



# Induction Handbook

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## Welcome

Congratulations on your placement! We wish to extend to you a warm welcome and trust your future employment will be productive and satisfying for both you and Quality Staff.

This handbook is designed to assist you with regard to your position within Quality Staff and can be used as a reference point through the course of your employment. In addition to this handbook there are policies and procedures you will learn about during your induction training, which will further assist you in understanding work practices within Quality Staff.

## Company Profile

Quality Staff is a privately owned, South Australian company formed in 1988. Originally located at Port Adelaide for ten years and now at Frewville, Quality Staff has always taken great pride in providing quality people to local businesses.

We specialise in permanent and temporary employment, which includes Engineering and Trades, Drivers, Construction and Administration/Clerical.

We endeavour to place you in a suitable position, when the position arises, that will allow you to exercise your skills or talents relevant to that position.

## Our commitment

We are committed to providing high quality employment services which ensure that employees are:

- Working in a safe environment;
- Paid on time, every time and in accordance with their Award; and

- Encouraged to be in regular contact with us about their work conditions.

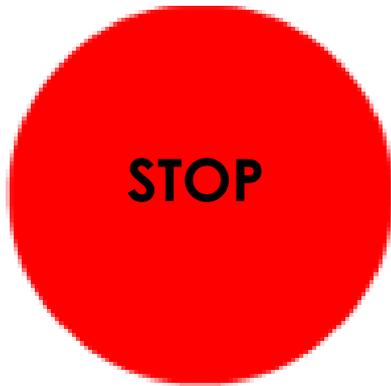
### **Your commitment**

We need you to provide us with the following:

- A commitment to undertake your duties with diligence and integrity;
- Provide us with a range of information including address, next of kin, bank details, licences/tickets, superannuation fund. In some cases we may also need some medical information where it is job related;
- Lodge an Employment Declaration when starting work with us. (if you are working with more than one employer you must lodge a declaration with each employer. However you can only claim the Tax Free threshold with one of the employers – usually the one who pays you the most);
- Phone or email us if you have any questions or concerns about your workplace or your working conditions. We want to be sure that you are safe and are being treated respectfully.

Jacqui Clark - Director

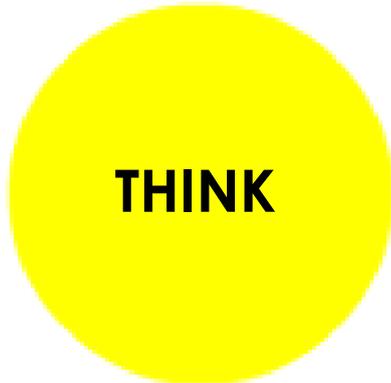
## Safety traffic lights



**STOP**



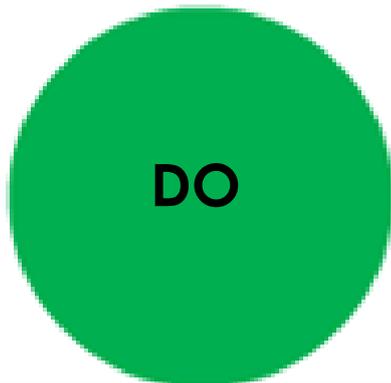
Stay safe. Do not proceed if it appears to be dangerous.



**THINK**



Talk to someone else to help you decide what to do



**DO**



Take action to keep yourself and colleagues safe

## Conditions of Employment

### Contact Us

#### Office:

For general enquires, availability calls and payroll or administration enquiries please call during business hours.

Phone: 08 8338 4888

Address: Unit 3 / 259 Glen Osmond Road, Frewville, SA

Email: [contact@qualitystaff.com.au](mailto:contact@qualitystaff.com.au)

Core Opening Hours: 8.30am to 4.30pm Mon to Fri

#### Emergency Phone:

Mobile: **0403 577 671**

We are available **24 hours** for any **emergency/urgent calls only**. These include safety issues/incidents, if you are running late or cannot attend your shift.

**Do not text** this number unless you are responding to a received message. (E.g. a roster confirmation).

## **Casual**

Without the flexibility that a casual workforce provides, many businesses could not exist. Successful casual staff behave professionally and are reliable and versatile people with the ability and courage to put themselves into new and challenging situations.

As a new employee of Quality Staff you will be subject to the provisions of any applicable industrial award or EBA and engaged on a “casual” basis.

## **Awards**

A copy of the Award or EBA that applies to your employment is available at Quality Staff's office for your perusal.

## **Breaks**

You are entitled to breaks according to the Award or EBA. Lunchrooms may or may not be provided but please ensure that wherever you take your break, you clean up after yourself and leave the area tidy for the next person.

## **Customer Service**

While at work, casual staff have 2 groups of customers – the host employer and their customers. If either of these groups does not get what they want then you and we are out of a job. You need to be aware that you are being constantly assessed and you need to ensure that you meet the expectations of your customers.

## **Loading**

As a casual employee you are paid a 25% loading on your hourly rate which means that you do not obtain other benefits of employment such as public holidays, sick leave or annual leave.

## **Overtime, penalties and allowances**

You may be required to work overtime from time to time. In this event you are entitled to be paid allowances, overtime or penalty rates if the relevant award or EBA stipulates it.

## **Professionalism**

Professionalism is many things including:

- Personal presentation;
- Being prepared;
- Competence with work skills e.g. driving, computer operation etc;
- Consideration of others;
- Courtesy;
- Fostering good working relations;
- Helpfulness
- Providing customer service;
- Punctuality;
- Showing responsibility for looking after tools and equipment;
- Team work;
- Understanding what is required; and
- Working safely

Being professional doesn't mean that you have to know everything. It does mean however that if you do not then you are not afraid to ask!

## **Superannuation**

You will be paid superannuation into the fund of your choice in line with the Superannuation Guarantee legislation.

## **Time Sheets**

Your timesheets are completed online and are your responsibility. You must complete correctly and submit if for approval by your host supervisor.

If it is not submitted properly, we are unable to process it.

When completing your timesheets, please remember the following points:

- You will be provided with an instruction sheet or email. Please read it carefully and ask any questions you may have immediately
- We strongly suggest you complete your timesheets as soon as you finish your shifts for the working week. (Monday to Sunday)
- Timesheets are available via personal computer, laptop, tablet and /or mobile phone.
- The deadline for timesheets is **10pm Sunday**, failure to meet this deadline may result in delayed payment.

Please contact our office in business hours on 08 8338 4888 if you need additional assistance.

## **Wages**

Pay week commences on Monday and ends Sunday.

Payroll is transferred every Tuesday and depending on your bank you will have access either Tuesday or Wednesday.

\*\*Please note that if a public holiday falls on a Monday or Tuesday, then your wages will be transferred a day later.

## **Working Hours**

The ordinary hours to be worked by employees are outlined in the relevant Award or EBA. Ordinary hours refers to the range of hours during which an employee can work which doesn't attract penalties.

Usually the Award or EBA will specify:

- The range of hours in the day e.g. 7am – 6pm
- The days of the week on which these hours can be worked e.g. Monday - Friday
- The hours of work to be worked in the appropriate period e.g. 38 hours per week

When starting work, be on time – better still be 10 – 15 minutes early, especially if you are new to the job or location. It demonstrates a professional attitude.

## **Absences from work – Late or sick**

If you are late or sick you must notify Quality Staff and your host employer **IMMEDIATELY**. It is never acceptable to advise of an absence by text, voice mail or email. You must speak in person with the relevant staff member.

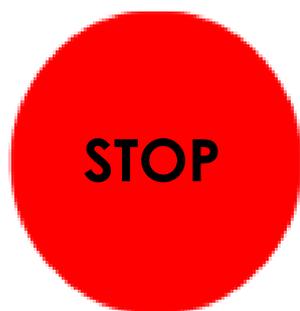
We pride ourselves on being reliable and ethical and it affects the image of our business if we provide employees who are unreliable. Therefore repeated absences or lateness may result in disciplinary action which could include loss of employment.

If you become unwell at work you must inform the host employer, fill in your timesheet before leaving work and notify Quality Staff.

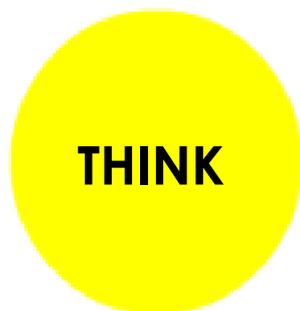
## **Absences from work – Special Leave**

If you have been on assignment for any length of time and on completion would like some time off, please ring Quality Staff and notify your intentions and the duration of your absence. You are quite entitled to have time off, so do not feel that by your absence you will not be placed in future assignments. This is not the case.

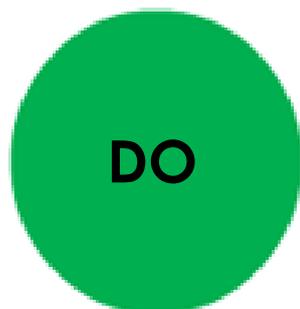
If a matter that requires your urgent personal attention arises, please telephone Quality Staff ASAP, giving details relating to the matter and how much time will be required for special leave. An example of this is Jury Duty.



Stay safe. Do not proceed if it appears to be dangerous.



Talk to someone else to help you decide what to do



Take action to keep yourself and colleagues safe

## Policies

### Alcohol and Drugs in the Workplace

We support our host employers in having a zero tolerance to alcohol and drugs being used in the workplace or employees being on duty who are recovering from the effects of alcohol or drug use.

You may be working with a host employer who conducts random Alcohol and Drug testing within the workplace as part of our shared duty to providing a safe, healthy and productive workplace.

If you are taking medically-prescribed Benzodiazepines or any other drug which has a warning related to drowsiness, you will be required to advise Quality Staff. Failure to do so could jeopardise your employment.

Should you be tested and return a non-negative result with the following drugs and/or alcohol in your system you will be instantly dismissed, removed from site and issued with a separation certificate.

- THC (marijuana, cannabis);
- Methamphetamines (ice, ecstasy);
- Amphetamines (speed);
- Morphine (heroin, morphine); and/or
- Cocaine.

### Asbestos in the Workplace

If the presence of asbestos is known or suspected, you must leave the area and notify the host employer and Quality Staff immediately and wait for instructions.

## **Complaints and Disputes in the Workplace**

We are committed to ensuring that if you have any complaints then they are resolved quickly. We take all employee complaints seriously and address them in a timely and confidential manner. If you are worried about anything at work then you should speak with Quality Staff.

## **Confidential Information**

During the course of your employment, you may have access to information concerning the host employer's commercial activities. As a temporary employee you will need to exercise discretion and not divulge the information. You may not use or disclose in a manner unauthorised by the host employer, information confidential to the host employer, or the host employer's trade secrets, either during employment or after the assignment has ceased.

## **Consultation**

It is a requirement that employers consult with employees about work health and safety matters. If you have any suggestions about how the workplace could be made safer then we encourage you to speak with your host employer.

If your concerns are not acknowledged or if you feel that you have been "brushed off" then you must speak with Quality Staff. Your safety can not be compromised.

## **Danger Tags**

Danger tags must be securely attached to the isolator/control switch or device so there is no risk of becoming dislodged. They must be clearly visible to ensure inadvertent restoration of the power does not occur.

## Danger Tags (cont)

You must conform to the site specific policy which should include:

- A Danger Tag is to be affixed by each person working on the equipment;
- Each Danger Tag must bear the employer's name, and an employee's printed name, as well as that employee's signature and date;
- Each person is responsible for placing their own Danger Tag prior to commencing work, and removal of their Tag when work is completed or at the end of the work period;
- If you are working alone and the job is incomplete at the end of the work period, you should remove your Danger Tag and replace it with an "Out of Service" tag;
- Danger Tags must be destroyed after each use;
- Whilst Danger Tags can only be removed by the person who signed and affixed the tag in exceptional circumstance such as sickness or inability to contact that person, a responsible management person may remove the tag.

## Discrimination

The *Equal Opportunity Act 1984 (SA)* prohibits certain acts of discrimination in employment on the grounds of: race; sex; marital status; sexuality; pregnancy; impairment; and age.

Sexual and other forms of harassment are deemed to be a form of discrimination and are prohibited in the workplace in South Australia.

## Driving and Insurance

While you are employed by Quality Staff and driving a vehicle for the host employer, the vehicle becomes a place of work and as such you are required to:

- Have the correct licences in place;
- Advise Quality Staff if your licence is disqualified and/or expired;
- Drive safely and defensively;
- Obey all traffic laws; and
- Pay all traffic infringement notices including speeding or parking fines.

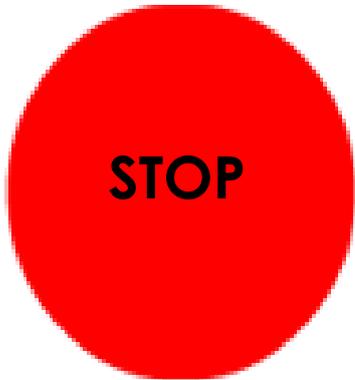
### ***In the event of an accident***

Should an accident occur an excess applies if the driver is deemed to be more than 25% responsible. This excess will be payable by you in all cases.

In all cases, accidents and injuries are to be reported to Quality Staff **IMMEDIATELY**.

## Electrical Safety

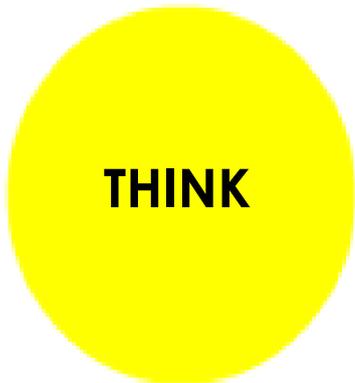
Electrical equipment should be visually checked every time prior to use. If any items are outside the Test and Tag period you must report this to the host employer. It is not permitted to bring personal electrical equipment to the workplace unless the employer has agreed.



**STOP**



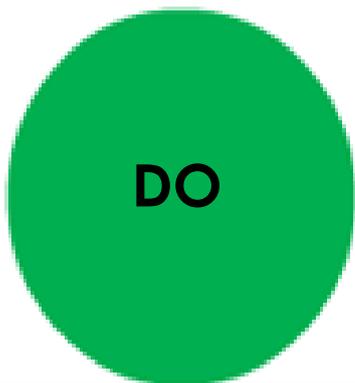
Stay safe. Do not proceed if it appears to be dangerous.



**THINK**



Talk to someone else to help you decide what to do



**DO**



Take action to keep yourself and colleagues safe

## Environment

Under the *Work Health and Safety Act 2012* and the *Environmental Protection Act 1993*, employers are required to make minimal impact on the environment. We seek your co-operation in minimising environmental impact where possible.

You must cooperate with any environmental protection procedures that the host employer has in place.

## Facilities

You are entitled to have comfortable facilities in your workplace, including adequate lighting, temperature control and toilet access. If you have any ideas for improving facilities at your workplace please speak with Quality Staff in the first instance.

## Fire and Emergency Evacuation

Your safety is the primary consideration above all else in the event of a fire or emergency evacuation. You must be aware of the Emergency and Fire Evacuation Procedures at your worksite.

If you see a fire, raise the alarm (to others present), get someone to phone the fire brigade and if safe to do so, fight the fire with equipment if you are trained.

If it is not safe to fight the fire, evacuate to the designated assembly point and await instructions from management or police officer/fire brigade.

You must advise Quality Staff if you have been involved in an evacuation.

## First Aid

The *Work Health and Safety Act 2012* requires that First Aid Kits be available in all work places. Make sure you know where the First Aid Kits are and who to see if you need First Aid.

## Hazard Reporting

You are required to report hazards and potential hazardous situations, which could harm yourself or your workmates.

To report a hazard

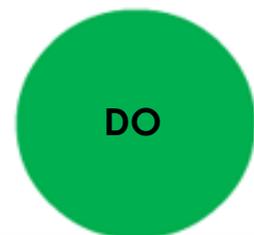
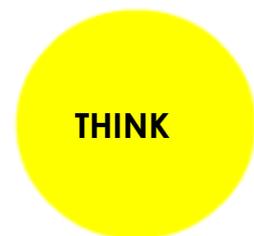
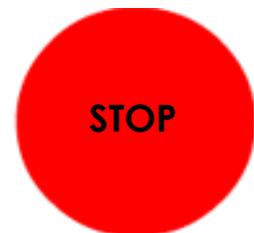
- Tell your Host Employer or Supervisor **IMMEDIATELY**;
- Tell your Quality Staff Consultant **IMMEDIATELY**;
- Complete a Hazard Report form; and
- Report any changes to your work that may introduce new hazards

## Hazard Management

Under the *Work Health and Safety Act 2012* employees have duties when it comes to managing a hazard. If you see a hazard (i.e. something which could hurt someone) then you must do something to make the area safe. This could be to isolate the area, warn others or else remove the hazard (if safe to do so).

When you do this you must:

- Tell your Host Employer or Supervisor;
- Tell your Quality Staff Consultant; and
- Complete a Hazard Report.



## Hazardous Substances and Dangerous Goods

Hazardous Substances and Dangerous goods must always be stored and worked with strictly according to directions.

You are not permitted to bring products to the worksite which may be considered to be hazardous. If in any doubt about the safety of a substance you must contact your host employer or Quality Staff.

## Induction

### ***Induction (Quality Staff)***

All new employees in our organisation will be inducted into our policies and procedures.

The normal process of induction includes the provision of a copy of the written rules and procedures in an employee handbook. At induction, time is spent with the new employee to ensure the employee understands our requirements and is a good fit for the job.

### ***Induction (Host Employer)***

When placed with the host employer you will also be provided with a workplace-specific induction. The host employer's induction will familiarise you with their operations and with the specific requirements of the job you have been hired to do.

The induction should cover topics such as:

- What the job involves including any known hazards;
- Safe methods of work;
- First aid procedures; and
- Emergency evacuation procedures

## Induction (cont)

You must receive this information from the host employer prior to you commencing work. If you do not receive an induction you must advise Quality Staff so we can follow up on our commitment to ensure your safety at work.

## Injury and Incident Reporting

If you sustain an injury at work you must:

- Advise the host employer (immediately) and follow site procedures as required;
- Advise Quality staff (immediately);

Quality Staff will ensure that you are provided with the correct forms which need to be completed and will be available to help you manage your return to work process.

## IT, Phones and Social Media

### **Phones**

You are not permitted to use phones or electronic communication whilst working, unless:

- It is during a scheduled break; or
- You have been provided with a company-issued phone.

### **Social Media**

It is our policy that you do not use social media during work hours, unless it is during a scheduled break.

In the event that you disclose any commercially sensitive information about host employer or Quality Staff, or post anything defamatory on social media then you could be subject to disciplinary and possibly legal proceedings.

## Manual Handling

Manual Handling injuries are preventable and can occur in any active or static task including lifting, carrying, holding, pushing, and/or pulling.

Each employer should have instructions relating to safe manual handling practices. Here are some general principles.

### **Assessing the load**

- What is the best method to move the load;
- Do you need someone to assist;
- Is there a mechanical aid available (e.g. Ramps, trolley etc);
- Can it be divided into smaller loads; and
- Make sure the pathway is clear.

### **How to lift**

- Keep spine in a neutral position (i.e. S-shaped curve);
- Keep a wide base of support;
- Ensure you are balanced;
- Bend at your knees and hips;
- Brace your abdominal muscles;
- Keep the object close to you;
- Use a smooth action;
- Push up with your legs; and
- Avoid twisting.

## Functional Assessment

You may be required to have a functional assessment as part of our legal obligation to protect you from injury. The assessment will always be work-related.

## Misconduct

Gross misconduct could result in instant termination of your employment. Gross misconduct includes:

- Theft or intentional damage of Quality Staff or host employer property;
- Deliberately making false entries onto a record whether paper or electronic;
- Assault of an employee, client or member of the public while on duty;
- Removal of Quality Staff or host employer records or release of confidential information without appropriate approval;
- Reporting for work under the influence of alcohol or drugs or using illicit drugs on Quality Staff or host employer premises;
- Disregarding safety rules;
- Insubordination, ie wilfully disobeying a lawful directive from a host employer supervisor or representative of Quality Staff
- Serious or repeated forms of harassment;
- Undertaking private business activities, or requesting other employees to carry out private business in Quality Staff time; and
- Breaching security rules on access to computers particularly in relation to unauthorised use.

## Notifiable Incidents

If a serious injury or death occurs in the workplace, employees must:

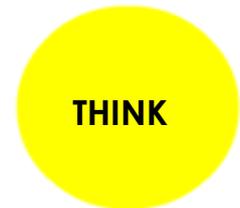
- Firstly administer first aid;
- Secondly preserve the area for possible investigation by SafeWorkSA; then
- Notify the host employer and Quality Staff.

## Office Safety

Accidents can and do occur in office locations. There are many objects, devices and instruments that can cause personal injury to you and your colleagues.

Remember

- Do not run in the office;
- Keep desk drawers, files and shelves closed after use;
- Use hand rails and watch your step when using stairs;
- Do not stand or lean back on chairs, particularly chairs with castors;
- Do not use waste baskets for broken glass;
- Never attempt to clean, adjust or repair office machines during operation;
- Never carry pens or pencils in pockets with exposed point upwards;
- Follow the basic safety rules for lifting when required to handle heavy objects (see manual handling);
- If you are working on computers for prolonged periods make sure you take a break every hour. Get up and walk around for a minute;
- Do not obstruct exits or fire doors, ensure that they are clear at all times; and
- Watch where you are walking. Don't take shortcuts. Use designated passageways. Don't step on or over equipment, conveyors etc.



Each employer should have instructions relating to safe setup of office machines. Here are some general principles.

- The chair should be set so that thighs are approximately horizontal or angled slightly downward.

### Office Safety – (cont)

- Feet should be able to rest flat on the floor. If necessary, a footrest should be used;
- Keyboard should allow the hand, wrist and forearm to be in a neutral position i.e. close to horizontal;
- Screen should be about an arm's length in distance away and placed so the centre of the screen is about shoulder height;
- As with the keyboard, hand, wrist and forearm should be in a neutral position while using a mouse or other input device;
- Document holders should be approximately the same height and distance from your eyes as the screen, and as close to the monitor as possible to prevent neck twisting; and
- Glare can be reduced by tilting the screen down

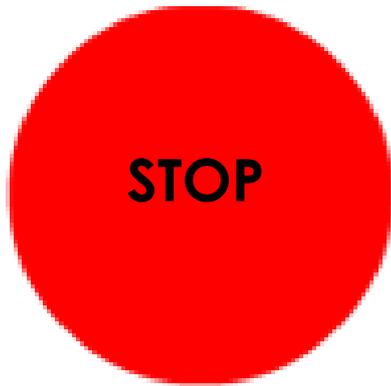
### Performance Appraisal

With all temporary assignments there is a review period at regular intervals where you, Quality Staff and the host employer evaluate the role that you are currently in. It is a way for you and the host employer to determine how the role is going and for each to suggest improvements if there is a need for any.

### Personal Protective Equipment

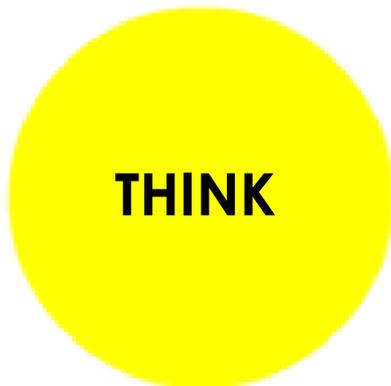
Depending on the assignment that you are offered you may need to wear certain personal protective equipment.

The relevant PPE will be provided to you and you **MUST** wear it. It is a condition of your employment and against the law to not wear PPE if it is provided. It is also against the law to not advise the employer if PPE is damaged.



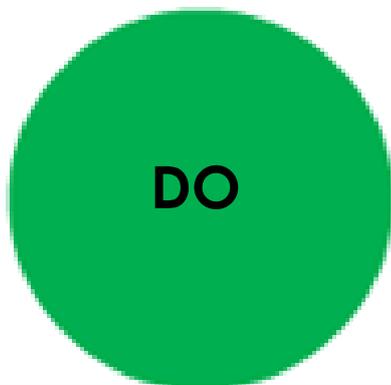
**STOP**

Stay safe. Do not proceed if it appears to be dangerous.



**THINK**

Talk to someone else to help you decide what to do



**DO**

Take action to keep yourself and colleagues safe

### **Plant and Equipment**

Plant and equipment must be maintained and used safely. You must be vigilant about any plant or equipment which appears to be faulty and advise management at the earliest opportunity.

### **Police Check**

If specified, you will need to provide us with a National Police Clearance. If your status changes i.e. you are charged with an offence or are convicted of an offence you must advise Quality Staff within 24 hours.

Being charged with an offence may not necessarily change your work with us but we must know so that we can plan the work around your situation.

### **Privacy**

Quality Staff is committed to fulfilling its obligations under the Privacy Act 1988 and associated amendments. We keep your records in a safe, secure place and only ask for information that we need in order to process your application and to fulfill our legal obligations.

If you want to see the information we hold, please give us seven (7) days notice in writing.

### **Quality Accreditation**

Quality Staff operates a quality management system which is certified to ISO9001:2015. We are proud of our accreditation and are very committed to maintaining and improving the quality of our work.

## Quality Accreditation (cont)

Everyone benefits from quality standards but only if we all take quality seriously. You must:

- Take responsibility for the quality of service on your assignment;
- Advise us if you do not receive an induction to the workplace;
- Advise us if you feel unsafe; and
- Advise us if there is anything at your workplace that you are concerned about.

## Safety Signage

Safety signage may be in use for a range of reasons at a worksite including regular safety procedures which may be illustrated by permanent safety signage. There may also be temporary safety signage which is erected to manage a temporary, short term hazard. Signage must always be adhered to.

- **Blue** circle (mandatory) advise of what **must** be done i.e. Foot Protection must be worn



- **Yellow** triangle (caution or hazard signs) make you aware that a **hazard** is present e.g. Forklift Operating



- **Red Circle** with Diagonal Slash (Prohibition) indicates you **cannot do** this i.e. Smoking Prohibited



- **Red Circle** (restriction) tell there are **restrictions** in this action i.e. Speed Limit 40 km/ph



- **Red Danger** – notify you of a known existing **danger** i.e. High Voltage or Do Not Enter



- **Green** with white writing provide **emergency** information i.e. First Aid or Exit



- **Red Fire** signs provide information required in an emergency i.e. Fire Extinguisher



## Safe Work Procedures

You will be shown safe ways of completing tasks and you will be required to sign a declaration that you agree to follow safe work procedures outlined.

## Smoke-Free Workplace

Workplaces are now smoke-free. However most host employers allow employees to smoke in designated areas during scheduled breaks, provided butts are disposed of in a bin. You are not permitted to smoke:

- In a building, on a building site or warehouse; and
- In any vehicle owned by the host employer.

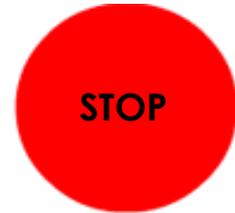
## Storage and Housekeeping

Good housekeeping can prevent accidents. Slips, trips and falls in the workplace are usually the result of poor housekeeping and items stored in inappropriate places such as walkways. Here are some general tips:

- Keep machines and materials orderly and your work area tidy;
- Clean up any breakage or spillages as they occur;

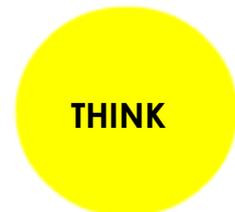
## Storage and Housekeeping (cont)

- Traffic ways, aisles and emergency exits should be kept clear of materials, equipment, rubbish and electrical leads; and
- Floors should be level without potholes in work spaces (outside) or carpet wrinkles (inside); and
- The use of mats discouraged.



## Training

As a temporary employee it is deemed that you already have the relevant skills that the host employer is looking for.



However, you may require some general training when placed in the host employer environment with regards to how they operate and what methods or procedures are used to complete a task. You are legally entitled to receive this type of in-house training/induction.



Opportunities to attend further training may also be made available to you.

## Unauthorised use of equipment

You are not permitted to use the resources or equipment of the host employer for any private purpose whatsoever, whether paid or unpaid, without the express permission of the host employer.

## Union membership

You have the choice to join or not join a union. All employees have the right to join the union that covers their type of employment.

Your union may:

- Assist in developing an award for your sector or employer to improve your wages and conditions;
- Provide you with advice and assistance on how to handle workplace negotiations on pay and conditions;
- Represent you in workplace issues.

Membership of a union is confidential and you do not have to inform your employer or work colleagues. It is against the law for a person to discriminate against you because you are or are not a member of a union.

However, there may be occasions where union membership will be required in order to gain access to certain worksites.

## **Work Health and Safety**

You must follow all Work Health and Safety policies. It is important for you to know that it is unlawful for you to do anything (or fail to do something) which places yourself, a colleague or a member of the public at risk of being hurt.

Penalties are very high and include \$300,000 and 5 years jail for a worker and \$3m and 5 years jail for an employer.

## **Working Alone**

In the event that you are working alone you must ensure that you have your phone with you and let management know if you have any medical condition which means that you could be at risk if you are working alone e.g. diabetes, epilepsy etc.

## **Working around Moving Machinery**

Moving machinery poses a risk to the safety of employees. You must follow all signage and be careful when working in areas shared by moving machinery.

## Workplace Harassment and Bullying

It is unlawful to speak or behave in ways that belittle or offend people.

Workplace harassment includes:

- Unwelcome practical jokes, inappropriate language, sexual harassment, gossip, sexist or racist jokes.

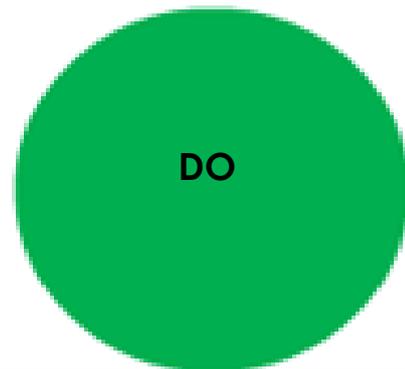
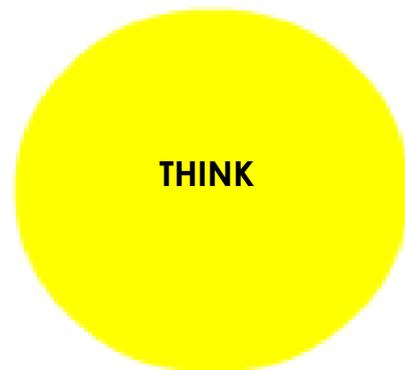
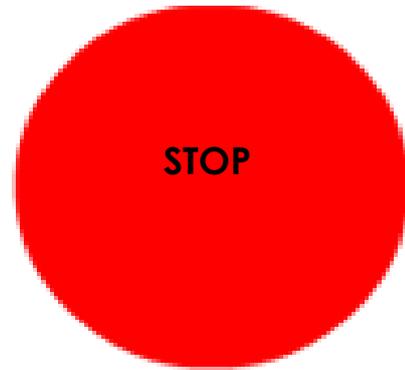
Sexual Harassment includes

- Unwelcome touching or kissing; sexual comments or jokes, sexual pictures/emails etc, questions about sexual activity

Bullying includes:

- Verbal abuse and intimidating behaviour.

A manager speaking with an employee about performance matters is lawful and is neither bullying nor harassment.



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# **Additional Policies for Industrial Sites**

## Additional Policies for Industrial sites

If you are accepted for work at an industrial site you will be provided (by Quality Staff or the host employer) with some/all of the following equipment:

- Hi-Vis vest/shirt;
- Hard hat;
- Safety glasses/tinted and clear;
- Gloves;
- Hearing Protection;
- Folder with Timesheet;
- Fatigue Management Calculator Card (drivers only);

You must carry your Drivers Licence and White Card if applicable on your person at all times.

### **Clothing**

- Protective clothing can include overalls, pants, shirts, jackets, hats, footwear and other task specific items;
- Clothing must be washed when soiled, so as to prevent rashes and dermatitis;
- Loose clothing or jewellery should not be worn as it could become entangled in moving parts of machinery.

### **Confined Spaces**

- Generally, a confined space is one in which a person's breathing or ease of movement can become compromised and which could lead to serious injury or death. A confined space could be a vat, tank, pipe, duct, flue, chimney, container, sewer, shaft, trench, tunnel, or any other similar enclosed structure.
- Workplaces that require personnel to enter confined spaces will have procedures established and they must be followed.

## **Confined Spaces (cont)**

- You must NEVER enter an area marked as a Confined Space or which you reasonably suspect could be a confined space without an appropriate licence.

## **Eye Protection**

- Approved eye protection must be worn in accordance with the local site instructions. Prescription glasses, if required, must have approved hardened lenses;
- Where exposure to airborne particles is common, particular care must be taken to remove dirt and grit which may have collected on the eye;
- Be aware that wiping away sweat with your sleeve whilst glasses are removed can cause dust particles to enter the eye and cause injury.

## **Foot Protection**

- Safety footwear, including steel cap boots/shoes protect against impact, crushes and cuts, gumboots and overshoes can protect against contamination;
- Footwear with holes splits or damaged toecaps should be replaced;
- Thongs and open-toed shoes may not be permitted in some workplaces.

## **Fork Lift Trucks**

- Only authorised employees holding a current Certificate of Competence/License or who hold a Learners Permit issued by the relevant state authority are permitted to operate fork lift trucks;
- When conveying a load or travelling empty, fork lift trucks are to have the fork tines at a minimum safe distance above the floor or ground level;

## **Forklift Trucks (cont)**

- Loaded fork lift trucks should travel on inclines with the load in front, and on declines with the load following behind;
- Forks must not be used to sling loads, only purpose designed equipment is permitted to be fitted to vehicles;
- Forklifts must not be used as an elevated work platform, and passengers must not ride on lift trucks.

## **Gloves**

- Gloves must be worn when doing any job where protection of hands is necessary e.g. handling wire ropes or slings, hot objects or chemicals;
- Additional PPE (apron, mask) must be worn if handling chemicals or corrosive substances.

## **Head Protection**

- Head protection can include hard hats, wide brim hats, soft hats and helmet and should be worn when and where instructed;
- Do not deface or alter safety head gear or head band assembly in any manner;
- Long hair/beards should be restrained/tied back in a hair net to avoid entanglement with machinery.

## **Hearing Protection**

- Hearing protection, usually in the form of ear plugs or ear muffs must be worn at all times when a noise hazard exists. This is generally when speech is difficult to understand and where there are signs depicting the wearing of hearing protection. Remember, there are two things about noise induced hearing loss:
  - You do not know it is happening until it is too late
  - It is permanent, it cannot be repaired.

## **Hot Work**

- Hot work includes welding, burning and use of lasers. These tasks can generate sparks, flames or excess heat and are a recognised fire and explosion hazard;
- Check the work area before commencing and obtain a permit. Eliminate or control all combustible sources;
- Wear goggles, helmets, shield, gloves and aprons and gaiters as deemed appropriate.

## **Machine Guarding**

- Machinery must not be operated with safety devices or guards removed or not operating properly;
- Do not alter or adjust any guards unless authorised;
- **Never start any equipment or machinery that has a danger tag on it!**

## **Outdoor Work**

- Hot environments require protection from heat, stress, dehydration and UV radiation damage to skin and eyes;
- Use SPF30+ sunscreen, UV resistant safety glasses, umbrellas and other shade devices where possible;
- Increase your fluid intake and limit UV exposure between 10am – 3pm.

## **Respiratory Protection**

- Airborne hazards include dusts, fibres, chemicals, vapours, mists, fumes, aerosols, smoke and gasses;
- Respirators protect against inhalation of hazardous substances;
- Familiarise yourself, if necessary with the correct respiratory protection to be worn.

## **Skin Protection**

- 30+ UV Protection and broad brim hats must be worn when working outdoors;
- Exposure to substances and handling of different materials can cause cuts, punctures, irritations, burns, rashes, abrasions and bruises – wear appropriate PPE.

## **Thermal Stress**

- In hot workplaces the body dehydrates and may not cool down, possibly resulting in heat stroke;
- In cold workplaces body circulation and task dexterity decrease;
- Intolerance to thermal extremes can produce sudden and serious health effects;
- Follow the correct safety procedures, take rest breaks and report concern early.

## **Work at Heights**

### ***Falls from heights are the most common cause of fatalities on building and construction sites***

- Fall protection should be provided for all persons exposed to a fall of 3.0 metres or greater. However, risk assessment may suggest that fall protection is needed at a lower height;
- You are not required to work in any situation where there is a risk of falling;
- It is not practicable to work from a work platform, if fall protection cannot be provided by perimeter guardrails, catch nets, scaffolding etc;
- An individual fall arrest system may be required. Ensure you are properly trained in the use of any fall system before use.

*Additional Policies for Drivers*

## ***Additional policies for drivers***

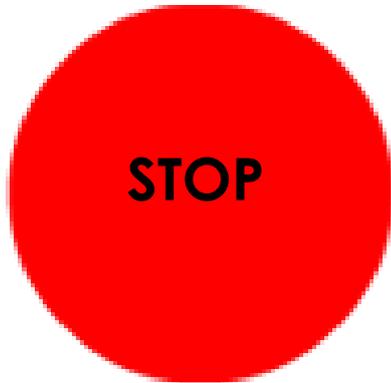
### ***Daily Hire Rosters***

- Rosters will be sent to you via text message as soon as we are advised of your start time, usually after 5.30pm each day for the following work day.
- You are required to respond within 30 minutes of this text to confirm your shift.

### ***NHVR Management Understanding***

- It is required you adhere to all National Heavy Vehicle Legislation and regulations.

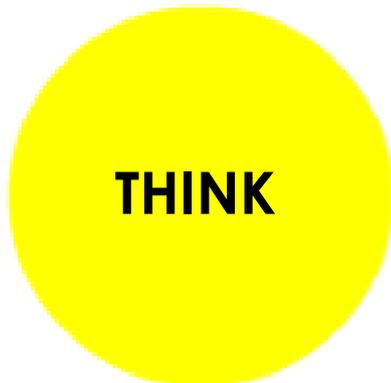
If you have any questions as to your responsibilities, please refer to <https://www.nhvr.gov.au/>



**STOP**



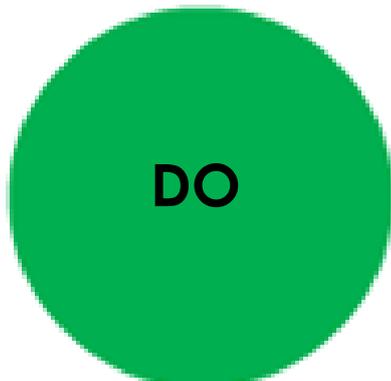
Stay safe. Do not proceed if it appears to be dangerous.



**THINK**



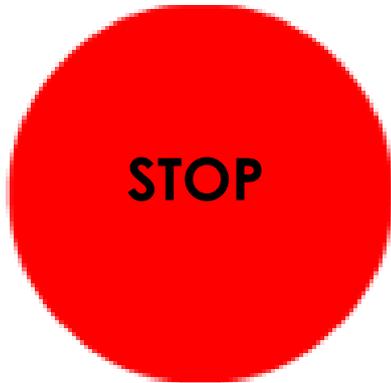
Talk to someone else to help you decide what to do



**DO**



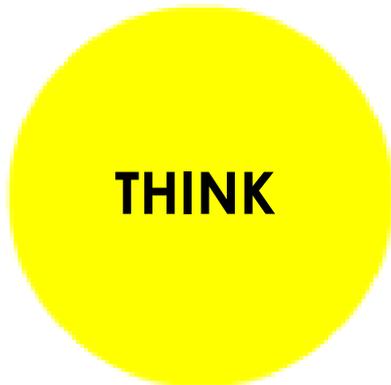
Take action to keep yourself and colleagues safe



**STOP**



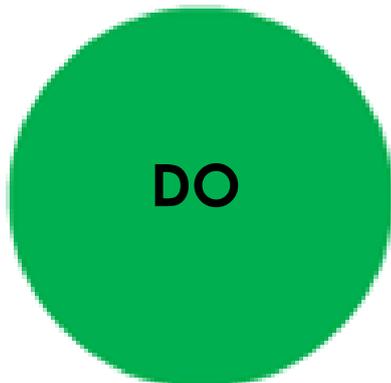
Stay safe. Do not proceed if it appears to be dangerous.



**THINK**



Talk to someone else to help you decide what to do



**DO**



Take action to keep yourself and colleagues safe



*Cut out page and place in employee's file.*

## Declaration

I have received my Employee Handbook and have read and understood what is required of me.

I agree to work safely and will comply with any reasonable request related to safe work.

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

Signed (Employee) \_\_\_\_\_

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

Signed (Director) \_\_\_\_\_

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



If this page is still attached to the booklet the employee declaration has not been completed. Please contact employee and complete induction process.