

# EMPLOYEE HANDBOOK POLICIES AND PROCEDURES



WENTWORTH ELECTRICAL  
& AIR CONDITIONING

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This handbook has been prepared to inform new employees of the policies and procedures of Wentworth Electrical Pty Ltd and to establish the company's expectations. It is not all inclusive, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, and does not guarantee employment for any length of time.

Wentworth Electrical Pty Ltd reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, follow current company policy. Every effort will be made to keep you informed of the Wentworth Electrical Pty Ltd policies, however we cannot guarantee that notice of revisions will be provided.

Evaluation of process effectiveness is carried out using Internal audits and site Safety Inspections.

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## 1 Code of Conduct

Wentworth Electrical Pty Ltd's code of conduct outlines our expectations regarding employees' behaviour towards their co-workers, supervisors and overall organisation.

Wentworth Electrical Pty Ltd promotes freedom of expression and open communication. All employees are expected to follow the code of conduct. Employees should avoid offending, participating in serious disputes and disrupting the workplace. Employees are to foster a well-organised, respectful and collaborative environment.

Wentworth Electrical Pty Ltd will not tolerate retaliation against or the victimisation of any employee who raises concerns or questions regarding a potential violation of the code of conduct or any policy that they reasonably believe to have occurred.

This policy applies to all employees of Wentworth Electrical Pty Ltd regardless of employment agreement or position in the organisation.

### Legal Compliance

Wentworth Electrical Pty Ltd's commitment to integrity begins with complying with laws, rules and regulations within Queensland.

All employees play a critical role in ensuring protection of Wentworth Electrical Pty Ltd's legality. They should comply with all environmental, safety and fair dealing legal requirements. We expect employees to be ethical and responsible when dealing with our company's confidential information, clients, and public image.

### Respect

All employees should respect their co-workers. Wentworth Electrical Pty Ltd aims to provide a work environment free from discrimination, bullying and harassment and will not allow any kind of discriminatory behaviour, harassment or victimisation.

### Protection of Company Property

All employees should treat Wentworth Electrical Pty Ltd's property, whether material or intangible, with respect and care.

Employees:

- Shouldn't misuse company equipment
- Never destroy or take for personal use any items belonging to Wentworth Electrical Pty Ltd without prior written approval. Employees should use them only to complete their job duties
- Should protect company facilities and other material property (i.e. company cars) from damage and vandalism, whenever possible.

### Public Comment

Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of Wentworth Electrical Pty Ltd. In this regard, the use of official stationery, email addresses, text messages or any other electronic identifiers is not permitted for private correspondence or for purposes not related to official Wentworth Electrical Pty Ltd duties.

## Use of Information

- Collect, use, and disclose confidential information only in accordance with Wentworth Electrical Pty Ltd policy and applicable privacy laws
- Protect confidential information
- Only access confidential information when it is required for work purposes
- Not use confidential information for any unofficial or non-work purposes
- Only release confidential information if authorised to do so.

## Professionalism

All employees must show integrity and professionalism in the workplace:

- Personal appearance - employees are to follow our dress code and personal appearance guidelines
- Corruption - employees are discouraged from accepting gifts from clients. Briberies for the benefit of any external or internal party are prohibited
- Absenteeism and tardiness - generally the expectation is for employees to be punctual when coming to and leaving from work. Exceptions can be made for occasions that prevent employees from following standard working hours or days
- Conflict of interest - employees are to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties
- Collaboration - employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their co-workers' work.
- Communication - employees must be open for communication with their co-workers and supervisors / management.
- Benefits – expectation is that employees will not abuse their employment benefits. This can refer to flexible working hours, time off, facilities or other benefits that may be offered
- Policies - employees should read and follow company policies. If they have any questions, they should ask their supervisor/management.

## Reporting

All breaches of this Code of Conduct should be immediately reported to management.

Individuals making complaints in good faith will be protected by this Code of Conduct, however, understand that disciplinary action may be taken where an allegation is malicious or vexatious.

## Conflict of Interests

Where any actual or perceived conflict of interest exists for a staff member, the staff member must disclose it to management as soon as is reasonably practicable after becoming aware of it.

Conflict of interest disclosures will be recorded and managed. Management, when notified of a conflict of interest, will deal promptly with the conflict and will implement an appropriate procedure to manage the conflict of interest to mitigate impact.

Before engaging in work that could potentially raise a conflict of interest, you must seek permission from a senior management. Approval will not be granted where the secondary employment involves, or could involve, a conflict of interest with Wentworth Electrical Pty Ltd related duties.

## **Improper Use of Position**

A staff member must not abuse a position of power or use their position to offer a benefit as a result of any relationship. Where a relationship develops which may lead to an actual or perceived conflict of interest, the staff member must notify management.

## **Responsibilities after Leaving**

Employees who leave Wentworth Electrical Pty Ltd must:

- Not disclose any official information after leaving that was non-disclosable during their engagement
- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of Wentworth Electrical Pty Ltd
- Not use official stationery, email addresses, text messages or any other electronic identifiers of Wentworth Electrical Pty Ltd for any purpose.

## **Disciplinary Actions / Policy Breaches**

Wentworth Electrical Pty Ltd may take disciplinary action against employees who repeatedly or intentionally fail to follow this code of conduct or other company policies. Disciplinary actions will vary depending on the violation. Possible consequences include:

- Reprimand
- Demotion
- Suspension or termination for more serious offenses.

Wentworth Electrical Pty Ltd may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.

If employees are unsure whether their conduct or the conduct of co-workers complies with this code of conduct they should contact their supervisor/management.

## 2 Confidentiality

Wentworth Electrical Pty Ltd confidentiality policy exists to explain how we expect our employees, board members, contractors, and volunteers to treat confidential information. Employees, board members, contractors, and volunteers may unavoidably receive and handle personal and private information about clients, partners, and our company. We want to make sure that this information is well-protected.

Wentworth Electrical Pty Ltd protects this information for two reasons. It may:

- Be legally binding (i.e. sensitive client data.)
- Constitutes the foundation of our business, giving us a competitive advantage (i.e. business processes.)

This policy applies to all Wentworth Electrical Pty Ltd's employees, board members, investors, contractors, and volunteers, who may have access to confidential information.

### Policy Elements

Confidential and proprietary information is valuable and often sensitive. It can be easily pirated/replicated.

Common examples of confidential information are:

- Unpublished financial information
- Data of clients/partners/vendors
- Client lists (existing and prospective)
- Data entrusted to our company by external parties
- Pricing/marketing and other undisclosed strategies
- Documents and processes explicitly marked as confidential
- Unpublished goals, forecasts and initiatives marked as confidential
- Employees may have various levels of authorised access to confidential information.

### Employees Should

- Always lock or secure confidential information
- Shred confidential documents when they are no longer needed
- Make sure they only view confidential information on secure devices
- Only disclose information to other employees when it is necessary and authorised
- Keep confidential documents inside our company's premises unless it is necessary to move them.

### Employees Should Not

- Use confidential information for any personal benefit or profit
- Disclose confidential information to anyone outside of our company
- Replicate confidential documents and files and store them on insecure devices

### Confidentiality Measures

We will take measures to ensure that confidential information is well protected by:

- Store and lock paper documents
- Encrypt electronic information and safeguard databases (i.e. virus protection and firewalls)
- Establishing different access levels so that not all staff can view all information
- Ask employees to sign non-compete and/or non-disclosure agreements (NDAs)
- Ask for authorization by senior management to allow employees to access certain confidential information.

## Exceptions

Confidential information may occasionally have to be disclosed for legitimate reasons, such as:

- If a regulatory body requests, it as part of an investigation or audit
- In an emergency situation, where release of information is necessary (i.e. to aid medical treatment)
- If Wentworth Electrical Pty Ltd undertakes a venture or partnership that requires disclosing some information (within legal boundaries),

In such cases, employees involved should document their disclosure procedure and collect all needed authorizations. We are bound to avoid disclosing more information than needed.

## Disciplinary Consequences

Employees who do not respect our confidentiality policy will face disciplinary and, possibly, legal action.

We will investigate every breach of this policy. We will terminate any employee who wilfully or regularly breaches our confidentiality guidelines for personal profit. We may also have to punish any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

This policy is binding even after separation of employment.



### 3 Dress Code

Wentworth Electrical Pty Ltd's dress code policy outlines how we expect our employees to dress at work. Wentworth Electrical Pty Ltd is committed to the success and reputation of the organisation by employees always portraying a professional image and appropriate appearance of the company to our clients and the public.

This policy applies to all employees of Wentworth Electrical Pty Ltd.

#### Policy Elements

- Employees should present a professional appearance at all times
- Clothing should be suitable and appropriate to the role
- Clothing should not be too revealing
- Safety aspects of clothing should always be considered. Clothes that present a health and safety risk in the opinion of management will not be acceptable
- Grooming styles dictated by religion and ethnicity aren't restricted
- Clothes to be clean, neat, tidy and in good shape. Clothing that is ripped, frayed, dishevelled or has holes is not allowed
- Employees must avoid clothes with stamps that are offensive or inappropriate.
- Jewellery must be non-offensive and kept to a minimum
- Employees must be clean and well groomed. No offensive body odour, dirty or wet hair.
- Clothing and grooming styles dictated by religion or ethnicity are exempt.

#### Company Uniforms (if applicable)

Uniforms are distinctive garments which identify a person as an employee of a particular business and projects a consistent professional image. Uniforms are to be fit for purpose for the work performed and may also include specific footwear and personal protective equipment (PPE).

Employees must:

- Ensure uniforms are worn in their entirety and as specified.
- Ensure uniforms are kept clean and well maintained. Report any uniform faults to their supervisor/manager.
- Report concerns with the effectiveness of uniforms to their supervisor/manager for review.
- Advise their supervisor/manager if they have any allergy to the corporate uniform and supervisor/manager will assess to determine further actions.
- Not engage in conduct, while wearing company uniform, that may bring the company into disrepute. This includes posting images of oneself in uniform on social media. Engaging in misconduct while wearing designated uniform, including outside of work, may be subject to disciplinary action.
- Not make modifications to the uniforms that could diminish the protection provided by garment (i.e. cutting sleeves off shirts). Minor alterations may only occur for clothing to fit appropriately according to the style.
- Wear appropriate footwear with the uniform. Footwear should be kept clean, polished and in good repair.

Employees are responsible for all fitting alterations and cleaning requirements for their uniform.

Where a requirement of employment is to wear a uniform, the Company may:

- Provide sufficient, suitable and serviceable uniforms; or
- Pay a uniform allowance.

It may be a condition of employment that some employees are also required to provide and maintain clothing items of their own in order to complete a company-mandated uniform (i.e. trousers, socks, belt and appropriate footwear).

### **Personal Protective Equipment (PPE)**

Personal Protective Equipment is in addition and not part of the uniform and dress code requirements. It is essential that all employees comply with all WH&S standards in relation to wearing of personal protective equipment.

### **Policy Breaches**

Managers/supervisors are expected to inform employees when they breach the dress code. Employee will be given an opportunity to discuss the breach and why the attire does not comply.

Employees in breach are expected to correct the issue and this may include having to leave work to change clothes.

What is acceptable attire will be a decision of the organisation.

Repeated breaches or breaches that have major repercussions may result in disciplinary action being taken up to and including termination.

## 4 Drug and Alcohol

The purpose of the Drug and Alcohol Policy and Procedure is to ensure employees are fit for work and able to carry out their duties in a safe manner unimpaired by drugs or alcohol.

This policy and procedure defines clear expectations in relation to expected standards of behaviour when attending work, particularly in relation to the expectation that employees are not under the influence of alcohol or other drugs (AOD) whilst attending work.

This procedure includes information and processes for Alcohol and other Drug (AOD) testing where suspicion and cause arises.

This policy applies to:

- All employees of Wentworth Electrical Pty Ltd (whether full-time, part-time or casual) and all persons performing work at the direction of, or on behalf of Wentworth Electrical Pty Ltd (for example contractors, subcontractors, agents, consultants, and temporary staff), collectively referred to as “workers”
- All Wentworth Electrical Pty Ltd workplaces and to other locations where workers may be working or representing Wentworth Electrical Pty Ltd for example, when visiting a customer, client or supplier (collectively referred to as “workplace”)
- All work-related functions, for example, work lunches, conferences, Christmas parties and client functions.

### Objectives

Wentworth Electrical Pty Ltd will:

- Ensure employees are fit for work and carry out their duties in a safe manner unimpaired by drugs or alcohol
- Assist employees at all levels in understanding how the use (and/or abuse) of these substances can impact health, safety and work performance of individuals and their co-workers
- Provide appropriate support to employees who identify with health problems related to the use of alcohol or drugs
- Ensure the health and safety of employees and members of the community are not compromised.

### Procedure

This Procedure may not cover all potential situations relating to employees being fit to work. Where this procedure does not cover specific situations, it is expected employees will be guided by directives/information provided by Wentworth Electrical Pty Ltd’s management.

### Complying with Legal Obligation

Employees must not report to work, if impaired by alcohol and/or drugs (including prescription drugs) to the extent that their ability to safely and legally fulfil the requirement of their position is impaired. This includes their ability to meet all relevant statutory requirements regarding the safe and lawful operation of vehicles, plant, equipment and/or machinery.

Workers must comply with alcohol concentration limits applicable to duties they perform or may be called on to perform.

### Loss of Driver Licence due to Blood Alcohol Concentration (BAC) and/or Drug Testing

Employees must hold a valid driver’s licence to undertake roles which require driving responsibilities or to drive Wentworth Electrical Pty Ltd vehicles. If an employee with these requirements loses their licence for any reason this must be reported to their supervisor.

Wentworth Electrical Pty Ltd will assess each circumstance individually, however employees where driving is an inherent requirement of their role and lose their licence will not automatically be provided alternative duties.

## **Liability**

Wentworth Electrical Pty Ltd will not accept liability for any damage to a company Wentworth Electrical Pty Ltd vehicle, an injury to another person, or damage to other property if an employee's use of alcohol and/or drugs contributed to the incident. The worker will be personally liable in such circumstances.

Where a worker is taking prescription or pharmacy drugs that contain a warning that the person should not drive a vehicle or operate machinery, then that worker must not drive a Wentworth Electrical Pty Ltd vehicle or any vehicle or operate machinery unless contrary specific medical advice is obtained and confirmed in writing, from the workers medical practitioner.

If a worker is taking prescription or pharmacy drugs and feels that their ability to safely drive a vehicle or operate machinery is affected, the worker must not drive a Wentworth Electrical Pty Ltd vehicle, or any vehicle, or operate machinery and must notify their manager or supervisor immediately.

## **Authorised Functions and Events**

There may be occasions during authorised company functions and/or events when alcohol may be served. It is expected alcohol will be served and consumed responsibly.

An authorised function or event where alcohol is to be served shall comply with each of the following requirements:

- Alcohol shall not be displayed, made available or offered in a manner which encourages excessive consumption (i.e. unsupervised self service)
- Alcohol will not be served to underage persons
- Appropriate food should be provided to reduce the effects of alcohol
- In addition to alcohol, non-alcoholic beverages and low alcohol beverages shall also be available
- An authorised function shall be personally supervised by a member of the relevant management team (or their delegate) who shall be responsible for:
  - Control of alcohol distribution at the function
  - Monitoring the alcohol intake of individuals and ceasing service if required
  - Cessation of alcohol distribution at the designated time
  - Consideration of a participant's ability to return home safely and arranging transportation where required. The offer of safe transportation should not be unreasonably refused by an employee
- Drinking contests or games of any sort which involve the consumption of alcohol are expressly prohibited at authorised functions
- Illegal drugs are expressly prohibited at authorised functions.

Workers must consume alcohol responsibly. Workers must not become drunk. Inebriation does not diminish a worker's responsibility for misconduct. Workers must uphold an appropriate standard of behaviour, consistent with Wentworth Electrical Pty Ltd workplace policies and procedures.

If a worker is required to return to work, or continue working after the function, and the consumption of alcohol could adversely affect their ability to perform work effectively and safely, consumption of alcohol by those workers is not permitted.

If a worker breaches this policy and procedure at a work-related function and acts inappropriately, the worker may be subject to disciplinary action, and may not be permitted to consume any alcohol at future work related functions.

## **Assistance**

Wentworth Electrical Pty Ltd recognises that the misuse of AOD are often treatable conditions. Where a problem related to AOD misuse is confirmed, the employee is encouraged to work with Wentworth Electrical Pty Ltd and their doctor who will assist by connecting them with other external specialist treatment providers. This includes being referred to an organisation with recognised expertise in the assessment, treatment and rehabilitation of people suffering from misuse of AOD:

- Alcohol and Drug Information Service (ADIS)
- Confidential and anonymous 24-hour counselling service 1800 177 833.

Assistance may also be provided through an Employee Assistance Program (EAP) or equivalent.

Such management processes shall not detract from Wentworth Electrical Pty Ltd's ability, at any time, to apply disciplinary procedures where applicable if contravention of the Policy and Procedure has occurred.

## **Suspicion Worker is Affected by Alcohol or Drugs**

If Wentworth Electrical Pty Ltd suspects, on reasonable grounds, that a worker is under the influence of drugs or alcohol in breach of this policy, Wentworth Electrical Pty Ltd will take steps to address the issue. Reasonable grounds may include (but are not limited to) where the worker:

- Is unable to co-ordinate their actions
- Has red or bloodshot eyes, or dilated pupils
- Smells of alcohol
- Acts contrary to their normal behaviour
- Is not behaving in a professional and competent manner and in accordance with Wentworth Electrical Pty Ltd standards
- Otherwise appears to be impaired or affected by drugs or alcohol.

In such circumstances, Wentworth Electrical Pty Ltd may take the following actions (but is not limited to these actions):

- Direct the worker to go home. Suitable arrangements for safe transport will be made by the relevant manager; or
- Direct the worker to attend a medical examination to determine whether the worker is fit to perform their duties effectively and safely. The medical examination may include a drug and/or alcohol test, such as a breath test, blood test, urine test or oral swab. In relation to prescription or pharmacy drugs, Wentworth Electrical Pty Ltd may require evidence as part of the medical examination about the effects and proper use of the drug. The worker may be directed to go home following the medical examination
- If the worker refuses to attend a medical examination, they will be directed to go home. Refusal to attend a medical examination, refusal to go home, or providing false information constitutes a breach of this policy and may result in action being taken against the worker, including action as set out below under 'Breach of this Policy'
- Where a worker is sent home, or required to attend a medical examination, the worker must report to Management (or as directed) on the next working day, or as soon as possible once the worker is no longer under the influence of drugs or alcohol. Wentworth Electrical Pty Ltd will deal with the issue as set out below under 'Breach of this Policy'. Failure to report constitutes a breach of this policy.

## **Suspicion Worker Has Alcohol or Drugs in Their Possession at Work**

If Wentworth Electrical Pty Ltd suspects that a worker has drugs or alcohol in their possession at work, Wentworth Electrical Pty Ltd may take the following action, which includes but is not limited to:

- Investigate the matter to attempt to determine whether the worker does have such drugs or alcohol in their possession
- Request the worker to open their locker, bag, or vehicle or to empty their pockets or jacket for locating any drugs or alcohol.

Workers are expected to permit such inspection and co-operate with Wentworth Electrical Pty Ltd investigation. Failure to co-operate, or providing false information in an investigation, may result in action being taken against the worker, as set out below under 'Breach of this Policy'.

## **Alcohol or Drugs are Found at Wentworth Electrical Pty Ltd Workplace**

If Wentworth Electrical Pty Ltd finds drugs or alcohol at the workplace in breach of this policy, Wentworth Electrical Pty Ltd may take the following action, which includes but is not limited to:

- Investigate the matter to attempt to determine who is responsible, including conducting searches, as set out in this policy
- Require some or all workers, to undergo a medical examination to test for the presence of drugs or alcohol.

Workers are required to co-operate in any investigation. Failure to co-operate, or providing false information in an investigation, constitutes a breach of this policy and may result in action as set out below under 'Breach of this Policy'.

## **Prescribed and Over the Counter Medications (OTC)**

Employees taking prescribed or OTC must be taken in accordance as prescribed by the doctor or as per manufacturer's recommended dose, directions and warnings. Employees and contractors must seek advice from their pharmacist and doctor with respect to the impact any prescribed or OTC may have on their ability to work safely.

If Wentworth Electrical Pty Ltd suspects that the workers ability to safely perform work is affected, Wentworth Electrical Pty Ltd may take steps to address the issue in accordance with this policy and procedure.

## **Testing for Alcohol and Other Drugs**

Wentworth Electrical Pty Ltd will carefully select and monitor all persons responsible for administering the testing and will implement measures to ensure appropriate standards are maintained. Samples will only be used for the purpose of testing for the presence of AOD.

Wentworth Electrical Pty Ltd will not use personal information collected from employees in a manner that contravenes the Privacy Act or this Procedure. Any relevant records will be confidentially recorded.

If an employee wishes to dispute any decisions arising from this procedure, they may do so without fear of reprisal.

Wentworth Electrical Pty Ltd may require workers to undergo testing for the presence of drugs or alcohol in the following circumstances, with or without, prior notice:

**Causal Based:**

- If Wentworth Electrical Pty Ltd suspects, on reasonable grounds, that a worker is under the influence of drugs or alcohol in breach of this policy
- Upon finding evidence that a worker has used, possessed, sold, solicited, or transferred drugs whilst in the workplace or while on Wentworth Electrical Pty Ltd property
- Where Wentworth Electrical Pty Ltd finds drugs or alcohol in the workplace in breach of this policy
- Upon receipt of a report of drug or alcohol use, provided by a reliable and credible source and confirmed by investigation, in breach of this policy
- Where a worker has previously received a Confirmatory Test, result confirming the use of illegal drugs or alcohol in breach of this policy, he/she may be required to undergo subsequent testing
- Where a worker notifies Wentworth Electrical Pty Ltd that he/she has a drug or alcohol problem
- Where a worker is taking prescription or pharmacy drugs which may affect their ability to perform the duties and responsibilities of their position in an efficient, competent and safe manner.

**Targeted Testing:**

Where the worker holds a position in Wentworth Electrical Pty Ltd in which the use of drugs or alcohol by that worker in carrying out the duties and responsibilities of that position would pose a risk to the health, welfare or safety of that worker and others in the workplace.

**Post Incident or Near-miss:**

Where the investigation of an incident or near-miss determines that the worker's actions may have been impaired due to the use of drugs or alcohol, or the worker was under the influence of drugs or alcohol.

**Random Testing**

When a worker, or group of workers are randomly selected by Wentworth Electrical Pty Ltd or an authorised officer to undergo a Drug Screen test and/or Alcohol Screen test.

A worker, who is required to undertake a Drug Screen test and/or Alcohol Screen test, will be requested to sign a consent form before taking a Drug Screen test and/or Alcohol Screen test.

All information obtained through the above testing is covered by Australian privacy laws and Wentworth Electrical Pty Ltd privacy policy. Wentworth Electrical Pty Ltd will not use this information other than for the purposes for which it is collected. The purposes of such monitoring and examination are to ensure the productivity, health, and safety of personnel, to apply this policy, and for disciplinary purposes.

A refusal to undergo a Drug Screen test and/or Alcohol Screen test or providing false information, constitutes a breach of this policy and may result in action being taken against the worker, including action as set out below under 'Breach of this Policy'.

**Responsibilities**

Everyone in the workplace has a responsibility for maintaining a safe working environment.

**Company**

- Provide drug and alcohol training sessions (online or face to face), as required
- Ensure drug and alcohol is discussed during the induction process
- Manage any notification/advice from employees regarding alcohol/drug dependency in accordance with the procedures
- Manage any breaches of this policy and procedure
- Provide EAP or equivalent for staff where necessary
- Ensure testing results are managed confidentially

**Managers/Supervisors**

- Ensure all employees and contractors under their supervision are aware of the terms of the Drug

- and Alcohol Policy and Procedure
- Ensure appropriate action is taken in the event of an issue arising
- Provide and maintain a safe working environment that is without risks to the health and safety of employees, as far as is reasonably practicable
- Manage any change in an employee's work performance that may be due to alcohol or other drug use issues
- Where it is suspected an employee or contractor is impaired due to AOD, instruct the employee or contractor to stop their work immediately and, if necessary, move them to a location that is low risk and private. Where the situation requires it, request a drug/alcohol test immediately

### **Employees**

- Arrive at work unimpaired by alcohol or other drugs and carry out your normal work activities without exposing yourself or others to health and safety risks. This includes their ability to safely and lawfully operate vehicles, plant, equipment and/or machinery
- Read and comply with this policy
- Observe all directions from Wentworth Electrical Pty Ltd regarding this policy
- Recognise that performance of duties could be affected by alcohol or drugs
- Comply with any drug and alcohol testing as required by the organisation in line with this Drug and Alcohol Policy and Procedure
- Clarify with your doctor or pharmacist if the medication you have been provided could impair your ability to safely perform your role. Advise your manager or supervisor if you or your doctor believes your prescribed/over the counter (OTC) medication may affect your work or you are experiencing unexpected side effects. This information will be managed confidentially
- Immediately notify your supervisor of any change in your licence or permit for vehicles/plant that may affect your ability to undertake your allocated tasks
- Report any concerns to your supervisor immediately if you think alcohol or other drug use by another employee may affect theirs and/or others safety. This information will be managed confidentially
- Must not consume alcohol and/or drugs during work, or at the workplace (note qualification for prescription and pharmacy drugs and alcohol at authorised functions and events).
- Must not possess, distribute, sell, use, or consume illegal drugs in the workplace. Such conduct constitutes serious misconduct. It may also constitute a criminal offence, in which case Wentworth Electrical Pty Ltd may notify the police, or other appropriate government authority.

### **Breach of this policy**

Workers must always comply with this policy and procedure. If an employee is found to have breached this policy and procedure, they may be subjected to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach. In serious cases, this may include termination of employment.

Examples of disciplinary action that may be taken include (but are not limited to):

- Performance counselling
- A formal warning
- Suspension or demotion
- Termination of employment
- Referral to an Employee Assistance Program ("EAP") and/or some other referral source, for counselling, treatment or rehabilitation for drug or alcohol dependency

Contractors/subcontractors (including temporary contractors) of Wentworth Electrical Pty Ltd who are found to have breached this Policy may have their contracts with Wentworth Electrical Pty Ltd terminated, or not renewed.



In circumstances where a worker's behaviour or conduct may involve a breach of any Australian law, Wentworth Electrical Pty Ltd may notify the police or other relevant government authority.

## 5 Electronic Media

This policy provides guidance to Wentworth Electrical Pty Ltd's employees and directors/management regarding the use of social media, email, the internet, online learning, messaging applications and communication platforms, and similar media in existence or developed from time to time.

It outlines the requirements on how to use electronic media in an ethical, fair and legal way, as an employee or director/manager of Wentworth Electrical Pty Ltd, and to make users aware of what Wentworth Electrical Pty Ltd deems as acceptable and unacceptable use of its systems. Applies to all Wentworth Electrical Pty Ltd's employees and directors/management.

### Responsibilities

All Wentworth Electrical Pty Ltd employees and directors/management are expected to show courtesy and respect to others and should not use electronic media to abuse, harass or offend anyone. Electronic Media should not be used to damage the reputation of Wentworth Electrical Pty Ltd.

Wentworth Electrical Pty Ltd employees and directors/management must abide by the relevant laws, policies and procedures when using Electronic Media. In the same way, the usual common courtesies and behaviour expected from employees and directors/management apply online.

Note: this policy and guidelines apply only to work-related sites and issues and are not meant to infringe upon your personal interaction or commentary online.

### Procedure

Unless given permission by Wentworth Electrical Pty Ltd, you are not authorised to speak on behalf of the company, nor to represent that you do so.

When using Electronic Media, all employees and directors/managers are expected to adhere to the following:

- Abide by the relevant laws, policies and procedures when using electronic media
- Be considerate to others - avoid activities on social media and online platforms that could be considered illegal, including threatening, abusive, harassing, maliciously false, vulgar, obscene, sexually explicit or hateful statements or activities.
- Postings that comment about people or groups based on their race, ethnicity, skin colour, national origin, religion, gender, gender identity, sexual orientation, age, disability or other personal characteristics are not appropriate.
- When online, demonstrate a respect for the dignity of each person
- Always use appropriate language.
- Remember that information (text, video, images, audio) uploaded to the internet can be altered and manipulated by others
- Emails sent or received using a Wentworth Electrical Pty Ltd provided email account is not considered private or confidential. Wentworth Electrical Pty Ltd retains the right to access and disclose the content internally (i.e. to management) without notice and as otherwise permitted under applicable laws.
- **Do Not:**
  - Impersonate or falsely represent another person
  - Share account details or password with anyone
  - Stay logged in to a computer when no longer using that computer for a period of time.

## **Confidential Information Component of the Electronic Media Policy**

You may not share information that is confidential and proprietary about the company. This includes information about finances, number of employees, company strategy, and any other information that has not been released by the company.

These are given as examples only and do not cover the range of what the company considers confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with James Berryman before releasing information that could potentially harm the company, employees, and clients/customers.

Wentworth Electrical Pty Ltd logo and trademarks may not be used without explicit permission in writing from the company. This is to prevent the appearance that you speak for or represent the company officially.

## **Respect and Privacy Rights Components of the Electronic Media Policy**

Speak respectfully about the company and our current and potential employees, customers, and competitors. Do not engage in name calling or behaviour that will reflect negatively on the Wentworth Electrical Pty Ltd reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favourably by Wentworth Electrical Pty Ltd and can result in disciplinary action up to and including employment termination.

Wentworth Electrical Pty Ltd encourages you to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about our company and its employees, and services.

## **Photographic Images, Video and Audio Recordings**

Wentworth Electrical Pty Ltd seeks to ensure that the privacy of each individual is respected in relation to their identity and to ensure that the use of all images portrays individuals and Wentworth Electrical Pty Ltd positively.

Photographic images, audio and videos recorded and used by Wentworth Electrical Pty Ltd will be for the following purposes:

- Acknowledge the achievements and accomplishments of employees
- Promote the services and activities of Wentworth Electrical Pty Ltd to the wider community
- Record events to maintain a historical record of Wentworth Electrical Pty Ltd.

Wentworth Electrical Pty Ltd will not share or sell any images to any third party for commercial/marketing purposes

and does not release any images unless required by law to do so.

Wentworth Electrical Pty Ltd will honour the privacy rights of current employees before writing about or displaying internal company happenings that might be a breach of their privacy and confidentiality.

The use of an individual's image is only to be used for the duration that they are employed at Wentworth Electrical Pty Ltd.

Once an individual ceases to be a staff member, Wentworth Electrical Pty Ltd will cease to use their image, but is not required to withdraw all current documents featuring their photo.

All photographic and video images taken by employees on behalf of Wentworth Electrical Pty Ltd are owned by Wentworth Electrical Pty Ltd regardless of who owns the equipment used to record the images. Images must be downloaded onto Wentworth Electrical Pty Ltd computers as soon as possible and deleted from the recording device

such as a camera or phone.

## **Surveillance**

For new employees, Wentworth Electrical Pty Ltd will, from commencement of their employment, carry out ongoing, intermittent surveillance of their use of Wentworth Electrical Pty Ltd's computer systems, phone systems and mobile communications or computing devices (including by way of real time monitoring and recording) – including emails, internet and files (including files stored on the work computer or mobile communication or computing devices). For existing employees, the above surveillance will be carried out on an ongoing, intermittent basis.

The surveillance is carried out by all means available to Wentworth Electrical Pty Ltd which may include, without limitation:

- Auditing, logging, monitoring or accessing email accounts, emails, instant messaging or voice mail
- Accessing files
- Accessing the work computer and mobile communication or computing devices
- Accessing records of internet usage (including sites and pages visited, files downloaded, video and audio files accessed and data input)
- Camera surveillance
- Tracking surveillance.

Types of Surveillance:

- Camera Surveillance:
  - Cameras used for surveillance (or camera casing or other equipment that would generally indicate the presence of a camera) will be clearly visible in the place where the surveillance is taking place, and
  - Signs notifying people that they may be under surveillance in that place will be clearly visible at each entrance to that place.
- Computer Surveillance:
  - The surveillance will be carried out in accordance with this policy.
- Tracking Surveillance:
  - Surveillance of an employee that involves the tracking of a vehicle will not be carried out unless the vehicle clearly displays a notice indicating that the vehicle is the subject of tracking surveillance.

Prohibited Surveillance:

Wentworth Electrical Pty Ltd will comply with the legal requirements where surveillance is prohibited.

## **Competition Component of the Blogging Policy**

You may not sell any product or service that would compete with any of our company's products or services without permission in writing from the Wentworth Electrical Pty Ltd. This includes, but is not limited to training, books, products, and services. If in doubt, talk with James Berryman.

## **Legal Liability of the Electronic Media Policy**

Recognise that you are legally liable for anything you write or present online. Employees can be disciplined by the company for commentary, content, or images that are defamatory, pornographic, proprietary, harassing,

libellous, or that can create a hostile work environment. You can also be sued by company employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libellous or creating a hostile work environment.

### **Media Contact Component of the Electronic Media Policy**

Media contacts about our company and our current and potential products, employees, partners, customers, and competitors should be referred for coordination and guidance to James Berryman. This does not specifically include your opinion, writing, and interviews on topics aside from our company and our current and potential products, employees, partners, customers, and competitors.

### **Breaches of this Policy**

Wentworth Electrical Pty Ltd may:

- Rely on information gathered by surveillance activities in administering employee management decisions, including any disciplinary action to be taken
- Restrict access to internet facilities and/or sites of any kind
- Prevent the sending and/or receiving of emails
- Disclose any data it collects through monitoring and auditing activities to support Wentworth Electrical Pty Ltd's policy or law enforcement
- Take any other disciplinary action, which may include termination of employment.

## 6 Fitness For Work

Wentworth Electrical Pty Ltd has a duty of care to ensure that all individuals are fit for work, physically, mentally and emotionally, while they are on company sites or undertaking activities on the company's behalf. This policy promotes fitness for work and how to deal effectively and appropriately with individuals in relation to fitness for work issues.

This procedure applies to all individuals working for Wentworth Electrical Pty Ltd or on Wentworth Electrical Pty Ltd assets or projects (i.e. contractors and suppliers) and covers all issues that may impact on fitness for work including, but not limited to, fatigue, stress, physical wellbeing, medical issues, rehabilitation to work, drugs and alcohol.

All contractors / suppliers will be made aware of their obligations regarding the Fitness For Work Policy and Procedure requirements at their site induction.

Wentworth Electrical Pty Ltd understands that many factors, both those in control of the individual and those that are not, may adversely impact on an individual's fitness for work.

Wentworth Electrical Pty Ltd will provide and promote a safe working environment by ensuring all individuals are fit to perform their duties without putting themselves or others at risk by:

- Eliminating where possible and/or reducing health and safety risks relating to fatigue, drugs, alcohol, mental and physical health
- Providing clear guidelines on processes to follow and consequences that may occur where breaches of the policy arise
- Providing clear guidelines on how to support persons impacted
- Ensuring that an individual whose condition could place her / him "at risk" of causing a danger to self or others does not return to work until the individual is fit to return to employment and is provided support and supervision to minimise future risks
- Identifying impaired individuals and aiding them through a range of preventive, educational and rehabilitative measures to assist impaired individuals
- Ensuring impaired individuals are fit for employment upon return to work.

### Fit For Work Rule

This rule applies to everyone on a Wentworth Electrical Pty Ltd worksite, regardless of whether they work for Wentworth Electrical Pty Ltd or not, and it means that they:

- Are always physically prepared and capable of performing their duties
- If working beyond normal working hours obtain approval from Wentworth Electrical Pty Ltd supervisor/manager
- Do not turn up for work while under the influence of alcohol or illegal substances
- Inform a Wentworth Electrical Pty Ltd manager/supervisor if their performance is impaired by prescribed or over-the-counter medications
- Never risk own safety, or that of others, by working while fatigued
- Only complete workplace tasks or activities if they are licenced, trained, competent, fit and physically capable enough to do so
- Report all breaches of Wentworth Electrical Pty Ltd's Fit For Work Policy/Procedures, including any instances where they are asked to breach these.

### Assessment of Fitness for Work

As part of its duty of care, Wentworth Electrical Pty Ltd, may, prior to and during employment, assess the fitness for work of individuals on its work sites.

To reduce the risk of workplace injury, Wentworth Electrical Pty Ltd will proactively seeking to manage individual's fitness and to meet its duty of care to ensure the health, safety and welfare of all individuals in the workplace.

Employees also have a responsibility for their own health and well-being and must ensure that they are able to perform the duties for which they have been employed.

Employees are required to pro-actively address non-work-related issues if these issues have the potential to impact on their ability to safely perform the inherent duties of their position.

Should an individual's ability to perform their duties come into question Wentworth Electrical Pty Ltd reserves the right to review their fitness for work through one or a combination of the following means:

- Sourcing additional information from their nominated treating doctor
- Arranging an independent medical examination funded by Wentworth Electrical Pty Ltd, or
- Arranging a workplace fitness assessment funded by Wentworth Electrical Pty Ltd.

Primary method for assessing an individual's fitness for work is through face-to-face discussion between Supervisors / Manager and individuals at the start and during the work period.

Depending on the circumstances, and the perceived risk of injury to the individual or others, Management reserves the right to stand the individual down until satisfactory evidence of fitness is supplied.

The reasons for an individual's fitness for work to come into question are many and varied and may include but are not limited to:

- Inability to perform inherent duties of position or pre-requisite training (self or supervisor identified);
- Recurring / excessive sick leave absences or habitual lateness
- Supervisors concerns regarding fitness for work
- Drowsiness or sleepiness
- Quick to fatigue (mental or physical)
- Shortness of breath / laboured breathing
- Alcohol and/or drug odours on the breath
- Slurred or incoherent speech
- Confusion
- Aggressive or argumentative behaviour
- Unexplained mood changes
- Lack of manual dexterity
- Lack of coordination, poor balance, unsteady
- Work related accidents or injuries where a reasonable suspicion of substance abuse exists
- Excessive carelessness
- Simple instructions may not be followed
- Leaving work area for extended periods or unexplained reasons

Other factors that may contribute to an individual's fitness for work to be questioned include:

- Where any information is provided or evidence is found of possible alcohol or drug use, possession or distribution at work or during work hours (i.e. alcohol containers on work sites or in work vehicles)
- Relevant supervisor/manager is able to identify with reasonable certainty worker who may have been involved through reports/concerns raised by co-workers, observation/assessment of the worker in the performance of their duties or previous medical advice.

## Responsibilities

### Employer

- Wentworth Electrical Pty Ltd is accountable for providing and maintaining a safe place of work and eliminating hazards in the workplace, as far as is practicable. Part of this responsibility involves taking reasonable steps to ensure that all people on site are both competent, in a fit state to work safely and adhere to all relevant policies and legislation
- It is the responsibility of Wentworth Electrical Pty Ltd to ensure training and education to all personnel working for them or on their managed assets and projects, to enable understanding of fit to work factors and understanding of their personal responsibilities in relation to fit for work risk.

### Managers and Supervisors

- The effective implementation of this procedure and ensuring that all individuals in their area of responsibility understand and comply with the requirements of their site procedure
- Maintaining accurate and confidential documentation of events (observed incidents and/or behaviours)
- Meeting with the individual, wherever possible in the first instance, to discuss concerns about fitness for work. Discussing the concerns together with the person with the objective to identify resolution of those concerns, what support or assistance can be provided and Wentworth Electrical Pty Ltd's expectations
- Seeking to discuss the issues of performance and safety with the objective of resolving the concerns
- Requesting that the person provides medical advice in relation to fitness for work
- Agreeing to action to resolve the concerns
- Ensuring that rehabilitation is commenced where appropriate
- Conducting fatigue related risk assessments in consultation with the employee when required
- Advising/instructing the person to take leave for a period (rest of day or more), and ensuring that the person is able to get home safely
- Adhering to all relevant policies and legislation

### Employees

All employees have duty of care to comply with this procedure. Employees are responsible for:

- Not attending work in a manner which may put themselves or anyone else at risk
- Notifying management of any health related condition (physical and psychological), whether work related or non-work related, that might impact on the performance of their normal duties
- Advising management of any medication which may result in them being unfit for work
- Maintaining their individual fitness to allow them to meet the requirements of their position
- Not attending work under the influence of drugs or alcohol
- Not driving motor vehicles, or operating plant or machinery while over the legal limit of blood alcohol by any law for operating a motor vehicle, plant or machinery
- Reporting to their supervisor if in their opinion any other worker may be unfit for work
- Cooperating with and participating in rehabilitation, if required
- Adhering to all relevant policies and legislation.

It is essentially the responsibility of the employee to manage personal factors, which impact on their ability to perform the required work, unimpaired and to the full extent of their capability.

Employees who suspect that they have a problem that could impair their fitness for work or who require assistance to discuss issues which could impact on their fitness for work should seek advice / treatment before their work performance is impaired.

## **Contractors / Suppliers**

- Working to appropriate standards
- Performing their duties in line with their contract
- Considering the health and safety of themselves and Wentworth Electrical Pty Ltd employees
- Prior to commencing work site, inform their employee that they will be subject to this Fitness For Work Policy and Procedure
- Arrange transport to their employee's home if they are found to be not fit for work and exclusion from site is necessary and they are not in a condition to drive
- Notifying Wentworth Electrical Pty Ltd supervisors / manager where hazards or risks are observed
- Adhering to all relevant policies and legislation

## **Medical Conditions**

If an employee has a medical condition that could affect their fitness for work, the employee must inform their manager / supervisor of the likely impact of the medical condition on their fitness for work. However, the employee is not obliged to disclose confidential medical information that has no impact or bearing on the ability of the employee to carry out their normal duties in a safe and effective manner. Particular attention should be paid to the appropriate use of medication. Individuals must ensure that any prescription or non-prescription medication is taken safely.

This requires that individuals:

- Discuss with the prescribing medical practitioner the nature of their duties and ascertain any possible side effects of the prescribed medication which may impact on their safety or performance at work
- Notify their supervisor of any medication they are taking which could affect their safety or performance at work
- Take any medication strictly in accordance with the medical practitioner's or manufacturer's recommendations
- Report any side effects that may impact on their safety or performance at work to their medical practitioner and their supervisor.

## **Occupational Stress**

In some situations, people are distressed to the extent that they may suffer from a range of disorders including anxiety, depression and other stress-related conditions and sustained stress, in some situations, might lead to physical, psychological, or psychiatric illness or disease.

The following measures should be undertaken, as far as is reasonably practicable, by supervisors/managers to manage the risks in relation to stress related hazards:

- Analyse jobs and skills to match activities to people
- Provide meaningful and relevant work
- Encourage team work with realistic and non-competitive performance criteria
- Communicate and clarify expectations of work standards and deadlines
- Assist employees to prioritise work to meet realistic deadlines
- Monitor individual and group workloads
- Allow employees some control over their own work and how it is performed
- Provide regular feedback on performance
- Recognise efforts
- Ensure appropriate training is provided
- Deal promptly, efficiently and fairly with workplace grievances
- Ensure that instances of harassment, victimisation, bullying, or aggressive behaviour at work are not tolerated



- Inform employees of impending change to ensure their full participation in the change process
- Develop an environment of mutual respect and treat employees with fairness and equity
- Encourage access to the Employee Assistance Program or equivalent
- Encourage all staff to take their annual leave each year.

## **Fatigue Management**

Where fatigue affects a person's ability to work safely, the situation must be identified, assessed and controlled. Fatigue can reduce physical performance and impact on psychological factors such as judgment, concentration, vision and decision-making processes. The effective management of fatigue will be done under a model of shared responsibility.

There are two main sources of fatigue:

- Work related fatigue - might arise from extended hours of work, shift work, time of day, working in extreme temperature or working in high-risk situations
- Non-work related fatigue - is generally the result of poor quality or inadequate sleep which may be caused by a number of reasons including sleep disruption, ill family members, distress, a second job, health and fitness level and domestic responsibilities.

Wentworth Electrical Pty Ltd will take all reasonably practical steps to manage the work environment to minimise the impact of fatigue. This will include but is not limited to:

- Where possible design roles to have a variety of tasks
- Where possible provide and ensure employees use plant, machinery and equipment (i.e. forklifts trolleys, etc.) to eliminate or reduce the physical demands of work
- Managing workloads, work hours, work breaks, working relationships
- Monitoring and reviewing hazards and risk relating to fatigue by reviewing incidents, near misses and other data
- Providing and encouraging employees to attend relevant training and information sessions on how to effectively manage fatigue
- Having in place contingency plans if workers become fatigued – this would involve removing fatigued workers from work activities where there is a considerable risk to health and/or safety (i.e. operating heavy machinery or plant).

Employees have a responsibility to ensure that they take every precaution to prevent an impact on their fitness for work by fatigue. This would include employees:

- Obtain adequate sleep to prevent fatigue
- Monitoring and assessing their personal level of alertness at the start of, and throughout, their work period
- If in doubt as to their fitness for work when fatigued, they should consult with their supervisor/manager.

For Employees:

Where a person has been identified with a level of fatigue that will present a risk to the health and safety of personnel or the safe operation of plant, the person's supervisor/manager will undertake the following steps:

- As far as is reasonably practicable, arrange for suitable alternate duties
- Where a person is not fit for duty or suitable alternate duties are not available, that person will be required to return home for the remainder of that shift. Wentworth Electrical Pty Ltd may provide transport home if required
- Offer the services of Employee Assistance Program or equivalent and/or medical practitioners.

For Contractors / Suppliers

- Report to Wentworth Electrical Pty Ltd that there is an issue with fitness for work so that Wentworth Electrical Pty Ltd management can arrange to provide suitable alternative duties or exclusion from site
- If required, advise the person's employer to arrange appropriate transport to their home if exclusion from site is necessary.

## **Drugs and Alcohol**

Wentworth Electrical Pty Ltd acknowledges that the effective management of drugs and alcohol is an important element of the overall health, safety and wellbeing of all employees. The effective management of drugs and alcohol will be done under a model of shared responsibility.

When an employee's conduct and/or performance is suspected of being adversely affected by alcohol or other drugs at work, main consideration must be given to provide support to the person and the safety of others. A condition of employment is that employees do not undertake work when they are unfit because of impairment from drugs and/or alcohol.

Employees shall ensure that they are fit for work by managing their drug and alcohol use. This means that:

- Employees must comply with the conditions and terms in the Wentworth Electrical Pty Ltd Drug and Alcohol Policy
- Employees shall ensure that any prescription or non-prescription medication is taken safely without risk of impairment.

The primary method for assessing an individual's fitness for work is through face-to-face discussion between supervisors/managers and individuals at the start and during the work period. Concern may also arise from, but not be limited to, reports/concerns raised by co-workers, observation/assessment of the worker in the performance of their duties.

Where appropriate, the following drug and alcohol assessment methods may be utilised:

- Medical assessment
- Alcohol and drug testing
- Other recognised assessments as appropriate.

This policy/procedure applies to all work and/or employment related activities conducted outside of normal work hours.

### **Alcohol**

Alcohol should not be consumed during work hours on Wentworth Electrical Pty Ltd premises. For additional information relating to the consumption of alcohol refer to Wentworth Electrical Pty Ltd Drug and Alcohol Policy.

### **Illicit Drugs**

Wentworth Electrical Pty Ltd will not tolerate unauthorised possession, use and/or distribution of illicit drugs in the workplace. For the avoidance of confusion this also includes prescription drugs that are not prescribed to the person. Employees doing so will be subject to disciplinary procedures and in certain circumstances Wentworth Electrical Pty Ltd may notify relevant authorities (i.e. police). For additional information relating to illicit drugs refer to Wentworth Electrical Pty Ltd Drug and Alcohol Policy.

## **Legally Prescribed Drugs**

Legally prescribed drugs may impair performance and impact on an employee's capacity to undertake their work duties.

The employee should consult with their medical practitioner or pharmacist regarding any side effects of the medication which could impact on their ability to work safely. It is the responsibility of the employee to alert their supervisor/manager of any medication that may lead to performance impairment so that suitable duties may be arranged. For additional information relating to prescribed drugs refer to Wentworth Electrical Pty Ltd Drug and Alcohol Policy.

If an employee is found to be undertaking duties in conflict to medical advice, then they will be deemed unfit for work.

In all instances where a supervisor suspects that an employee's performance, conduct or behaviour is affected by alcohol or other drugs in the workplace, then the supervisor is to inform Wentworth Electrical Pty Ltd senior management about the situation/incident and what actions have been put into place to support the employee.

Any decision to act must be based on an objective assessment of the situation and considerations of safety and work performance.

If an employee is suspected of being adversely affected by alcohol or other drugs and is asked to leave the workplace for this reason, they must comply.

## **Mental Health**

Wentworth Electrical Pty Ltd acknowledges that the effective management of mental health is an important element of the overall health, safety and wellbeing of all employees. The effective management of mental health will be done under a model of shared responsibility.

The mental health of employees is important to organisational success and to building a positive work culture. Mental health issues can affect anyone and at any time. Wentworth Electrical Pty Ltd's objective is to establish, promote and maintain the mental health and wellbeing of employees.

Wentworth Electrical Pty Ltd will take reasonable steps to promote mental health and wellbeing in the workplace. Such steps may include but not be limited to:

- Employee Assistance Program or equivalent
- Peer Support Programs
- Provision of education sessions and materials.

If employees choose to disclose mental health information they are encouraged to discuss with their supervisor / management any conditions that may impact on their ability to perform their duties and any changes which would enable them to perform their duties more effectively in the workplace.

## **Procedure**

In cases where an employee has identified or been assessed as being not fit for work, Wentworth Electrical Pty Ltd will decide what standard of proof is required to demonstrate that the fitness for work issue is being managed and the circumstance under which the employee will return to work.

Fitness for work management may include:

- Restrictions or modification of duties/tasks
- Provision of alternative duties if available
- Time off from work.

When it is evident or reported that a worker is identified as being unfit for work the supervisor /manager should:

- Inform worker to stop work immediately
- Assess the situation to determine whether:
  - Prescribed or over the counter medication may be producing their behaviour
  - Work duties may be contributing to levels of stress or fatigue
- Arrange for medical assessment, if appropriate
- Arrange for testing of alcohol and/or other drugs, if appropriate
- Arrange suitable transport home or to medical assessment, as required
- If applicable, obtain witness statement of incident involving affected worker.

If it appears that the worker will need to leave the worksite, the supervisor may request a medical certificate or similar be produced prior to return to work.

Wentworth Electrical Pty Ltd recognises that some employees may require treatment and/or support to ensure that they are fit for work whether it be for illness, injury, fatigue, stress or drug or alcohol abuse.

If an employee believes he or she requires assistance, or where Wentworth Electrical Pty Ltd management considers a person may require assistance, that employee will be encouraged to obtain treatment and/or support through:

- Employee Assistance Program or equivalent
- Community Health Services
- Medical Practitioners

The worker may access sick leave or similar entitlements for absences from work.

Should a worker refuse to comply with this procedure, arrange for the worker to be transported home. Follow up and confirm that employee arrived home safely. Arrange to see the worker the next day and follow normal disciplinary procedures.

## **Investigations and Disciplinary Procedures**

The focus of this policy is the wellbeing of all employees. However, non-compliance with this policy, or failure to enforce its requirements, may result in disciplinary action being taken. Disciplinary action may include termination of employment. However, Wentworth Electrical Pty Ltd would prefer to provide support and guidance to employees with the purpose of assisting them to take responsibility for their own safety and the safety of others. Wentworth Electrical Pty Ltd will ensure that workers are aware of and understand this.

Factors that may be taken into consideration when deciding on the level of disciplinary action may include but not be limited to:

- Behaviour and conduct of the employee (both at the time of the incident and during any subsequent investigation and meetings)
- Level of intoxication and/or refusal to be tested
- Severity of the hazard/risk of the incident
- Level of disclosure of the employee
- Employee's willingness to engage in rehabilitation

- Previous breaches of the policy.

At the discretion of Wentworth Electrical Pty Ltd employees may not be permitted to return to work until a medical clearance is provided.

### Confidentiality

Confidentiality is vital and all reasonable efforts, consistent with safety and legal requirements will be made to maintain an individual's privacy. Information relating to an individual's fitness for work must be transmitted, used and stored in a confidential manner.

### Variation

Wentworth Electrical Pty Ltd reserves the right to renew, vary or revoke this procedure which will be reviewed periodically to ensure it is relevant and conforms with any changes to legislative requirements or relevant Australian Standards, or contractual requirements.

### Definitions

TERM	DESCRIPTION
Alcohol	Alcohol means ethyl alcohol or ethanol
Drugs	Any prescription, non-prescription or illicit drugs which may create a potential for risk to an individual or others
EAP	Refers to an external service, both voluntary and confidential, that provides professional assistance, support and guidance to assist employees resolve personal and work related issues
Fit for Work	The individual being competent mentally, physically and emotionally to perform their assigned duties to an acceptable level without risk to themselves or others
Fatigue	Is more than feeling tired or drowsy. It is an acute and/or ongoing state of tiredness that leads to mental or physical exhaustion and prevents people from functioning within normal boundaries
Illicit Drugs	Drugs that are illegal under relevant laws in Australia (i.e. Cannabis, Heroin, Methamphetamines and their analogues).
Mental Illness	A health problem that significantly affects how a person feels, thinks and interacts with other people. It is diagnosed according to standardised criteria.
Non Prescription Drugs	Non Prescription Drugs include medications and other substances, both naturally occurring and synthetic, as sold legally over the counter without a physician's prescription
Normal Duties	The period of time an employee is undertaking their duties in accordance with their contract of employment.
Prescription Drugs	Prescription Drugs include medications and other substances, both naturally occurring and synthetic, that cannot be legally purchased without a prescription from a registered medical practitioner
Reasonable Cause	To have knowledge of facts which, although not amounting to direct knowledge, would cause a reasonable person, knowing the same facts, to reasonably conclude the same thing.

## Support Options:

### Mental Health Resources

- Lifeline:  
[www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue:  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

### Drug and Alcohol Resources

- Queensland Health:  
[www.health.qld.gov.au/public-health/topics/atod/default.asp](http://www.health.qld.gov.au/public-health/topics/atod/default.asp)
- Alcohol and Drug Information Service (ADIS)  
Confidential and anonymous 24 hour counselling service  
1800 177 833
- Australian Drug Foundation (ADF)  
[www.adf.org.au](http://www.adf.org.au)
- Australian Drug Information Network (ADIN)  
[www.adin.com.au](http://www.adin.com.au)
- Family Drug Support Australia  
[www.fds.org.au](http://www.fds.org.au)
- Substance Abuse and Addiction  
[www.life.ine.org.au](http://www.life.ine.org.au)

### Physical Health Resources

- Australian Government General:  
[www.australia.gov.au/directories/australia/health/resources-list](http://www.australia.gov.au/directories/australia/health/resources-list)
- General / Treating Practitioner  
For support and treatment options

## 7 Harassment, Bullying and Discrimination

Wentworth Electrical Pty Ltd recognises the rights of workers to have a workplace environment free from harassment, bullying and discrimination. This policy is designed to assist all team members in understanding their rights and responsibilities with regard to workplace discrimination, harassment and bullying. It also aims to ensure that

such grievances are appropriately investigated, that respondents receive fair and equitable treatment and that disciplinary action is taken where appropriate. Wentworth Electrical Pty Ltd do not condone or tolerate discrimination, any form of harassment and/or bullying behaviour.

This policy applies to all staff, including casuals, contractors, trainees, and volunteers. This policy covers:

- Any behaviour or series of behaviours that unfairly or unreasonably offends, humiliates, intimidates, belittles, undermines, scares, excludes, or embarrasses anyone it is directed at, or anyone who sees or overhears it; and
- Any behaviour or series of behaviours which may constitute any form of discrimination.

### Responsibilities

Wentworth Electrical Pty Ltd aims to eliminate all forms of Workplace Harassment, Bullying and Discrimination in the workplace.

### Management

To guard against discrimination, bullying, adverse action and harassment, Wentworth Electrical Pty Ltd will:

- Know and understand Wentworth Electrical Pty Ltd's legal responsibilities and expected standard of commitment
- Set an appropriate standard of behaviour and lead by example
- Actively encourage appropriate behaviour by those in positions of authority, i.e. managers, supervisors
- Ensure that all people covered by this Policy feel free to make complaints without fear or recrimination
- Assist with, and be supportive of, any investigation that is undertaken
- Exercise judgement to discourage frivolous or false complaints
- Ensure education if offered to staff about acceptable behaviour at work
- Promptly, effectively, and confidentially address complaints of Harassment, Bullying and Discrimination.
- Provide appropriate and effective processes, structures, and resources to prevent and address issues of Harassment, Bullying and Discrimination.

### Managers/Supervisors

- Make every effort to prevent unlawful discrimination, harassment and bullying in their teams.
- Monitor the workplace carefully to ensure that employees, contractors, agents, etc are not engaging in harassment, discrimination, or bullying behaviours in breach of this Policy
- Comply with this policy
- Be a good role model - do not engage in behaviour that could be regarded as being in breach of this Policy
- Ensure that the people you supervise understand this Policy
- All managers / supervisors must make every effort to prevent unlawful discrimination, harassment and bullying in their teams
- Make it clear that you will not tolerate any behaviour that could be in breach of this Policy
- Act immediately if you witness or are told about any conduct that may be in breach of this Policy
- Assist with resolution if requested.

### **Staff (including casuals, contractors, trainees, and volunteers)**

- Anyone who works for Wentworth Electrical Pty Ltd, including casuals, contractors, trainees, and volunteers, has a responsibility to ensure that the workplace is free from discrimination, harassment (including sexual harassment) and bullying
- Comply with this policy.
- Be a good role model – do not engage in behaviour that could be regarded as being in breach of this Policy.
- Ensure that the people you supervise understand this Policy.
- Make it clear that you will not tolerate any behaviour that could be in breach of this Policy.
- Act immediately if you witness or are told about any conduct that may be in breach of this Policy.
- Offer support to anyone who is being discriminated against, harassed, bullied, or victimised and let them know where they can get help; and
- Maintain complete confidentiality if they provide information during the investigation of a complaint
- Assist with resolution if requested.

### **Harassment**

Harassment is repeated behaviour (other than behaviour amounting to sexual harassment) by a person to another that:

- Is unwelcome and unsolicited
- The other person considers to be offensive, intimidating, humiliating, or threatening and
- A reasonable person would consider to be offensive, humiliating, intimidating or threatening.

#### **Examples of harassment include:**

- Abusing a person loudly, usually when others are present
  - Repeated threats of dismissal or other severe punishment for no reason
  - Constant ridicule and being put down
  - Sending or leaving offensive messages on email or the telephone
  - Sabotaging a person's work, for example by deliberately withholding documents or equipment, not passing on messages and getting a person in trouble in other ways
  - Maliciously excluding and isolating a person from workplace activities
  - Persistent and unjustified criticisms often about petty, irrelevant, or insignificant matters
  - Humiliating a person through gestures, sarcasm, criticism, and insults, often in front of customers, management or for other workers
  - Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm
- Workplace harassment does not include reasonable management action taken in a reasonable way.

### **Sexual Harassment**

Sexual harassment is prohibited under both State and Federal legislation. Sexual harassment occurs where a person is subjected to unwelcome, uninvited behaviour of a sexual nature with the intention of offending, humiliating or intimidating the other person or which a reasonable person would have anticipated may offend, humiliate or intimidate the person. Sexual harassment can take many forms and may include:

- Where a person is subjected to an unsolicited act of physical intimacy by another
- Where a person makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person
- Where a person makes a remark with sexual connotations relating to the other person
- Physical contact, verbal comments, or the display of offensive material
- Other behaviours that create an uncomfortable or sexually hostile working environment



- Sexual harassment is not behaviour that is based on mutual attraction, friendship, and respect. Wentworth Electrical Pty Ltd has no intention of intruding on individual working relationships, whether intimate or otherwise, which are consensual and based on mutual respect.

## **Workplace Bullying**

Occurs where an individual or group of individuals repeatedly behaves unreasonably towards the worker, or a group of workers of which the worker is a member, and that behaviour creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Unreasonable behaviour is behaviour that a reasonable person, having regard for the circumstances, would see as victimising, humiliating, undermining, or threatening. This includes direct or indirect bullying, (including but not limited to):

- Face-to-face
- Over the phone
- Via email
- Instant messaging
- Using mobile phone technologies (including text messaging)

Workplace bullying has the potential to put a worker's health, safety, or welfare at risk. Bullying can take many forms. It may be overt or covert in nature.

### **Overt Bullying Behaviour May Include:**

- Shouting or swearing at someone.
- Threatened or actual assault.
- Humiliating staff, especially in front of other people.
- Insults and name calling.
- Persistent criticism, which is not part of a performance management process.
- Spreading unfounded, malicious rumours.
- Ignoring, isolating, or alienating staff.
- Abusive or intimidating phone calls, emails, etc.
- Belittling someone's opinions or dismissing their contribution.

### **Covert Bullying Behaviour May Include:**

- Removing areas of responsibility.
- Imposing menial tasks.
- Deliberately sabotaging or impeding work performance.
- Refusing to delegate.
- Repeatedly changing work targets.
- Deliberately withholding information or supplying incorrect information.
- Excessive, unwarranted monitoring of a person's work.
- Imposing unrealistic deadlines.

### **Bullying Does Not Include:**

- Occasional differences of opinion.
- Non-aggressive conflicts in workplace relations.
- Workplace counselling undertaken in a reasonable way.

- Managing under performance and reasonable management action associated with non or under performance; and
- Other reasonable management action.

## **Discrimination**

Can occur when people are treated or are proposed to be treated differently and less favourably than others or denied an opportunity based on a particular attribute. It is not necessary for the person discriminating to consider the treatment less favourable themselves. Their motive is also irrelevant. Discrimination does not have to be calculated, intentional or even conscious.

There are two types of discrimination:

- Direct discrimination; and
- Indirect discrimination.

### **Direct Discrimination:**

Direct discrimination means to treat someone with an attribute less favourably than a person without the attribute in the same or similar circumstances.

Example: Refusing to employ a person of race because you believe that persons of that race are unreliable or dishonest. This involves assuming that all persons of that race are the same. This would be direct race discrimination.

### **Indirect Discrimination**

Can occur where a person imposes, or proposes to impose a term, apparently neutral rule, requirement, condition or practice which cannot be complied with by another because of that person's attribute and the requirements are not reasonable in all circumstances. Whether or not the requirement is reasonable depends on the consequences of failure to comply, the cost of alternatives, and the financial circumstances of the person imposing or intending to impose the requirement.

i.e. Requirement that only persons with 10 years' experience can be promoted to managerial roles. Unless it can be shown that this requirement is reasonable, it is more likely to disadvantage younger workers. It would be fairer to promote based on merit.

As an employer, Wentworth Electrical Pty Ltd recognises the rights of individuals and groups to be free from discrimination and harassment on legislatively applicable Federal and State grounds such as:

race, colour, sex, age, physical / mental ability, marital status, family responsibilities, religious beliefs or activities, pregnancy / possible pregnancy, political beliefs or activities, breastfeeding, gender identity, sexual orientation.

## **General Principles**

Complaints of Harassment, Bullying and Discrimination will be treated seriously by Wentworth Electrical Pty Ltd and investigated promptly. All documentation related to the resolution process will be confidential with the principles of natural justice applied.

Wentworth Electrical Pty Ltd expects that all complaints made under this Policy will be carried out in good faith.

Wentworth Electrical Pty Ltd may initiate disciplinary procedures if a complaint is found to be frivolous or vexatious.

Wentworth Electrical Pty Ltd will ensure that staff are informed of this policy and their responsibilities in ensuring that it is upheld, and that managers and other supervisory staff are aware of their responsibilities in the prevention and resolution of complaints of Harassment, Bullying and Discrimination.

## 8 Heat Exposure

Heat stress is known to cause mild to severe illness and even death. As such, exposure to heat from the sun is a serious health and safety issue for Wentworth Electrical Pty Ltd and its employees. The purpose of this policy/ procedure is to provide guidelines and information for working in the sun or hot environments within Wentworth Electrical Pty Ltd and to effectively control risks associated with working in these areas.

This policy / procedure applies to all Wentworth Electrical Pty Ltd management, employees, contractors, subcontractors, volunteers, work experience students, and trainees.

It is the Policy of Wentworth Electrical Pty Ltd that all employees who are exposed to heat from the sun in the course of their duties be protected from heat stress. This objective shall be achieved by following the practices and procedures in this document and as directed by managers / supervisors of Wentworth Electrical Pty Ltd.

Wentworth Electrical Pty Ltd shall protect employees and meet legal obligations by establishing procedures and practices to reduce employees' exposure to heat from the sun.

All employees shall follow their roles and responsibilities as described in this document to carry out practices and procedures to prevent overexposure to heat from the sun.

### Responsibilities

#### Management Will:

- Maintain practices and procedures to prevent overexposure heat stress
- Provide training in heat stress safety, as required
- Consider applying window tinting to work vehicles

#### Supervisors Will:

- Monitor worksites for heat/humidex levels daily during heat alert/high humidex periods and implement response actions accordingly
- Ensure new employees are aware of the Heat Exposure Policy / Procedure and practice heat safety
- Encourage workers to move jobs, where possible, to shaded areas
- Remind staff as opportunity presents to stay hydrated and seek shade during job tasks and breaks
- Have cool water supply easily accessible
- Ensure that all employees are wearing/using appropriate personal protection
- As far as is reasonably practicable, allow employees to acclimatize to hot working environments; implement work/rest cycle regime
- Schedule more physically demanding tasks, before 11am or after 3pm, in the cooler times of the day on high humidex days when possible
- Rotate people through hot, heavy demand jobs, if possible
- Ask how workers are feeling. Allow workers to stop their work if they become extremely uncomfortable
- Allow employees to self-pace their workloads during high heat stress periods and in accordance with the approved safe work procedures
- Be vigilant for signs and symptoms of heat stress
- Ensure that first aid is provided when necessary and arrange emergency medical aid when appropriate.
- Include monthly heat safety info toolbox/safety talks during high heat stress periods
- Report and investigate all incidents of overexposure to heat and take corrective action

**Employees Will:**

- Be familiar with the heat exposure policy and procedures
- Co-operate with all measures introduced by management / supervisor to minimise the risks associated with exposure to solar UV
- Comply with instructions and advice in regards to the use of sun protection control measures
- Participate in sun protection education programs
- Be responsible for their own sun-protective practices at work
- Take breaks in the shade or in air-conditioned buildings or vehicles, if possible
- Follow the work/rest cycle regime as directed by your supervisor
- Encourage co-workers to practice heat safe behaviours
- Drink water frequently. Drink enough water that you never become thirsty
- Wear/use personal protection as required by employer, i.e. wide-brimmed hat or hard hat with brim attachment and neck flap
- Be aware that some protective clothing or personal protective equipment may increase the risk of heat stress
- Know signs and symptoms of heat illnesses. Watch out for heat-stress symptoms in yourself and your co-workers. Report heat symptoms early
- Use the buddy system to monitor one another as you may not see or feel the effects
- Know what to do in an emergency
- Remember physical condition/recent illness/medications can reduce ability to deal with the heat.

**General Information on Sun Exposure**

Skin cancer can result from repeated and long-term exposure to UV radiation in the workplace. UV radiation is a workplace hazard that must be reduced as much as reasonably practicable. It is estimated that two out of three people in Australia will get some form of skin cancer. Although sun exposure produces a variety of health risks, the most obvious risks are to the skin and the eyes. All skin types can be damaged by exposure to UV. Damage is permanent and irreversible and increases with each exposure. UV radiation can also cause skin conditions due to interactions with specific chemicals, including some present in industrial compounds. Eye injuries such as inflammation, swelling and increased sensitivity to light initially, and later, damage to the cornea and the lens of the eye can also be a result of sun exposure. Prevention is far better than cure.

**Heat Stress**

Persons working in hot conditions where there is high temperature and high humidity can experience heat stress. Heat stress is caused by excessive exposure to heat and the body's inability to self-regulate body temperature. Heat stress may lead to a range of heat-induced health conditions, from mild (heat rash) to life-threatening (heat stroke).

**Associated Heat-Induced Health Conditions:****Heat Rash**

Heat rash is an itchy and painful skin rash caused by blockage of the sweat ducts and an increase in pressure in the ducts. Symptoms include itchy rash with small raised red spots to face, neck, back, chest or thighs.

**Fainting**

Fainting from heat exposure is caused by blood vessels dilating to increase the heat transfer to the skin and causing reduced return blood to the heart. This in turn temporarily reduces the blood flow to the brain and the person faints. Symptoms include fainting (heat syncope) which can occur while standing or rising from a sitting position.

**Heat Cramps**

Heat cramps are painful muscle cramps. Symptoms include painful and often incapacitating cramps in muscles, particularly when doing demanding physical work.

### **Dehydration**

Is a result from increased sweating if a person is not drinking enough water. Symptoms include mild to severe thirst, dry lips and tongue, slowed mental function, lowered performance, reduced or dark urine output.

### **Heat Exhaustion**

Symptoms of heat exhaustion include weakness and/or nausea and/or giddiness and appear pale, breathless, and exhausted. Skin is usually moist (sweating).

### **Heat Stroke**

Symptoms of heat stroke include a person becoming confused, staggering, and collapsing. The skin may be moist or dry (no sweating, in which case cooling of the body temperature does not occur). A person suspected of experiencing heat stroke should be treated as a medical emergency. The risk of fatality is high in untreated cases as the body core temperatures rise to dangerous levels of 41°C or higher.

### **Risk Assessment**

There is no safe level of exposure to sunlight and UV radiation. The risk of developing skin cancer or experiencing the effects of heat stress is related to the intensity and duration of exposure to sunlight. It should be noted however, workers with fair skin are at higher risk, particularly with skin cancer. Intensity is affected by factors such as time of day, extent of reflection and shade, altitude, and time of year. Exposure to sunlight should be reduced by implementing various administrative controls such as awareness training, job rotation and procedures. Always conduct a risk assessment before any controls are implemented and a risk assessment after the controls are implemented to ensure the risk has been reduced.

How hot a person feels will be different in every situation, depending on the individual person, the work they are doing and the environment in which they are working.

### **Supply of Personal Protective Equipment**

To assist with protection from the sun, the following equipment is supplied by Wentworth Electrical Pty Ltd for workers working outdoors:

- Hats with brims of 10 -12 cm.
- Safety helmet with a brim attachment and a neck flap.
- High visibility lightweight and comfortable clothing, including high visibility long sleeve shirts with some collar and long trousers.
- Safety glasses and/or sunglasses which comply with Australian Standard AS1067:2003 Sunglasses and Fashion Spectacles (Non-Prescription Type); and
- Sunscreen SPF30 (or higher), broad spectrum and water-resistant and zinc cream or lip balm SPF30 (or higher).

### **Guidelines for Working in the Sun**

- Reorganise work times where possible so that outdoor tasks are carried out early in the morning or late afternoon.
- Where practicable, use trees, buildings, and other temporary shelter such as awnings and umbrellas to produce shade.
- Ensure shade is available for meal breaks.
- Drink at least 2 litres of cool water a day, more if sweating heavily.
- Wear the long sleeve shirts with a collar and pants or long trousers. Workers not wearing pants and opt to use shorts are to apply sunscreen to exposed areas every two (2) hours.

**Note:** sleeves of shirts are **not** to be cut off as this defeat's protection of arms from the sun.

- Wear the broad-brimmed hat with a brim of 10-12cm (caps are not permitted).

- Apply sunscreen (SPF 30+ or better broad spectrum and water-resistant 15-30 minutes before to going outdoors to all exposed areas and re-apply every two (2) hours or as directed by the manufacturer. Zinc cream or lip balm can be applied to lips and/or nose for extra protection.
- Wear the safety glasses and/or sunglasses; and
- Take rest breaks as required. If feeling weak or faint, immediately stop work and cool down, drink plenty of water and notify James BerrymanJames Berryman or supervisor.

## **First Aid Treatment for Heat-Induced Health Conditions Associated with Heat Stress**

### **Heat Rash**

1. Ensure the person stops hot work until the rash has settled down
2. Move to a cooler, less humid environment
3. Keep the rash cool and dry and remove unnecessary clothing, including PPE
4. Apply a cold compress i.e. As far as is reasonably practicable, sites to have available ice towels (i.e. esky, ice, water and towels) as part of a first aid response. Ice towels have been shown to be an effective cooling method for heat related illness
5. Seek medical advice if symptoms don't improve.

### **Heat Cramps, Exhaustion**

1. Stop activity
2. Rest quietly in a cool place until recovered
3. Provide cool water; and
4. Fan the person manually to cool the core body temperature
5. Seek medical advice if symptoms don't improve.

### **Fainting**

1. Lie the person flat immediately with their legs slightly raised
2. Do not raise head
3. Treat as for heat stroke and follow medical advice
4. Seek medical advice.

### **Dehydration**

1. Drink water. Avoid caffeinated, carbonated and alcoholic drinks and salt tablets.
2. Loosen clothing and remove unnecessary clothing, including PPE
3. In cases of extreme heat or dehydration replace electrolytes
4. Seek medical advice if symptoms don't improve or are severe.

### **Heat Stroke**

1. Call an ambulance immediately
2. Follow all directions given by ambulance operator
3. With untreated heat stroke, there is risk of fatality
4. Start first aid treatment while waiting for ambulance
5. Move the person to a cool place with circulating air
6. Remove unnecessary clothing, including PPE, and loosen tight clothing
7. Use a combination of the following as available: Cool the person by splashing cool or cold water on their skin or sponging their skin with a damp cloth
8. Use a fan or manually fan the person to increase evaporation
9. Apply cold packs or wrapped ice to the person's neck and armpits
10. If person fully conscious sit them up to facilitate drinking and provide cool fluid to drink
11. Inform your supervisor.

## Training

Sun exposure awareness training should be provided to all workers working in the outdoor environment. This awareness training should include sun protection methods, identification of skin cancers, and the benefits of early detection through self-examination and referral for treatment.



## 9 Incident Reporting

The purpose of this procedure is to provide a method for the investigation, reporting and recording of all workplace incidents, work caused injuries, illnesses, dangerous events and near misses at Wentworth Electrical Pty Ltd.

Wentworth Electrical Pty Ltd will maintain records of all hazards, near misses, incidents and injuries for the purposes of minimising risk of injury and ill-health or the recurrence of an incident. Accordingly, all staff are expected to report hazards, near misses and incidents and supervisors are expected to address these in consultation with staff.

This procedure applies to all employees of Wentworth Electrical Pty Ltd, including contractors, work experience students, trainees, volunteers and visitors.

### Responsibilities

#### Employee

- Report any hazard, near miss, accident, injury and HR incident to their supervisor
- Report all hazards, near misses, accidents, injuries and HR incidents via Incident Form or QR code form.

#### Managers / Supervisor

- Respond to incident reports
- Investigate hazards, near misses and other reported incidents
- Consult with safety advisor regarding incident investigation and risk control
- Assist the employee and seek first aid medical attention if appropriate
- In the event of a death, serious injury or illness report serious incident to Workplace Health and Safety Queensland (WHSQ)
- Liaise with involved employee(s), safety advisor and other stakeholders (i.e. GP) with respect to early intervention and return to work strategies
- Ensure compliance with return-to-work plan

#### Safety Advisor

- Respond to incident reports
- Record hazards identified, near misses and incidents on register
- Investigate hazards, near misses and other incidents
- Liaise with Wentworth Electrical Pty Ltd, involved employee(s) and return to work coordinator with respect to early intervention and return to work strategies
- Assist with toolbox talks
- Close all hazard, near miss and other incidents reported once full investigation completed, interventions/strategies have been put in place and reviewed as effective and employee(s) is back at work.

#### Return to Work Coordinator

- Activate early intervention strategies
- Support affected staff in achieving timely return to appropriate work
- Support supervisors in achieving timely return of affected staff to appropriate work
- Liaison with Workers Compensation Agent, as required
- Records maintenance
- Conduct a periodic claim review

When a workplace incident occurs, including a near miss incident, the supervisor must be notified as soon as possible, and an Incident Form or QR form completed.

### **Hazard Reporting**

Hazards identified during day-to-day activity must be reported to the appropriate supervisor. If the hazard can be remedied immediately, the supervisor should take appropriate action in consultation with management and team members. Hazard to be reported to Erker Safety via an Incident form or QR code form

If a hazard requires greater investigation and the sourcing of risk controls, this shall be recorded by the supervisor or the reporting staff member via Incident form or QR code form and the proposed risk controls identified in consultation with management and Erker Safety.

Hazards identified during site inspections shall be recorded with an action plan on the Incident Register and followed up by Erker Safety with Wentworth Electrical Pty Ltd.

### **Near Miss and Other Incident Reporting**

When a workplace incident occurs, including a near miss incident, the supervisor must be notified as soon as possible. All near miss / incidents shall be recorded by the supervisor or the reporting staff member via Incident form or QR code form.

If a person has been injured, the need for first aid should be assessed and action taken as appropriate. Wentworth Electrical Pty Ltd to contact Erker Safety and provide them with details of incident.

If the staff member requires time off work or medical treatment because of an incident consideration should be given to appointing a return-to-work coordinator to assist with a return to work/rehabilitation program.

### **Notifiable Incidents**

If the incident is serious, James Berryman is to be notified immediately.

An incident is notifiable if it arises out of the conduct of a business or undertaking and results in serious injury or serious illness of a person or involves a dangerous incident.

When an incident is deemed to be a "Notifiable Incident" then Workplace Health and Safety Queensland (WHSQ) must be notified. An incident is notifiable if it resulted in:

- The death of a person or
- A person requiring medical treatment within 48 hours of exposure to a substance or
- A person requiring immediate treatment as an in-patient or
- A person requiring immediate treatment for
- The amputation of any body part or
- A serious head injury or
- A serious eye injury or
- De-gloving or scalping or
- Electric shock or
- A spinal injury or
- The loss of a bodily function or
- Serious lacerations

Notifiable incidents also include those involving:

- Registered or licensed plant collapsing, overturning, falling or malfunctioning
- Collapse or failure of an excavation, or shoring supporting an excavation
- Collapse of a building structure (or partial collapse)
- Implosion, explosion, or fire
- Escape, spillage or leakage of any substance
- Plant or objects falling from high places

#### **Serious Injury:**

- Management must notify Workplace Health and Safety Qld, via phone on 1300 362 128, immediately after becoming aware of the serious injury or illness or dangerous event
- Management or delegate must complete Workplace Health and Safety Qld approved online form, <https://ols.workcoverqld.com.au/ols/public/incident/registration.wc>, within 24 hours of becoming aware of the work-related serious injury or illness or dangerous event

#### **Work-related Death:**

- James Berryman or James Berryman must notify the Police/Ambulance on 000 (or 112 from mobile telephones) and Workplace Health and Safety Qld immediately after becoming aware of the death
- Erker Safety will notify Workplace Health and Safety Qld, via phone on 1300 362 128, immediately after becoming aware of a death and the approved online form completed within 24 hours of becoming aware of the death, <https://ols.workcoverqld.com.au/ols/public/incident/registration.wc>.

#### **Serious Electrical Incident:**

- Management/supervisor must notify the Electrical Safety Office on 1300 362 128 immediately after becoming aware that incident has happened
- Approved online form to be completed, <https://ols.workcoverqld.com.au/ols/public/incident/registration.wc>.

If the incident is notifiable, the site of the incident is to remain undisturbed until a WorkSafe Inspector arrives on site or gives permission for disturbance.

Wentworth Electrical Pty Ltd will undertake an incident investigation in consultation with the Erker Safety and record the findings and recommendation on an incident form or QR code form and forward to Erker Safety.

Any 3rd party accidents/incidents are to be recorded on an Incident Form or QR code form.

## **Recording Incident**

### **Incident Form**

- The Incident Form is used to record and investigate all work injuries or illnesses
- The Incident Form is also to be used to record and investigate all property / vehicle damage or loss.
- James Berryman is to take responsibility and assist the injured worker to complete the form.
- James Berryman is to investigate, or assist the Work Health and Safety Advisor, Erker Safety, to investigate all reported incidents.
- If the incident has been reported to the Workplace Health and Safety Qld or Electrical Safety Office or the incident has resulted in a Workers' Compensation Claim, ensure an investigation has been conducted.
- The records are to be kept for 5 years.

## QR Code

- Scan QR code that is specific to Wentworth Electrical Pty Ltd
- Click on prompt for 'Report an Incident'
- Enter information and send
- Erker Safety will follow up.

## 10 Manual Tasks Management

Wentworth Electrical Pty Ltd is committed to providing a safe workplace and systems of work for all staff. It recognises that manual tasks within the workplace are potentially hazardous to health and safety.

Wentworth Electrical Pty Ltd acknowledges its obligations under the Work Health and Safety Act and is committed to effective manual tasks management aimed at preventing the occurrence of workplace injuries.

This policy applies to all staff and anyone else who may be required to perform manual tasks as part of their role at Wentworth Electrical Pty Ltd .

## Responsibilities

### Wentworth Electrical Pty Ltd / Managers / Supervisors

- Maintain awareness of all workplace operations and identify foreseeable hazards that contribute to risk
- Consult with employees on the management of risks associated with hazardous manual tasks
- Undertake risk assessments of manual tasks to assess if they are hazardous and to identify control measures
- Ensure employees and others performing or who may be affected by the tasks are trained to identify and mitigate manual task hazards
- Ensure that equipment provided is appropriate for the tasks the person is undertaking
- If a manual task is identified as potentially hazardous the manager/supervisor should observe those performing the manual tasks
- When new equipment is purchased Wentworth Electrical Pty Ltd/manager/supervisor are to provide training to employees and others who are performing the tasks to ensure they are competent to use the new equipment or for the performance of any new technique or method
- Review risk control measures and revise if necessary.

### Employee / Workers

- Take reasonable care to ensure the health and safety of yourself and others including clients and other workers
- Comply with reasonable instruction and cooperate with reasonable procedures related to health and safety at the workplace
- Participate in development of manual task risk management plans
- Participate in manual tasks induction and training programs as instructed by the supervisor
- If you lack the knowledge and/or skill to complete a work activity, or have not been trained to operate the tools and equipment necessary to complete a work activity, it is your responsibility to inform your supervisor so they can provide the necessary training
- Wear personal protective equipment and clothing where necessary
- Ensure that appropriate mechanical assistance is used
- In consultation with the supervisor, review and update the manual task risks if there is a change in the work activities
- Report all accidents, incidents or hazards associated with manual tasks immediately to your supervisor.

## Create and Maintain a Safe Workplace

Prevent the introduction of hazardous manual tasks:

- When manual tasks are required, review the tasks to prevent the introduction of hazards and risk of injury or illness
- Avoid repetitive or sustained force, high or sudden force, sustained or awkward postures, exposure to vibration
- Ensure equipment is appropriate for the tasks and the person undertaking the manual tasks
- Undertake a pre-task review to identify and eliminate potentially hazardous manual tasks
- Ensure employees and others performing or who may be affected by the tasks are trained to identify and mitigate manual task hazards i.e. by ensuring postural breaks, correct use of equipment.

## Selection and Use of Tools

Use tools that are the right size and right type for the job:

- **Select the Right Tool for the Job:** Examples of unsafe practices are: Striking hardened faces of hand tools together (such as using a carpenter's hammer to strike another hammer, hatchet, or metal chisel), using a file for a pry, a wrench for a hammer, using a 'cheater', and pliers instead of the proper wrench.
- **Keep Tools in Good Working Condition:** Wrenches with cracked work jaws, screw drivers with broken points or broken handles, hammers with loose heads, dull saws, and extension cords or electric tools with broken plugs, improper or removed grounding prongs, or split insulation are examples of tools in poor conditions. Tools that have deteriorated in this manner must be taken out of service.
- **Use Tools the Right Way:** Screw drivers applied to objects held in the hand, knives pulled toward the body, and failure to ground electrical equipment are common causes of accidents.
- **Place/Keep/Store Tools in a Safe & Secure Place:** Many accidents have been caused by tools falling from overhead and by knives, chisels, and other sharp tools carried in pockets or left in tool boxes with cutting edges exposed. Tools should be kept away from work bench edges.
- **Carrying Tools:** Employees are not to carry tools, which in any way could interfere with using both hands freely on a ladder or while climbing on a structure. Tools should not be left above where employees are moving or walking as this presents a falling object hazard. Chisels, screwdrivers, and pointed tools shall never be carried in an employee's pocket. Tools should always be carried so that they will not strike other employees or pedestrians.

## Identify hazards

Determine which manual tasks are hazardous:

- With the introduction of a new manual task, or the revision of an existing one, employees and others performing or who may be affected by a hazardous manual task should review the task with their supervisor to determine if it could be hazardous. Is it likely to cause an incident, injury, ill health or fatality
- The supervisor should observe those performing the manual tasks and monitor their postures and movements. Note any forceful exertions applied, sustained or awkward positions adopted, repetitive behaviour encountered or vibration from equipment
- If a hazard is identified the risk is to be assessed.

## Assessment of Risk

Conduct risk assessments for all manual tasks identified as potentially hazardous:

- The supervisor or delegate is to complete a risk assessment of the identified manual tasks
- The supervisor should decide who needs to participate in the risk assessment and involve external Health and Safety Advisor if a more detailed assessment is needed
- Identify if any of the following risk factors are present:
  - Force

- Repetitive movement
- Sustained or awkward posture
- Vibration
- Identify possible contributing factors:
  - Design of the work area
  - Use of any tools or equipment
  - Systems of work used - the way tasks are performed
  - Nature of the load - size, weight of objects
- Consider what body parts are affected, how they are affected and to what extent
- Determine which actions should be taken to control the risks based on the likelihood of an incident or injury occurring and the potential consequence.

## **Implement controls**

Determine and implement hazardous manual tasks controls:

- Determine if existing controls or precautions are adequate, or if more should be done to minimise risk
- If more is to be done, identify the source of risk and implement the most effective control possible using the hierarchy of risk control. Start at elimination and work down the list as outlined below:
  - Elimination: remove the hazard completely from the workplace or activity
  - Substitution: replace a hazard with a less dangerous one
  - Isolation: separate people from the hazard
  - Redesign: change a work process or layout of a work area forward
  - Administration: put rules in place to make a workplace safer by providing manual tasks training for staff
  - Personal protective equipment: provide protective clothing and equipment
- A single control measure or a combination of two or more measures may be necessary to provide the highest level of protection that is reasonably practicable. Ensure that no new hazards are introduced because of these controls
- Communicate the reasons for change to all impacted employees and others to allow them to trial solutions and provide feedback prior to making them permanent
- Provide training to employees and others who are performing the tasks to ensure they are competent to use any new equipment or for the performance of any new technique or method. The training should cover:
  - Types of control measures implemented
  - Work methods/procedures i.e. how and when to use particular mechanical aids and assistive devices safely
  - How to report problems or maintenance issues
- Ensure training conducted for employees and others, is recorded.

## **Review of Hazardous Manual Task Risk and Controls**

Evaluate the risk controls to ensure their effectiveness:

- Hazardous manual task risks are to be reviewed annually, whenever new tasks are introduced, or existing tasks/equipment change is revised
- Records of manual tasks risk assessments should be maintained
- Consult with employees regularly about their task requirements and their suggestions for improvements
- Evaluate the risks before purchasing equipment
- Ensure a regular equipment maintenance program is in place
- Encourage all employees and others to report hazards and incidents, and action those reports

## Definitions

### Manual Tasks

Tasks that involve using the body to move or hold an object.

### Hazardous Manual Tasks

A hazardous manual task, as defined in the Hazardous Manual Task Code of Practice, is a task requiring a person to lift, lower, push, pull, carry, or otherwise move hold or restrain any person, animal or thing involving one or more of the following:

- Repetitive or sustained force
- High or sudden force
- Repetitive movement
- Sustained or awkward posture
- Exposure to vibration

These hazards directly stress the body and can lead to injury.

### Hazard

An object or situation that has the potential to harm a person, the environment or cause damage to property. Hazards at work may include: noisy machinery, a moving vehicle, chemicals, electricity, working at heights, a repetitive job and violence at the workplace.

### Reasonable Instruction

Doing what a reasonable person would do or instruct on in the circumstance, with regard to aspects such as:

- Person's knowledge
- Person's role
- Person's skills and the resources available to them
- Person's qualifications
- Information the person has, and

Consequences to health and safety of a failure for them to act in the circumstances.

### Reasonably Practicable

The things that could be done at a particular time to ensure health and safety measures were in place. Deciding what is 'reasonably practicable' to protect people from harm requires taking into account and weighing up matters, including:

- The likelihood of the hazard or risk concerned occurring
- The degree of harm that might result from the hazard or risk
- Knowledge about the hazard or risk, and ways of eliminating or minimising the risk
- The availability and suitability of ways to eliminate or minimise the risk

After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

## 11 Vehicles on Roadways

The purpose of this procedure is to define the parameters and responsibilities of Wentworth Electrical Pty Ltd and their staff in minimising the risks and maximising the safety when staff access Qld roadways.

This policy applies to the operation of registered vehicles at Wentworth Electrical Pty Ltd on public roads within Qld.

### Responsibilities

- The responsibilities for conducting safety checks on all vehicles are delegated to all workers performing work.
- Managers, and supervisors have specific responsibilities to ensure safety checks are conducted as a normal part of the work process, this includes ensuring staff hold current driver's licences.

### Pre-Start Checks and Set Up

- Before entering, assess the work area for hazards with potential to harm.
- Ensure the vehicles and trailers are serviced at correct intervals and road worthy fit for use each day, i.e. tires, oil, coolant checked before each shift.
- Whenever fuelling the vehicle, do so in designated areas away from sources of ignition, i.e. no smoking or phones nearby.

### GPS Tracking Device

- Wentworth Electrical Pty Ltd may purchase and install a GPS tracking device on its vehicles for the purpose of recording the location and utilisation of the vehicle.
- The privacy of employees must not be infringed by the operation of the GPS device. The GPS tracking device does not track the employee when they are outside the vehicle or outside work hours.
- All vehicles fitted with a tracking device will have a label advising the driver/operator of the presence of a GPS device. The label must be clear and visible to the driver/operator.
- The GPS device or tracking capability must not be adjusted, connected or disconnected unless authorised by the Wentworth Electrical Pty Ltd's management.
- The monitoring and access to data from tracking devices is restricted to Wentworth Electrical Pty Ltd's management.
- Where it is reasonably suspected that the actions or behaviour of a staff member are in breach of Wentworth Electrical Pty Ltd's policies, the data may be used for the purpose of investigation and evidence.
- Data collected from tracking devices may be provided to Police or other Public Authorities subject to reasonable request, and authorisation by Wentworth Electrical Pty Ltd.
- Data may also be provided to Wentworth Electrical Pty Ltd's insurer for use in defence of a liability claim against them or employee.

### Driver's Obligations

- All drivers of vehicles will hold a current Qld driver's license sufficient to the class of vehicle they are driving.
- All Drivers will wear a seat belt while the vehicle is in motion and will ensure if passenger(s) are in the vehicle they wear a seat belt as well.
- When driving workers will always adhere to driving rules and speed limits.
- All workers who drive will have had a minimum of 8 hours break prior to commencing travel on highway.
- A Zero tolerance to alcohol with a 0.00 blood alcohol reading required always during vehicle operation.
- Random breath tests may be conducted. There is a zero tolerance to any readings above 0.00.



## **Fatigue Management**

- All workers who drive will have had a minimum of 8 hours break prior to commencing travel on highway.
- Understand your sleep, rest and recovery needs and obtain adequate rest and sleep away from work.
- Seek medical advice and assistance if you have or are concerned about a health condition that affects your sleep and/or causes fatigue.
- Assess your own fitness for work before commencing work.
- Monitor your level of alertness and concentration while you are at work.
- Look out for signs of fatigue in the people you work with.
- In consultation with your supervisor, take steps to manage fatigue, for example take a break or short nap (night shift), maintain hydration (drink water), do some stretching or physical exercise, adjust the work environment (lighting, temperature).
- Talk to your supervisor or manager if you foresee or experience being impaired by fatigue likely to create a health and safety risk i.e. because of a health condition, excessive work demands or personal circumstances.
- Assess your fatigue levels after work and take suitable commuting and accommodation options (i.e. avoiding driving if fatigued).

## **Parking**

- Parking will always be within designated parking areas.
- If unloading is required in an area not designated for parking a worker will act as a standby to direct traffic away from the hazards. Once unloading or loading is complete the vehicle will be moved as soon as reasonably possible.

## **Loading/Unloading and Securing Loads**

When loading/unloading the vehicle, ensure that:

- You are as close as possible to the area where the equipment will be stored/set up.
- If required, ask for assistance in loading/unloading heavy items.
- Appropriate manual handling techniques are followed i.e. back straight and bending with the knees.
- Gloves are used when handling sharp objects.
- Edge protection is used for sharp edges to prevent cutting of tie down straps.
- Care is taken when loosening off tie down straps, so they do not release suddenly causing injury.

## **Vehicle Storage**

- All vehicles will be stored safely at the end of shift with the vehicle doors, vehicle windows and toolbox canopy doors shut and locked.
- During the day if vehicles are unattended the vehicle doors, vehicle windows and toolbox canopy doors will be shut and locked.

## 12 Workplace Health & Safety Risk Management

The purpose of this procedure is to effectively manage WH&S risks within Wentworth Electrical Pty Ltd to minimise potential losses to the organisation.

The objective of Wentworth Electrical Pty Ltd's approach to risk management is to ensure that:

- Hazards are identified and adequate controls are implemented to minimise risk, as far as reasonably practicable
- WHS considerations are incorporated in all business planning.

This procedure applies to all personnel of Wentworth Electrical Pty Ltd which includes contractors, trainees and volunteers, who in the process of planning or conducting work are required to identify, assess, prioritise, implement control measures and review effectiveness of the control measures.

### Responsibilities

The responsibilities for conducting risk assessments are delegated to all workers performing work. Managers, and Supervisors have specific responsibilities to ensure risk assessments are conducted as a normal part of the work process.

#### Wentworth Electrical Pty Ltd:

- Implementing WHS policies and procedures to ensure that the provisions of the WHS Act are met in the workplace
- Ensuring that adequate safety training is provided to workers to enable them to work safely
- Consulting with workers on changes to work practices and equipment
- Identifying and evaluating hazards in the workplace and where necessary, making recommendations about hazard control
- Ensuring that safety inspections/ audits of the workplace are undertaken
- Notifying and reporting accidents and dangerous occurrences, in accordance with the requirements of the Act and Wentworth Electrical Pty Ltd's WHS policies and procedures
- Ensuring that accidents and incidents in the workplace are investigated.

#### Managers:

- Establishing a systematic process for regular review of hazards in all areas
- Ensuring workers are aware of their responsibilities, and are provided with adequate information, instruction and training
- Implementing risk management processes
  - Reporting of hazards and workplace inspections
  - Undertaking risk assessments prior to the purchase of goods or services which may pose a risk to workplace safety

#### Supervisors:

- Ensuring that the work environment is safe and that the work is safely performed
- Ensuring the importance of risk management is communicated to workers
- Ensuring completion of risk assessments and hazard inspections
- Facilitating the risk management process by ensuring:
  - Hazards are reported in a timely manner
  - Workplace inspections are undertaken
  - Risk assessments are undertaken
  - Control measures are identified and implemented.

#### Workers (including contractors, trainees and volunteers):

- Take action to avoid, eliminate or minimise risks
- Report hazards to supervisor/manager, and
- Comply with WHS instructions.

## Process

- All workers are to be trained in the risk management process.
- All workers including, Managers, Supervisors, Team Leaders, are to conduct risk assessments before specific tasks are commenced.
- Supervisors are to assist their staff in conducting risk assessments.
- Staff are to be advised of the risk assessment requirements through conducting toolbox talks and communication

## Procedure

### WH&S Risk Management

There are 5 basic steps in the WH&S Risk Management process that align the WH&S Act 2011. These are:

- Step 1 Identify hazards.
- Step 2 Assess risks that may result because of hazards.
- Step 3 Control measures to prevent or minimise the level of risks.
- Step 4 Implement control measures; and
- Step 5 Monitor and review the effectiveness of the control measures.

### Step 1 - Identify Hazards

- Hazards may be identified by conducting regularly planned hazard inspections using specifically designed checklists or by workers reporting hazards
- Hazards may be identified through consultation with employees by Supervisors conducting job observations and task analysis and analysing work injury and incident statistics.

### Step 2 - Assess the Risk

- Look at the likelihood and consequences that loss, damage or injury could occur because of the identified hazard and decide on the risk level
- For each risk identified, determine the likelihood of an incident occurring. This may range from:

Almost Certain	<b>Is expected</b> to occur at most times.
Likely	<b>Will probably</b> occur at most times.
Possible	<b>Might occur</b> at some time.
Unlikely	<b>Could occur</b> at some time; and
Rare	<b>May occur</b> in rare circumstances.
- For each risk identified determine the consequences that may result from the incident occurring. This may range from:

Catastrophic	<b>Death</b>	Huge damage and/or \$ costs
Major	<b>Serious Injury</b>	Major damage and/or \$ costs
Moderate	<b>Medical Treatment</b>	Medium damage and/or \$ costs
Minor	<b>First Aid</b>	Low-medium damage and/or \$ costs
Insignificant	<b>No Injury</b>	None or low damage and/or \$ costs
- When conducting a risk assessment always assess the risk before any control measure is put in place and identify the risk score.

RISK RATING CALCULATOR	Likelihood				
	Rare - 3 Could only happen once in 25 years	Unlikely - 2 Could happen, once in 5 years	Possible - 1 Could happen each year	Likely - 0 Could Happen more than once a year	Almost Certain - 0 Could happen anytime
<b>Catastrophic - 0</b> Multiple Fatalities	3	2	1	0	0
<b>Major - 0</b> Death or permanent disability	3	2	1	0	0
<b>Moderate - 1</b> Long term illness or serious injury	4	3	2	1	1
<b>Minor - 2</b> Medical attention & several days off work	5	4	3	2	2
<b>Insignificant - 3</b> First aid needed	6	5	4	3	3

- After deciding how to control the risk, conduct a risk assessment again. This will help to identify whether the control measures are effective in reducing the risk.

Risk Rating	Prioritisation
1 or 2	Action to rectify must be done immediately before work may commence
3, 4	Consider control measure as necessary
5	Continue to use correct controls and maintain communication

**Note:** Always conduct a risk assessment before and after the control measures are implemented, as this will identify if the control measures are effective in reducing risks.

### Step 3 - Control the Risk

- When deciding on the control measures to prevent or minimise risk the hierarchy of control must be considered. The hierarchy of control is:

Hierarchy of Control		
Most Effective	Elimination	Eliminate the work process, material, or hazardous substance completely.
	Substitution	Replace the work process, material, or hazardous substance with a safer option.
	Isolation	Isolate the person(s) from the work process, material, or hazardous substance.
	Engineering	Design or re-design the work process, material, or work environment.
	Administration	Limit the person(s) exposure to risk by job rotation, following a safe work procedure and/or providing adequate training.
Less Effective	PPE	Use of personal protective equipment (PPE) to protect the person(s).

**Note:** Control measure effectiveness ranges for the most effective method (elimination of the risk) to the least effective method (providing PPE).

- When selecting the control to be implemented always consider short term control measures (temporary option) and long-term control measures (permanent option); and
- When deciding on the control measures to be implemented, consideration must also be given to the costs associated with the potential losses, in comparison with the costs associated with the control measures.

#### **Step 4 - Implementing Control Measures**

- When implementing control measures identified from the risk assessment, all persons that may be affected need to be informed of these measures.
- Consideration needs to be given to training, compiling, or reviewing safe work procedures, regular supervision of staff to ensure the control methods are used and educating the workforce on the risk management process; and
- Documenting the process (extremely important).

#### **Step 5 - Monitoring and Review**

- The final step to determine the effectiveness of the control measures is:
  - Monitoring if the control measures are always being used
  - Are they effective
  - Have they reduced the risks or created new ones?
- A date/ timeframe should be set for the risk to be reviewed.

### **13 Workplace Health & Safety Training**

The purpose of this procedure is to provide guidelines and information to effectively implement training for WH&S at Wentworth Electrical Pty Ltd.

This procedure applies to the employer and relevant workers of Wentworth Electrical Pty Ltd and includes relevant contractors.

#### **Responsibilities**

It is the employer's responsibility to ensure that all workers are adequately trained in appropriate management techniques and skills, and in all relevant facets of workplace health and safety.

It is the worker's responsibility to participate and complete all training required by Wentworth Electrical Pty Ltd.

Specific responsibilities for training may be delegated to relevant managers and supervisors.

#### **Training and Development**

Wentworth Electrical Pty Ltd is committed to investing in the development of staff to ensure the continuing success of the organisation and safety of the workers, contractors, volunteers, and the public.

Management are to ensure that the Wentworth Electrical Pty Ltd strategic planning incorporates appropriate WH&S training.

#### **Commencement of employment**

- Any Wentworth Electrical Pty Ltd representative with the authority to appoint staff is responsible to check that any new worker appointed by them holds appropriate and current qualifications, certificates and licences for the position to which the new worker is appointed.
- The appointing authority is responsible to ensure that certified original copies of such qualifications, certificates or licences are forwarded to the HR Unit or the new worker's personal file or other suitable arrangement.
- A WH&S Induction should be conducted prior to the commencement of any work activities.
- A training needs analysis should be conducted with the worker, to assess what site specific and additional training is required. Supervisors contributing to 'Training Needs Analysis' are to ensure that workers under their control:
  - Have been assessed as competent to perform their work,
  - Hold appropriate licences, certificates, and qualifications for their work,
  - Are released to attend training provided to meet Wentworth Electrical Pty Ltd requirements,
  - Are encouraged to seek further training relevant to Wentworth Electrical Pty Ltd strategic goals and appropriate self-development.
- Site specific training must be conducted by James Berryman to ensure that the new worker can carry out the new tasks in a safe manner on a day-to-day basis. This training should be conducted in conjunction with Job Safety Analysis (JSA) of relevant tasks.
- Workers must advise their supervisor if they have not been trained in a particular area of operations.
- All site-specific training or toolbox talks should be documented and placed on the worker's personal file or other suitable arrangement.
- If the worker is transferred or their position changes a training needs analysis, site specific training and toolbox talks may need to be completed and documented; and
- Training needs analysis and training program should be reviewed on an annual basis.

## Training Needs Analysis

- As part of the training needs analysis process, the following areas should be considered:
  - The past WH&S injuries of the organisation,
  - The types of risks involved in the job description,
  - Skills and competencies,
  - Past training and experience,
  - Mandatory training needs,
  - Future development required,
  - Agreed actions for training delivery.
- Wentworth Electrical Pty Ltd should also consult with all workers about the training needs analysis on an annual basis.
- Erker Safety is responsible to coordinate Training Needs Analysis for training in workplace health and safety.

## Schedule of Training

- Erker Safety should prepare a draft schedule of training based on Wentworth Electrical Pty Ltd training needs analysis performed by James Berryman each year and issue a final schedule of training after the budget allocation is confirmed. This should include the provision of information such as toolbox talks, HR policies and another additional WH&S information.
- Training schedule should consider who would:
  - Develop, coordinate, and deliver workplace health & safety training for all staff and management,
  - Ensure that training performance criteria are documented,
  - Ensure that performance standards are developed from training performance criteria and used to document assessments of all participants' knowledge and skills,
  - Ensure that arrangements for recording attendance, participant's understanding of training and issue of course handouts at training sessions are embedded in training administrative documents,
  - Record and update information on the completion of training,
  - Liaise with and select suitably qualified and experienced trainers,
  - Arrange payment of accounts generated by relevant training programs,
  - Manage the budget for workplace health & safety training programs,
  - Evaluate and review all Wentworth Electrical Pty Ltd WH&S annual training and report this information to management.

## Mandatory WH&S Training

- Mandatory WH&S training (required under legislation) should be a priority before other training occurs (i.e. Confined Space training for a worker who works in confined spaces as part of their job description); and
- Each person returning from an external training course is to be given a practical competency test before any work is commenced, to ensure they understand Wentworth Electrical Pty Ltd safe work procedures for specific issues.

## Competency Based Training

- Whenever appropriate, competency-based training should be delivered which aligns with nationally recognised Competency Standards. If a suitable standard does not exist, the principles contained in the Code of Practice for Assessors should be followed. Current nationally recognised courses and training organisations are listed with the National Training Information Service.

## **Trainers**

### **Basic Requirements**

- Trainers, whether from within or outside Wentworth Electrical Pty Ltd, will be required to provide satisfactory documentary evidence that they possess the necessary qualifications or experience to deliver training.
- Where participants are to be assessed, the trainer will be required to possess current qualifications as a trainer (Certificate IV) or have appropriate qualifications and experience in the field of work that they are engaged to assess.

### **Engagement of Trainers**

- Before engagement, any trainer who is required to assess participants should be required to agree in writing to comply with the Code of Practice for Assessors and to provide Wentworth Electrical Pty Ltd with a record of attendance.

## **Training Evaluation**

At the end of every training, an evaluation is carried out. Participants should be asked to comment on training they have attended. Comments should be used to improve training by increasing its relevance to Wentworth Electrical Pty Ltd requirements, and ensuring that trainers, training material and training administration is of a high standard.

## **Training Records**

Attendance records, results / certificates and summary questions and assessment records should be kept on each worker's personal file. Wentworth Electrical Pty Ltd will obtain relevant training results / records direct from the training organisation. A training register of all training staff have attended should be maintained.



## 14 References

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Safe Work Australia

Queensland Ombudsman

Workplace Health and Safety Queensland

Work Health and Safety Act

WH&S Risk Management Code of Practice

Hazardous Manual Tasks Code of Practice

How to Manage Work Health and Safety Risks Code of Practice

First Aid in the Workplace Code of Practice

Managing the Risk of Psychosocial Hazards at Work Code of Practice

AS 1885.1:1990 Workplace Injury and Disease Recording Standard

Managing the Risks of Working in Heat Guidance Material – Safe Work Australia

WH&S Queensland Safety Links – Rural – 4. Skin Cancer, and 23. Heat Stress.

WH&S Queensland Brochures - Is your Skin Ready for the Sun and Solar UV Radiation and Employers.

Cancer Council – Skin Cancer and Outdoor Work

## 15 Acknowledgement of Receipt for Employee Handbook

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

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Employee Name (Printed)

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Employee Signature

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Date

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Company Representative