) under running water.
4. Wash the exposed wound using warm water and liquid soap (except for the eyes, mouth and nose).
5. Rinse the eyes, mouth and nose (if affected) thoroughly with warm water (without soap) or saline solution.
6. Thoroughly pat the area dry.
7. Apply a sterile waterproof dressing (such as an adhesive plaster) as necessary, and apply pressure through the dressing if bleeding is still occurring.
8. Ensure that the employee is provided with immediate medical advice by a registered health professional.
9. AcYourshow the employee to the doctor.
10. Offer the employee access to a trauma counselling service.
11. Ensure that confidentiality of the incident and anonymity of the person is maintained.
12. If a customer or non-employee has received a splash exposure, follow steps 1 through 6 and encourage the person to seek immediate medical advice.

16 Manual Handling

16.1 Policy

'Manual handling' is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing.

Yourshow is committed to providing a safe workplace and systems of work for all of our employees, and we recognise that the manual handling of materials, equipment and furniture within the workplace is potentially hazardous to health and safety.

It is the policy of Yourshow to establish an effective manual handling program aimed at preventing the occurrence of injuries that may result from workplace manual handling tasks.

With respect to manual handling, Yourshow will ensure that, as far as is reasonably practicable:

- plant and equipment used in the workplace is designed, constructed and maintained so they are safe and without risk to health and safety when handled manually
- work practices involving manual handling are designed, implemented and maintained so they are safe and without risk to health and safety
- the working environment is designed, constructed and maintained to be consistent with safe manual handling practices.

Strategy

Manual handling will be a consideration in, and a specification for:

- the design and re-design of workplaces, work practices, plant and equipment
- the review of existing workplaces, work practices, plant and equipment
- the maintenance of workplaces, work practices, plant and equipment
- the purchase of all goods and services
- continuing negotiations with employees to ensure a safe work environment for staff.

Yourshow will ensure that a risk assessment is completed for each manual handling task, and that control procedures are recommended for those tasks presenting any risk. Safe work practices based on these assessments will be reviewed annually.

Employees are required to follow established manual handling procedure.

Responsibilities

Responsible Officer

The Responsible Officer has ultimate responsibility for the effective implementation of the *Manual Handling Policy* and associated programs, and will ensure that:

- adequate resources are made available to implement the *Manual Handling Policy* (adequate resources include: financial means, personnel and time, lifting equipment, adequate staff to perform team lifting techniques, time made available for regular manual handling audits and regular supervisory checks)
- appropriate training is provided to enable employees to fulfil their assigned roles and responsibilities.

Managers and Supervisors

Managers and supervisors will:

- inform and explain to employees the *Manual Handling Policy* and associated procedures
- ensure that manual handling inspections and audits take place regularly
- ensure that adequate lifting equipment is provided at all workplaces, and ensure that employees understand how to use such equipment
- ensure that adequate personnel are rostered on to perform the task

- record and investigate all manual handling accidents, incidents and near misses.

Employees

An employee will:

- not lift or move items that they find heavy or awkward (a trolley, lifting equipment or team lifting will be used instead)
- use provided lifting equipment at all times
- report damage or malfunction of lifting equipment to their supervisor
- report all strains, sprains, aches and other injuries from lifting, carrying, pushing, pulling etc. to their supervisor.

16.2 Procedure

What is Manual Handling?

Manual handling means using your body to exert force to handle, support or restrain any object, including people or animals. It is not only lifting or carrying heavy objects; it includes lifting, pushing, pulling, holding, lowering, throwing, carrying, packing, typing, assembling, cleaning, sorting and using tools.

The term is not limited to handling heavy objects – pruning plants, stacking items onto a shelf and helping a patient into a bath are some examples of manual handling.

Examples of manual handling tasks commonly performed in offices include lifting and carrying boxes of photocopying paper; moving office furniture and equipment (such as computers and printers); handling large files, books and legal documents; prolonged data entry; and opening and closing filing cabinet drawers.

Hazardous manual handling involves:

- repetitive or sustained application of force, awkward postures or movements
- tasks that people would find difficult due to the degree of force applied (high force)
- exposure to sustained vibration
- handling live people or animals
- handling awkward or unstable loads that are difficult to grasp or hold.

Effects of Hazardous Manual Handling

Musculoskeletal disorders (MSDs) is a collective term for a range of conditions characterised by discomfort or pain in muscles, tendons and other soft tissues, with or without visible symptoms. MSDs are usually associated with tasks involving repetitive movement, sustained or unnatural postures or forceful movements. Previously, these conditions have been referred to in various ways, such as Occupational Overuse Syndrome (OOS) or Repetitive Strain Injuries (RSI).

Some of the most common MSDs are to the back, shoulder, knee, wrist and elbow.

Muscle strains can occur suddenly, and may result from forceful exertion in a bent or twisted posture – for example, lifting a box of photocopying paper from the floor. However, many MSDs occur due to daily routines where the worker holds a static posture, resulting in muscle fatigue – for example, holding the telephone and repetitive work such as keyboard and mouse tasks. Conditions that have this type of gradual onset are probably more common in office work than sudden injuries.

Sprain and Strain Injuries

A strain is a muscular injury and a sprain is a tendon or ligament injury. Sprain and strain injuries can result in:

- localised pain
- swelling (when blood vessels are torn), leading to bruising
- muscle spasms, which is the body's protective response to injury, acting to restrict movement and therefore further injury
- reduced capacity to recover and repair.

MSDs generally start as an acute injury. That is, injuries of a sudden onset that usually occur from a known incident, such as ankle sprain or back strain. Some acute injuries develop into chronic injury. Chronic injury develops slowly and may persist for long periods of time. The cause of chronic injury is commonly poor management of the injury in its acute stage.

Factors that may increase the risk or severity of a manual handling injury include:

- forceful exertions
- working postures
- repetition and duration
- vibration
- work area design
- hand tool use
- nature of loads
- load handling
- individual factors.

Risk Management

Once a manual handling hazard has been identified, the risk must be assessed using the **Risk Assessment (Task, Process, Situation)**. The following steps must be followed:

Assess the risk; identify the probability, frequency and consequence for a potential injury to occur.

Control the major risks first, using the following hierarchy of controls:

- elimination

- substitution
- isolation/engineering
- administration
- PPE.

Consult with peers and management to remove or minimise the risk.

Ensure that action is taken.

Check the effectiveness of the solution and ensure that no new hazards have been introduced.

General Procedures

Where it is not practicable to eliminate the risk, the following general procedures should apply:

- Always plan a manual lift prior to attempting the lift.
- Stagger your stance.
- Ensure that the route taken is clear of obstacles or obstructions.
- Check that the load is not too heavy to lift or carry alone. If the load is too heavy, either get assistance from a fellow worker or use a mechanical lifting device.
- If carrying a load with a fellow employee, always keep in step.
- When carrying a load with a fellow employee, always ensure that you tell each other of any action you are about to perform, such as lowering or adjusting the load.
- Keep a firm grip on the load.
- Lower the load using your body weight by putting the weight of the load on your legs and bending your knees.
- Never carry a load that blocks your vision, as you may trip or run into another object.
- Maintain the natural curve of the spine, keeping your back straight throughout the lift.

17 Noise Management

17.1 Policy

Yourshow acknowledges that we have a responsibility to our employees, and environmental responsibilities to the immediate surrounding public and the environment itself. In order to comply with relevant legislation, we have established the following policy on noise.

The aim of Yourshow's policy on noise is to control the noise at its source and to maintain employee noise exposure at the lowest possible level over an eight-hour day on the A-weighted scale. That is, Yourshow will endeavour to control the level of noise actually being produced by plant and equipment used in our operations.

Yourshow will ensure that noise levels do not exceed noise exposure levels specified by OH&S legislation.

Where a risk assessment for plant, equipment, a work practice or procedure indicates that there is a hazard arising from noise, a full assessment of the hazard will be undertaken and suitable controls adopted.

Suitable controls, in their order of preference, may include the following:

- Where practicable, noisy plant and equipment will be replaced (this may be action planned over a period of years or, when purchasing new plant, consideration will be given to the level of noise production)
- Engineering controls such as relocation of plant, housing of noisy equipment, sound dampening etc. will be the next most preferable action.
- Where the above is not possible, consideration will be given to administrative controls, such as carefully limiting employee exposure to noise levels or running equipment at different times of the day.
- PPE such as earmuffs or earplugs will be given to employees as required. All persons who are required to use this equipment must be trained in how to use, clean and store it.
- A combination of the above measures may also be used.

Where noise control measures are implemented, all employees are required to comply with the requirements.

Failure to comply with the requirements set out in this policy may result in disciplinary action and termination of employment.

17.2 Procedure

Noise-Induced Hearing Loss

If people's ears are continuously exposed to loud noise over a period of time, the nerve cells in the inner ear may eventually die and not respond to sound. This condition is called noise-induced hearing loss and usually occurs gradually over many years, like hearing loss due to ageing. At first, people don't notice any change in their hearing. However, over the years, as more and more of these nerve cells become damaged and die, the effect on hearing becomes noticeable. However, by then it is too late as the damage is not reversible. Noise-induced hearing loss reduces a person's ability to hear high-pitched sounds.

The degree of noise-induced hearing loss is dependent on the level of noise exposure, how long someone is exposed to it, and (to some extent) an individual's susceptibility. Once damage to hearing occurs it cannot be repaired – only further damage can be prevented. Permanent hearing loss may also be accompanied by tinnitus or ringing in the ears.

Noise-induced hearing loss may also result from exposure to sudden loud noises, such as explosions, gun shots or heavy hammering. These types of noises are commonly referred to as 'impact' noises. If loud enough, exposure to sudden noises can cause immediate

permanent damage. Noise-induced hearing loss is permanent and currently cannot be cured or repaired through medication or surgery. Hearing aids may only offer limited benefit.

The Effects

Hearing loss affects people's ability to communicate and keep in touch with the world around them, impacting their social and work life, and may also place pressure on lifestyle and family life. Productivity in workplaces can be affected if there is excessive noise, especially if employees suffer from noise-induced hearing loss as a result of it. In addition, accidents may occur when instructions or warning signals cannot be heard or are not understood properly.

Noise Exposure Standards

The national exposure standard for noise in the workplace is an average daily exposure level of 85 decibels (over an eight-hour day), at the employee's ear position. The national standard for peak noise (i.e. at any instant in time) is 140 decibels (as measured on the peak setting on a sound level meter). If exposure to noise is above either of these exposure standards, then effective control measures need to be put in place to lower exposure to employees.

Refer to the AS/NZS 1269.1:2005 - Occupational noise management—Measurement and assessment of noise emission and exposure.

Common Noise Sources and Typical Sound Levels

Effect on people's hearing	Typical sound level in dB	Sound source
Pain threshold	140	Jet engine, gunshot (peak noise exposure standard)
A lot of damage	130	Rivet hammer
	120	Angle grinding
	110	Chainsaw
	100	Sheet-metal workshop
	90	(93) Lawn mowing (91) Welding
Damaging	85	Front-end loader (exposure standard for average eight hours)

	80	Heavy traffic/lathe
	70	Loud conversation
	60	Normal conversation
	50	Low conversation
	40	Quiet radio music
	30	Whispering
	20	Quiet urban room
	10	Rustling leaves
Hearing threshold	0	No noise

For information on levels above 85 dB and how long someone can be exposed before they exceed the exposure standard, refer to the local state or territory WorkSafe Authority, or equivalent.

Determining the Risk

A noise risk assessment must be performed if employees' exposure to noise may be above the exposure standard, without taking into account the effect of any hearing protectors worn.

Some indicators that employees' exposure may be above the exposure standard are:

- if they have to raise their voice to talk to someone when they are one metre apart
- employees notice a temporary loss in hearing or ringing in the ears after leaving work
- employees need to use hearing protectors during the work day.

Yourshow will undertake or organise any noise risk assessments required by enlisting assistance from the local state or territory WorkSafe Authority, or independent occupational health and safety consultants. Ongoing noise risk assessments and monitoring shall be scheduled where applicable. Results of any noise risk assessment shall be communicated to employees who are directly affected and/or those who participated in the noise assessment.

Strategy

Yourshow will ensure that a risk assessment is completed for each item of plant or work practice/task, and that control procedures are recommended for those items or tasks presenting any risk. Safe work practices based on these assessments will be reviewed annually.

Yourshow will ensure that noise level exposure readings do not exceed the standards set down by relevant occupational health and safety legislation.

Where noise control measures are implemented, all employees are required to comply with the requirements. Failure to comply is a breach of Yourshow's *Noise Management Policy*, and may result in disciplinary action.

Control Measures

Where a risk assessment indicates that there is a hazard from noise, a full assessment of the hazard will be undertaken and suitable controls adopted, in order of the following hierarchy:

1. Elimination of noise sources

Where practicable, noisy plant and equipment will be replaced (this may be action planned over a period of years or, when purchasing new plant, consideration will be given to the level of noise production).

2. Substitution of quieter plant or processes

Buying quieter equipment is one of the most effective ways of reducing noise and is generally cheaper than buying noisier equipment when all factors (such as subsequent protection and reparation measures) are considered.

3. Engineering controls

The next most preferable action is implementing engineering controls such as relocating plant, applying protective housing to noisy equipment, modifying or changing components and sound dampening.

4. Administrative controls

Where the above is not possible, consideration will be given to administrative controls, such as:

- carefully limiting employee exposure to excessive noise levels
- running equipment at different times of the day
- increasing the distance between noise sources and employees (using remote control devices etc.)
- undertaking noisy work outside of normal working hours
- minimising the number of employees working in noisy areas
- rotating employees between noisy and quiet jobs
- providing training to employees regarding hearing protection, selection and use.

5. Hearing protection

PPE, such as earmuffs or earplugs, will be given to employees as required only in addition to higher-level safety measures that have been put in place. All persons who are required to

use PPE must be trained in how to use, clean and store it. Hearing tests must be provided where hearing protectors are required to ensure that an employee's exposure does not exceed the noise standard.

A combination of these measures may also be used, but legislation requires employers to work down the list until employees' exposure no longer exceeds the exposure standard.

Refer to the National Code of Practice for Noise Management and Protection of Hearing at Work - 3rd Edition [NOHSC:2009(2004)] for more information.

When selecting suitable hearing protectors, the following should be considered:

- **Type of working environment** – for example, ear muffs can be more uncomfortable than ear plugs in hot environments. Also, ear plugs can be difficult to keep clean in situations where they are inserted or adjusted with dirty hands.
- **Comfort, weight and clamping force** – for example, a hearing protector with unnecessarily high sound reduction may cause communication difficulties and ultimately be rejected by the wearer on the grounds of discomfort and inconvenience. High levels of sound reduction are generally achieved at the expense of wearer comfort.
- **Combination with other items of PPE** – these may affect the performance of the protector.
- **Safety of the wearer** – hearing protectors should not hide or mask warning sounds.
- **Opportunity for personal choice** – a selection of two or three hearing protectors should be provided where possible, provided that the choices are suitable to the protection required and that these meet Australian Standards for hearing protection devices.

Controlling Noise in an Office

Generally, the levels of noise in office areas are below noise exposure standard levels.

However, in offices 'annoyance' noise is likely, which may interfere with communication, distract people and affect a worker's performance of tasks like reading and writing.

This can be costly for an organisation. Noise that prevents a person from understanding an instruction or warning signal may also pose a risk to an individual's safety. For these reasons, it is important to consider what can be done to control unwanted noise in the office.

To control noise in an office environment, Yourshow will, as far as practicable:

- Use a layout that separates noise-generating activities or equipment from tasks requiring concentration.
- Isolate noisy equipment such as printers, photocopiers or server equipment by placing them in separate rooms.
- Use sound-absorbent materials, including suitable floor coverings, wall panels, ceiling panels and dividing screens, while taking into account that barriers have an effect on ventilation and staff feelings of isolation.

- Select equipment with the lowest noise specifications practicable.
- Install or implement noise barriers (including double-glazed windows, solid walls and fences) to reduce external noise sources.
- Lower the volume setting on a disruptive telephone.
- Encourage employees to use meeting areas away from work areas for conversations.
- Orient workstations so that phone conversations are not intrusive to neighbouring employees.

18 Personal Protective Equipment

18.1 Policy

Yourshow acknowledges that the provision and use of Personal Protective Equipment (PPE) plays a small but significant role in helping to keep our employees safe from any risk that they may face during their employment. PPE will be provided where a risk assessment has established the need to control a hazard, and where no other form of hazard control can be practically used. PPE may also be provided as a mandatory control, where it assists in prevention, or as an interim measure.

The wearing of PPE, where provided, is mandatory for all employees, contractors, subcontractors and visitors to the workplace.

Failure by employees to wear the appropriate PPE (including management) will be seen as a failure to perform duties adequately, and disciplinary action will ensue.

Contractors and subcontractors are required to adhere to this requirement or risk having their contract cancelled without further payment.

Visitors and the general public will not be allowed to enter hazardous areas unless they are fitted with appropriate PPE.

To assist employees, appropriate signage indicating the identified hazard and the appropriate PPE to be worn will be displayed.

It is also the policy of Yourshow to provide quality training to all employees in the use of PPE needed to perform their duties. Where necessary, PPE will be individually made and fitted in order to ensure maximisation of the protection offered.

All PPE will be stored and maintained according to the manufacturer's specifications. Employees are expected to actively assist management in this area.

Replacement of worn and faulty equipment will be the responsibility of the supervisor, who will audit the safety equipment every three months to ensure that the equipment is offering the maximum protection. If PPE becomes damaged at any time, or an employee is unsatisfied with its performance, the employee should approach their supervisor immediately and a replacement will be issued.

18.2 Procedure

The following list itemises parts of the body for which PPE is commonly used, and some common sources of risk that may be controlled by PPE.

- Whole of body – Ultraviolet (UV) light, flying wood chips, sparks
- Head – falling objects, striking objects
- Face – flying wood chips, sparks, UV light
- Eyes – flying wood chips, sparks, UV light, bright lights
- Hearing – excessive noise
- Respiratory – dust, fumes, vapours
- Hands – abrasion, sparks, irritant substances, vibration
- Knees – shock, abrasion
- Feet – crushing, slipping, abrasion, irritant substances, wetness, electric shock, static electricity, puncture, cold/heat.

PPE includes (but is not limited to) such items as:

- eye protection (safety goggles, safety glasses, sunglasses)
- hearing protection (ear plugs, ear muffs)
- respiratory protection (respirators, dust masks, cartridge filters)
- foot protection (steel-capped boots, safety shoes, rubber boots, non-slip shoes)
- head protection (hard hats, face shields, sun hats)
- hand protection (gloves)
- clothing and body protection (aprons, safety harnesses, sun hats, long-sleeved clothing)
- skin protection (sunscreen).

Note that hearing tests must be provided where hearing protectors are required to make sure that employees' exposure does not exceed the allowable noise standard.

Risk Assessment

The manager or supervisor will ensure that a **Risk Assessment (Personal Protective Equipment)** is completed and reviewed by relevant employees prior to implementing PPE requirements. Specific amendments and additions are made to the PPE risk assessment where required, listing:

- PPE required
- reason for the use of PPE and the identified hazard(s)
- hazard controls other than PPE (if any) that will be used
- type of PPE selected (style/model/rating)

- reasons why the type of PPE selected was considered the most suitable
- roles required to provide or wear PPE, depending upon the task undertaken
- scheduled dates for monitoring and evaluating compliance for wearing PPE and its use.

Consultation

The manager or supervisor will:

- consult with employees during the PPE risk assessment process
- provide employees with choices (where practicable) as to the type and style of PPE, to ensure comfort and fit.

Training

The manager or supervisor will ensure that employees are appropriately trained and supervised in the relevant aspects of the *PPE Policy* to ensure that they are able to carry out work safely. This includes:

- initial PPE training at induction, plus refresher training at least annually
- training in the selection, use, maintenance and limitations of all PPE used (this training may be provided by the PPE supplier or another approved provider)
- supervisor training in the knowledge and skills required to carry out their PPE responsibilities for training and inspection
- tool box talks or employee meetings to promote the correct wearing of PPE and to maintain a responsible, positive attitude towards hazard controls
- training that takes into account non-English speaking employees or those speaking English as a second language, so that instructions are fully understood
- recording which employees attend training in the inspection, fit and use of PPE as required.

Yourshow Responsibilities

The manager or supervisor will ensure that:

- tasks that require PPE are identified, and appropriate PPE is provided for that task
- PPE provided complies with current relevant Australian Standards
- PPE is worn by personnel during all job tasks which require such protection
- appropriate instruction and training in the correct fit, use, care and maintenance of the PPE is provided to all users, including themselves and management of Yourshow
- the person using PPE is informed about the equipment and its usage, including any limitations of the equipment
- PPE provided is clean and hygienic

- PPE is adequately inspected, maintained, repaired and replaced as necessary, using a system in accordance with the relevant Australian Standards
- PPE is stored in a place provided by the employer for that purpose
- areas where PPE must be used or worn are clearly identified.

A **Personal Protective Equipment Register** should be kept up to date to track issue of equipment.

Employee Responsibilities

Employees must use PPE where their duties require the use of PPE, in order to reduce the risk of exposure to hazards.

Employees are required to:

- wear PPE where required or if directed, and not intentionally interfere with, damage or misuse any PPE provided
- participate in training prior to using PPE
- ensure that all items of PPE are cleaned, maintained and stored according to instructions
- immediately inform their manager of any hazards, defects, deficiencies or issues relating to PPE of which they become aware.

Employees must cooperate with management in complying with the requirements of this procedure. Failure to use PPE where appropriate or instructed will result in disciplinary action.

PPE supplied by Yourshow will remain the property of Yourshow.

19 Plant and Equipment

19.1 Policy

Introduction

Yourshow is committed to producing quality products and service in a timely fashion while ensuring, as far as reasonably practicable, the safety of our employees.

It is the aim of Yourshow to protect our employees from the risks associated with the plant and equipment with which they work. This will be achieved by:

- ensuring that hazards associated with the use of plant in the workplace are identified and that risks to health and safety are assessed and controlled
- having, as the major goal, the elimination of risk; where elimination is not practicable, minimising the risk arising from the plant to the lowest possible level
- ensuring that all plant is designed, manufactured, installed, commissioned, maintained and used with the safety of employees as paramount, and in accordance with relevant safety Regulations and Australian Standards

- maintaining all relevant documentation such as:
- manufacturer's instructions and operation booklets
- risk assessments of the plant
- maintenance log
- records of any modifications and improvements and their impact on the risk associated with the plant.

Relevant information shall be freely available to all employees, with quality training being provided on operating the plant and equipment to those employees whose duties require them to work the plant, and to their immediate supervisors.

All plant and equipment for which registration certificates are required by legislation or regulation will be obtained and kept up to date.

19.2 Procedure

Purchasing Plant and Equipment

The purchase of plant and equipment will be planned and coordinated, following established procedures for capital expenditure.

Where plant is imported from overseas, be it new or used plant, Yourshow will meet all regulatory requirements in identifying the hazards of the plant prior to importing it. Where necessary, this will be done in consultation with the appropriate advisory bodies.

Under the *Occupational Health and Safety Regulations 2007 (Victoria)* and *Occupational Safety and Health Regulations 1996 (Western Australia)*, importers, suppliers and Australian designers or manufacturers must supply information on the plant in relation to the hazards associated with the plant. Yourshow will not accept any plant unless those statements are available.

All persons erecting or installing plant will ensure that, prior to and during the installation process, hazards are identified and addressed using the hierarchy of control (elimination, substitution, isolation, engineering controls, administrative control (policies and procedures) and PPE.

All plant must be commissioned with a **Risk Assessment (Plant, Equipment)** of the plant integrated into the whole system. This assessment will be retained. The plant must not be used by employees until this risk assessment has been completed and any identified controls put into place.

The control of any identified hazards will follow the hierarchy of controls and be used in designing work practices and procedures.

Particular attention will be given to:

- plant under pressure
- plant with moving parts
- powered mobile plant

- plant with hot or cold parts
- electrical plant
- plant designed to lift or move
- lasers
- scaffolds
- lifts.

All records of **Risk Assessments (Plant, Equipment)** will be retained until reviewed and a new assessment report becomes available. Risk assessments will be completed at least every five years, or when any changes to the plant or process are made. On the sale of any item of plant, completed risk assessments will be given to the new owner.

Plant Requiring Registration

The following plant requires registration with the relevant state or territory WorkSafe Authority. Registration forms can be obtained from the relevant state or territory WorkSafe Authority.

Plant and equipment generally requiring registration includes (but is not limited to):

- boilers with a hazard level of A, B or C according to the criteria specified in AS 3920.1 – *Assurance of Product Quality – Pressure Equipment Manufacture*
- pressure vessels with a hazard level of A, B or C according to the criteria specified in AS 3920.1, other than:
- gas Cylinders covered by AS 2030
- LPG fuel vessels for automotive use covered by AS/NZS 3509 – *LPG Fuel Vessels For Automotive Use*
- serially numbered pressure vessels covered by AS 2971 – *Serially Produced Pressure Vessels*.
- lifts
- mobile cranes with a safe working load not exceeding 10 tonnes.

Summary

All requirements concerning plant and equipment can be found in the *Occupational Health and Safety Regulations 2007 (Victoria)* and *Occupational Safety and Health Regulations 1996 (Western Australia)*. It is the intention of Yourshow to meet these requirements at all times.

Purchasing Policy

The following purchasing policy is consistent with our health and safety policy. It is part of our commitment to achieving continual improvement in occupational health, safety and welfare.

Prior to making a decision to purchase plant, equipment or substances that may affect the health, safety or welfare of any employee, management will consult all concerned and affected employees. No product will be purchased until all safety ramifications are clearly identified and understood by those responsible for the purchase.

Any person who is responsible for the design, manufacture, import, supply, erection, installation etc. of any plant or substance for use within Yourshow must comply with:

- Occupational Health and Safety Act 2004 (Victoria)
- Occupational Health and Safety Regulations 2007 (Victoria)
- Occupational Safety and Health Act 1984 (Western Australia)
- Occupational Safety and Health Regulations 1996 (Western Australia)

All purchasing contracts will be endorsed with the condition that the designer, manufacturer, importer or supplier must ensure that the plant or substance complies in all respects with the prescribed requirements (if any) applicable to it, as required by occupational health, safety and welfare legislation.

If purchasing or hiring new or second-hand equipment or substances, an identification of hazards and risk assessment must be completed prior to agreeing to the purchase. When determining whether or not to purchase the item, the following considerations must be taken into account:

- The item's suitability for required use.
- What type of hazards does the new item introduce?
- What will it take to control these hazards?
- Controls of hazards should be based on the following order – elimination, engineering (guards, barriers, ventilation, design features), administration (standard operating procedures, training, signage), provision of PPE (safety equipment).
- How much training will be required and who will provide it? (Try to include this in the contract.)
- The availability of service and ease of maintenance.
- Cost – this should not be the sole determining feature. If a preferred product cannot be identified from the above issues, cost may determine the purchase.

After a decision has been made as to the suitability of any plant or substance, all hazard controls will be implemented **before** its use.

Under no circumstances will **any** employee use new substances or equipment until the above process has been completed and they have been fully trained in all aspects of its use and required precautions.

20 Vehicle Procedure

All Yourshow-owned vehicles including cars, vans, trucks and mobile plant must be maintained in a safe, roadworthy condition and serviced by the due date or distance (whichever arrives first).

Only authorised people, with appropriate current licences, should drive Yourshow vehicles. Drivers of vehicles will be in possession of an authorised logbook.

Drivers must carry out a **Vehicle Pre-Start Checklist** at least weekly. Any defects or faults must be reported and rectified before the Yourshow vehicle is used.

All driver and passenger positions should be fitted with seat belts, and seat belts must be used while the vehicle is in operation.

Drivers must be instructed on the procedures to follow in the event of an accident:

- Stop.
- Render assistance.
- Give your name, Yourshow details and insurance details to other parties and the Police, if requested.
- Notify the Police and the manager or supervisor immediately after the accident.
- Do not admit liability under any circumstances.

Responsibilities

Drivers

Drivers must:

- inform their manager if there is any change in their eligibility to drive or operate a Yourshow vehicle
- comply with the law and all road rules
- be in a fit state to drive – this requires a Blood Alcohol Reading (BAC) of 0.00%
- never operate a vehicle if it is deemed to be in an unsafe condition (faults must be reported immediately and alternative transportation used until these are rectified)
- conduct a **Vehicle Pre-Start Checklist** once a week and assist with motor vehicle audits and inspections, and report items requiring attention
- complete identified corrective actions in a realistic and timely manner
- ensure that the vehicle is maintained as per the manufacturer's specifications and kept clean and tidy
- report incidents as per Yourshow's *Incident Reporting Procedure*, in the event of a near miss, hazard, accident, traffic infringement or damage to Yourshow vehicle
- not transport hazardous items in Yourshow vehicles

- ensure that the registration of the vehicle is current.

Managers

Managers must:

- assist in developing and implementing systems to enable evaluation and monitoring of performance and compliance of this procedure
- ensure that required training and Yourshow assessment is scheduled, completed and recorded
- consult with drivers relating to OH&S incidents, inspections and corrective actions
- ensure that vehicle drivers receive a copy of the driver training report and discuss contents and development issues
- review records of maintenance completion, motor vehicle audit inspections, changes to licensing status, training completion reports and system audits.

21 Uncontrolled Workplace Procedure

Introduction

Occasionally, Yourshow employees will be required to work at locations outside of their normal workplace. In such circumstances, it is essential that the employee's welfare is monitored, as far as is reasonably practicable.

The following procedure should be adopted for monitoring the health, safety and welfare of employees in uncontrolled workplaces.

Management System

Where appropriate, all staff working in uncontrolled workplaces will be issued with a mobile telephone for their reasonable use during work hours.

Employees should note details of each call they make during the shift. Details may include:

- the location of the employee
- time of call
- reason for call
- action required.

Assistance to Employees Sent to Other Locations

Travel requirements (such as travel by vehicle, air, rail, bus or ferry) may be required to enable access by employees to other locations.

Yourshow shall ensure that employees are in full possession of their travel itineraries. Itineraries should include:

- date and time of travel

- ticketing requirements
- local restriction (for overseas travel)
- medical requirements (e.g. inoculations, medical examinations etc.)
- risks and travel warnings
- personal security
- full address locations, contact numbers and names of intended destinations
- meal allowance (where applicable)
- passport/visa requirements.

Note: It is an employee's responsibility to ensure that passports are current/valid for the time of travel. If travel is urgent, Yourshow shall assist the employee in obtaining urgent authorisation and travel permits/visas.

Medical Requirements

Yourshow shall ensure that employees are covered by medical insurance prior to overseas travel. Contractors to Yourshow are responsible for their own medical insurance.

Yourshow shall coordinate and pay for any medicals and vaccinations required for employee travel. Employees are responsible for ensuring that Yourshow is aware of any additional medical requirements.

All employees will be required to undertake a drug screen via urinalysis prior to finalising travel requirements. Final travel arrangements will be subject to the results of this screening.

Employee Behaviour

While working in other locations, Yourshow shall (to the best of our ability and knowledge) ensure that employees are made aware of local laws, customs and risks.

Employees are responsible for determining local laws, customs and risks upon arrival, and for informing Yourshow of other information pertinent to this.

Yourshow shall take no responsibility for employees who break the law.

Accommodation

Yourshow shall provide clean, appropriate accommodation for employees required to work at locations that necessitate living elsewhere.

Yourshow shall provide employees with a meal allowance for evening meals. Unless requested by the employee, the meal allowance will not be deemed taxable.

Employees are responsible for ensuring that accommodation is kept clean and free of damage and noise.

Employees are prohibited from introducing illegal substances, activities or items into provided accommodation.

Communication

To the best of our abilities, Yourshow shall ensure that employees are able to communicate with their employer and their immediate family when working at locations that require them to be accommodated elsewhere.

22 Emergency Response Procedure

General

The *Occupational Health and Safety Regulations 2007 (Victoria)* outline the requirements for emergency facilities and procedures. While they are written broadly, every workplace has different circumstances that they need to consider when developing emergency procedures.

The preliminary to these Regulations states that the purpose of the division is to ensure that:

- emergency exits, procedures and training are adequate in the event of emergencies
- appropriate emergency facilities are adequate
- access to rescue equipment and suitably trained personnel is adequate in cases where emergency situations are reasonably foreseeable.

Emergency Action Plan

Every workplace must formulate an emergency action plan with foreseeable emergencies in the workplace. The plan should identify situations that require emergency action, an evacuation procedure and drill and training requirements.

As Yourshow utilises staff and contractors on a job-by-job basis, this means that staff and contractors do not attend a specific Yourshow place of work, but instead either work from their own home offices or in the premises of a contract principal.

To this end, Yourshow staff and contractors must immediately avail themselves of the contractor's emergency response considerations and formulate their own emergency action plan, which must be site-specific. This plan must incorporate the following:

- fire
- escape of hazardous substances
- armed hold-up (only if applicable to the contractor's emergency action plan)
- explosion
- structural failure
- natural disaster
- bomb threats
- civil disaster.

The emergency action plan should consider the type of work undertaken, the layout of the allocated workspace and the times worked.

23 Contractor Safety

23.1 Policy

Yourshow is committed to effectively managing contractors to ensure that a safe work environment is maintained. Uncontrolled actions by contractors may result in significant risk to the health and safety of the contractor, Yourshow employees, visitors and members of the public. In the absence of effective management and control, Yourshow may be liable when a contractor causes an accident, is injured or injures anyone else on the premises.

Effective contractor management and control at Yourshow places of work is achieved through the application of contractor procedures. In summary, the management strategy consists of:

- health and safety requirements being indicated on all long-term service tenders, purchase orders and service contracts
- administrative procedures completed prior to any work by contractors beginning (e.g. certificates, licences and accreditation, if required, and non-disclosure agreements to be produced/signed)
- contractors being given information that deals with health and safety requirements
- contractors receiving and acknowledging a copy of Yourshow's *Contractor Safety Policy* and given access to Yourshow's *Occupational Health and Safety Policy*
- contractors providing adequate proof of their or their employer's Health and Safety Policy, WorkCover Registration, public and private liability insurance, competency certificates, MSDSs etc.
- contractors completing an induction of the site, determining a safe work method and, in some instances, obtaining a Permit to Work
- monitoring and appraising contractor performance
- retaining all records of the above for a minimum of five years.

Yourshow will provide the contractor with a designated safe work area and with information detailing all reasonable foreseeable site hazards that may risk the health and safety of the contractor or their employees. The contractor will ensure that the appropriate steps are taken to identify and assess all reasonably foreseeable hazards resulting from the work, which may affect the health and safety of all persons on the site, and control the identified hazards through using appropriate measures.

When a Contract for Service⁽¹⁾ applies, the contractor is responsible for arranging supervision to ensure that safe work practices are followed. Where a work practice is observed to be in breach of health and safety requirements, Yourshow's management representative for engaging the contractor must request the contractor to stop work.

The contractor must then apply corrective action prior to recommencing the work. In the case of unsafe work noted for a contract for service, the work must be stopped and Yourshow's management representative must re-instruct the contractor on the approved method for completing the task.

While working on the Yourshow's work site, contractors are responsible to the employee (or delegate) who authorised the work.

In a 'contract for service' the following are likely to apply:

- The work involves a profession or trade.
- The contractor has the power to hire and fire.
- The contractor provides their own plant and equipment.
- The contractor has the right to have another person perform the work.
- The engaging party does not have direct control over the person performing the work.
- The engaging person has no responsibility for deducting income tax from any payments to the contractor.
- Business expenses incurred are included in the amount charged/paid.

Note: In a 'contract of service' there is an employer/employee relationship, in a 'contract for service' there is not.

23.2 Procedure

As a contractor carrying out work for Yourshow, you are legally responsible for your own health and safety and the safety of any person who may be affected by your actions.

Under the *Occupational Health, Safety and Welfare Act 1986*, contractors and subcontractors (like employers) have certain duties. These include:

- providing and maintaining a safe working environment
- providing and maintaining a safe system of work
- providing and maintaining plant and substances in a safe condition
- providing and maintaining adequate facilities for the welfare of your employees
- providing information, instruction, training and supervision that is necessary to ensure that each employee is safe from injury or risk to health
- maintaining compliance with state Acts, Regulations and relevant Australian Standards and Codes of Practices.

To ensure that these obligations are met, every contractor, subcontractor and their employees are bound to adhere to the requirement of the Act and site-specific safety standards.

Acceptance of an official Yourshow contract indicates the acceptance of the requirement to comply with this document. Acceptance is indicated by signing the final page, which will be retained in the Yourshow records.

General Requirements

Accidents

Any contractor or their employees may receive first aid treatment for an injury from our first aid officers.

Any accident (including any 'near miss') must be reported to the supervisor and an **Incident Report Form** must be completed and lodged with a manager or supervisor of Yourshow.

Security

Contractors must sign in and out upon commencing work at a designated location. This should occur each day. Contractors will be issued with a visitor badge, which must be worn so that it can be seen and relinquished upon signing out.

Emergency exits should not be used, except in the event of an emergency or with the prior approval of a management representative of Yourshow. Emergency exits should be kept clear at all times.

Cutting or Welding

Contractors must advise a Yourshow representative before any cutting or welding equipment is used inside the grounds of the work site.

Access to the area where the cutting is to occur should, where practical, be restricted to avoid contact with employees.

Non-combustible or flameproof shields or screens must be provided to protect employees from direct rays, and all precautions must be taken against risk of fire and explosion.

Contractors and their employees are responsible for ensuring that a fire watch is maintained and that all adjacent combustible materials are protected or removed.

Motor Vehicles

Any motor vehicles within the grounds of the workplace must adhere to the established speed limit and be vigilant for pedestrians.

Vehicles can only be parked in designated parking zones, and vehicles parked on inclines or slopes must be chocked.

Use of Personal Protective Equipment

Contractors must issue their employees with appropriate PPE for the work being undertaken.

The contractor must have a supervisory system in place to ensure the correct use of PPE by their employees.

Failure to wear the appropriate PPE will:

- result in the cessation of the work being carried out (full costs to be met by the contractor)

- be considered a breach of contract.

Safety helmets must be worn in designated areas.

Safety glasses must be worn when using grinders, angle grinders, abrasive cutting tools or concrete tools or concrete or wood cutting equipment, and when working in designated areas.

Safety footwear must be of a type suitable to the task being performed.

Other

Ladders, including non-slip feet ladders, must be securely fixed to the top of the structure at all times. Contractors who are working under or adjacent to ladders or work platforms that are in use must wear safety helmets.

Forklift drivers must hold an approved forklift certificate/licence and driver's licence, and must meet all Yourshow standards when operating the vehicle.

Safety harnesses must be worn when there is a risk of falling.

When working in confined spaces, clearance of these spaces must be arranged with the manager who is responsible for managing your contract. All work must comply with *AS/NZS 2865 – Safe Working in a Confined Space, Code of Practice - Confined Space [2008]* and the *Occupational Health and Safety Regulations 2007 (Victoria)* and *Occupational Safety and Health Regulations 1996 (Western Australia)*. Prior to entering a confined space, contractors must obtain an entry permit.

Crawl boards must be used when working on all roofs.

Emergency and evacuation procedures must be followed at all times. A statement of the emergency procedures and a site plan for the evacuation areas will be given to each contractor, subcontractor and their employees. In an emergency, leave the area immediately and go to the designated evacuation area.

Emergency Procedures

Failure to comply with these requirements will result in the manager responsible for the contract drawing the contractor's attention to the breached safety procedures or practices.

Where deemed necessary by the responsible manager, a cessation of work will occur until the safety issue is corrected to the satisfaction of that manager.

Subsequent failure of the contractor, subcontractor or their employees to comply with Yourshow's *Occupational Health and Safety Policy* and associated procedures may result in termination of the contractor's services by Yourshow, now and in the future.

24 Breach of Health and Safety Requirements

Precedent has been set, in several prosecutions throughout Australia, covering unacceptable behaviour in respect to health, safety and welfare, resulting in termination of employment. Yourshow must enforce all safety measures to the point of issuing formal

warnings and, if necessary, terminating employment. If Yourshow is aware of unacceptable behaviour and does not issue appropriate warnings, then in effect Yourshow is condoning the behaviour and may face prosecution ourselves.

If an employee's performance in the area of health and safety is unacceptable, despite counselling by their supervisor, a formal warning system will be used.

The warnings procedure includes a series of witnessed verbal and written warnings that set out to any employee who is being warned:

- the basis of the warning
- the form of behaviour that is expected
- the ways in which the employee can and should improve their behaviour
- the consequences of such behaviour should it occur again.

While the actual procedure to be used depends on the particular circumstances, the following represents an example of the procedures Yourshow has set down as appropriate in general:

- **First Warning** – General warning regarding the nature of the problem(s) and the need for improvement (witnessed).
- **Second Warning** – Specific warning of problem(s) and the consequences of non-improvement (written and acknowledged).
- **Third Warning** – Final warning of problem(s) and specific warning that non-improvement will lead to dismissal (witnessed, written and acknowledged).
- **Instant Dismissal** – Immediate termination of employment due to serious and wilful misconduct.

When the termination of employment is based on safety breaches, the following is to be given due regard:

- Was the misconduct serious and wilful, hence requiring instant dismissal?
- Was the employee given sufficient instruction and training? Was training provided? If not, why?
- Has the misconduct previously been condoned?
- Has the employee been given a chance of reasonable explanation and a chance to improve performance?
- Has the employee been given the opportunity to be accompanied or represented in the warning interviews?
- Have Award and/or other statutory obligations been met?
- Has the employee received three warnings of a similar nature? Alternatively, has the employee received three warnings on three separate issues where the third warning linked the other two and warned that re-occurrence of such issues or a further serious breach would result in termination of employment?

- Is the nature of the breach serious enough not to require three warnings (e.g. first and final warning)?

After the first, second and third warning stages, a **Breach of Occupational Health and Safety Notification** must be issued.

25 Glossary

Accident

Any occurrence that happens by chance without an apparent cause; also, a mishap, especially one causing injury or death.

Audit

A systematic examination against defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the organisation's policy and objectives.

Note: Independent does not necessarily mean external to the organisation. In many cases, particularly in smaller organisations, independence can be demonstrated by the freedom from responsibility for the activity being audited.

Competent person

A person who has acquired through training, qualification or experience (or a combination of these) the knowledge and skills, including OH&S knowledge and skills, that qualify that person to perform the task required.

Continual improvement

A process of enhancing the Occupational Health and Safety Management System to achieve improvements in overall occupational health and safety performance, in line with the organisation's *Occupational Health and Safety Policy*.

Control measures

The processes or steps taken to eliminate or minimise risks.

Corrective action

Action taken after an incident to correct the problem and to ensure that a repetition will not occur.

Note: There can be more than one cause for a non-conformity.

Note: Corrective action is taken to prevent re-occurrence whereas preventive action is taken to prevent occurrence.

Document

Information and its supporting medium.

Note: The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or a combination thereof.

Employees

All staff, contractors, consultants and temporary workers of Yourshow.

External communication

Any form of communication received from or generated to parties outside Yourshow. This can include complaints or enquiries in connection with issues from third parties and authorities, and contacting third parties or authorities on issues that may impact them. This communication may be required through legislation or good practice.

Hazard

Any situation with the potential to cause injury or illness to people, danger to health and/or damage to property or the environment.

Hazard identification

A process of recognising that a hazard exists and defining its characteristics.

Hazardous substances

Any substance, be it solid, liquid or gaseous form, that has the potential to cause damage or harm to property or personal health.

Health and Safety Representatives (HSRs)

Persons responsible for facilitating consultation and cooperation between management and employees on health and safety issues. HSRs are defined by areas of responsibility and operation where employee numbers demand such consultation.

Incident

A single distinct event that leads to, or might have led to, injury or illness to people, danger to health and/or damage to property or the environment.

For the purpose of this procedure, the term 'incident' is used as an inclusive term for incidents, accidents and near misses.

Note: An accident is an incident that has given rise to injury, ill health, fatality, damage or other loss.

Note: An incident where no ill health, injury or fatality occurs may also be referred to as a 'near-miss'.

Note: An emergency situation is a particular type of incident.

Internal communication

Any form of communication required to be passed on to staff or received from staff in connection with health and safety issues. Information can be communicated in the form of employee training, passing on information verbally or in writing, or the submission of reports or forms from employees.

Material Safety Data Sheets (MSDSs)

Documents that provide information about the hazards (health effects) of hazardous substances and how to use them safely. These also assist to identify, assess and control risks associated with the use of hazardous substances in a workplace.

Manual handling

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

Near miss

Any occurrence that might have led to injury or illness to people, danger to health and/or damage to property or the environment.

Non-conformance

Non-fulfilment of a requirement.

Note: A non-conformity can be any deviation from:

- relevant work standards, practices, procedures, legal requirements etc.
- Occupational Health and Safety Management System requirements.

Occupational Health and Safety (OH&S)

The conditions and factors that affect, or could affect, the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors and any other person in the workplace.

Note: Organisations can be subject to legal requirements for the health and safety of persons beyond the immediate workplace, or of those who are exposed to the workplace activities.

Occupational Health and Safety Management System

The part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the *Occupational Health and Safety Policy*, and so managing the risks associated with the business of the organisation.

OH&S objectives

An overall occupational health and safety goal, consistent with the *Occupational Health and Safety Policy*, that an organisation sets itself to achieve.

OH&S performance

Measurable results of an organisation's management of its OH&S risks.

Note: OH&S performance measurement includes measuring the effectiveness of the organisation's controls.

Note: In the context of Occupational Health and Safety Management System, results can also be measured against the organisation's *Occupational Health and Safety Policy*, OH&S objectives and other OH&S performance requirements.

OH&S Policy

A statement by the organisation of its commitment, intentions and principles in relation to its overall OH&S performance, which provides a framework for action and for setting its OH&S objectives and targets.

Preventive action

Preventive action is pro-active and involves taking action before an incident occurs. For example, by identifying a hazard and taking steps to prevent any incident that may result from the hazard.

Note: There can be more than one cause for a potential non-conformity.

Note: Preventive action is taken to prevent occurrence, whereas corrective action is taken to prevent recurrence.

Procedure

A specified way to carry out an activity.

Record

A document stating results achieved or providing evidence of activities performed.

Responsible Officer

A person accountable for ensuring the effective implementation of Yourshow's OH&S policies and procedures.

Risk

An element of an organisation's activities, products or services, which can interact with the safe working systems.

In relation to any potential injury or harm: a combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

Note: Wherever the term 'risk' occurs, it should be taken to mean 'occupational health and safety risk'.

Risk assessment

The overall process of evaluating the risk posed by a hazard, taking into account the adequacy of any existing controls and deciding whether or not the risk is acceptable.

Safety

Freedom from unacceptable risk or harm.

Standard Operating Procedure (SOP)

A specific, documented way to carry out an activity.

Workplace

Any physical location in which work-related activities are performed under the control of the organisation.

Note: When giving considerations to what constitutes a workplace, the organisation should take into account the OH&S effects on personnel who are, for example, travelling or in transit (e.g. driving, flying etc.), working at the premises of a client or customer or working at home.