



Employee Induction Handbook

MN-003





Contents

Welcome to Blu by Adcorp	3
About Blu by Adcorp	3
What You Can Expect	3
Privacy and Confidentiality	3
Feedback	4
Our Expectations	5
General Conduct	5
Business Courtesies and Gifts	5
Code of Conduct	5
Qualifications	6
Safety	6
Unacceptable Workplace Practices	6
Environmental Protection and Management of Waste	7
Pre-employment Health declaration	7
For Visa Holders	8
Working at IKEA	8
Appendix 1 – Policies	9
Appendix 2 – Payroll	10
Appendix 3 - WH&S	11
Document Control	26

Blu by Adcorp Contacts		
Department	Number	Email
BLU Head Office	1300 268 986	info@blubyadcorp.com.au
BLU Fax	07 3367 3736	
Refer a Friend	1300 268 986	info@blubyadcorp.com.au www.blubyadcorp.com.au
Payroll Queries	1300 268 986 (Option 3)	support@blubyadcorp.com.au
Safety Issues	1300 268 986	safety@blubyadcorp.com.au
Supervisor Name		Supervisor Email:
BLU Account Manager		
Sick Line		
QLD Office Location: Level 3/2 Gardner Close, Milton QLD 4064		



Welcome to Blu by Adcorp

This manual contains information that all Blu by Adcorp (BLU) Candidates need to have read and understood should they be offered an assignment with BLU. It is important that you take the time to read the information contained in the manual and contact your BLU Consultant if you have any questions. You will be required to sign off that you have read, understood and agree to the policies and conditions contained in this manual. It is important to note that BLU has recently had a brand change and is formally known as Labour Solutions Australia Pty Ltd (ACN 008 137 782).

This handbook is yours to keep and should be referred to prior to the commencement of each assignment with Blu by Adcorp. It contains key information relating to employment with Blu by Adcorp. If you misplace your manual, please contact Blu by Adcorp to request another copy to be sent to you.

If you have any questions or problems, please contact your BLU Consultant to discuss.

About Blu by Adcorp

BLU is a National Labour Hire Provider to various industries, including health, community and medical services.

Our main aim is to assist you in securing positions where you can best utilise and enhance your current skills and develop your career objectives to help you succeed and provide the community with support and independence.

What You Can Expect

Once you have completed your registration via OnBoarded with BLU you will become part of our database of prospective candidates. Additional screening/on-boarding requirements may be required by select BLU clients; if you are required to complete additional requirements your BLU Consultant will advise.

Privacy and Confidentiality

The Australian Privacy Principles (APPs) apply to Blu by Adcorp. Blu by Adcorp is committed to protecting the privacy of individuals it deals with. We only collect information that is reasonably necessary for the activities directly related to our core business.

What information is kept?

- Information about BLU's candidate's relevant to their engagement with BLU including information from clients (host employers) regarding performance.
- Government related identifiers such as tax file number, passport details, copies of drivers' license, and copies of work rights verifications and other competency-based tickets, licenses and certificates
- Results of employment associated testing, including, but not limited to; psychological testing, medical testing, competency or technical skills testing.

For what purpose?

- To fulfil BLU's responsibilities as a recruitment and outsourced employment services provider
- To fulfil BLU's responsibilities under applicable taxation, superannuation and work rights legislation
- For purposes of return to work/rehabilitation management, post workplace injury or illness
- To provide relevant information to our insurance providers (including workers compensation bodies) and relevant superannuation companies

How is it collected?

- When you register for employment with BLU
- When we receive requests for further information that is reasonably related to your employment which could include but not limited to; a workplace accident and/or incident, litigation or professional disciplinary matter, a complaint, a work-related reference, or police checks when required.
- As required to comply with any legislative requirement.

A copy of the Blu by Adcorp Privacy Policy can be viewed here:

<https://irp.cdn-website.com/8b2d374e/files/uploaded/AHA-HR-PO-017+Privacy+Policy+1-603593c6.pdf>

All Candidates who may have access or become acquainted with written confidential materials and other confidential information must:



- prevent misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation.
- maintain the confidentiality of the confidential information.
- use the confidential information only for carrying out their roles and responsibilities.
- return the borrowed information in a proper condition and at the time requested.
- not keep or share the information outside the organisation.
- return all confidential information on termination of the employment.
- read and understand the 'Privacy & Confidentiality Policy' and acknowledge the 'Worker Handbook' as part of your registration process through OnBoarded.

The formal disciplinary process applies for candidates who are suspected of committing breaches of the 'Privacy Policy'.

Feedback

If you wish to comment or provide feedback on our services but are not comfortable with feedback to your BLU Consultant, please email your comments/concerns to: info@blubyadcorp.com.au and this will be escalated to an appropriate BLU manager.

Feedback/Complaints – Blu by Adcorp will;

- ensure that any person can easily make a complaint orally or in writing (including an anonymous complaint)
- provide information about how to make a complaint to the provider and to the Commissioner.
- ensure that all complaints are dealt with fairly and quickly.
- ensure appropriate support and assistance is provided to any person who wishes to make or has made, a complaint.
- ensure that a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint.
- ensure the information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.
- keep records about complaints that they receive.
- demonstrate continuous improvement in complaints and feedback management by regular reviews

BLU staff must:

- communicate with the person making the complaint.
- provide an environment for them to express their concerns.
- clarify the concerns and identify their expectation about the results.
- explain the process of managing the complaint and resolution system.
- express our understanding, empathy and apology.
- follow up with the person making the complaint to make sure whether they are satisfied with the resolution process and outcomes as detailed in the Blu by Adcorp Feedback and Complaints Policy.



Our Expectations

You **must** advise your BLU Consultant prior to changing role or tasks whilst on assignment even if asked not to do so by the client. You must only perform the role and tasks that were assigned by your BLU Consultant at the time of employment.

Whilst on assignment for BLU, we expect that every candidate will conduct themselves in a safe and professional manner. Candidates employed by BLU are bound by the Blu by Adcorp agreement that is applicable to your assignment and are expected to follow all applicable Blu by Adcorp policies and procedures.

Blu by Adcorp expects that all candidates treat each other with dignity and respect, as outlined in BLU's Code of Conduct and remain consistent with our core values of Trust, Respect and Integrity. BLU is also proud to be an equal opportunity employer. This means that every job applicant and staff member is treated fairly.

General Conduct

- Must comply with all relevant legal and other requirements.
- Must comply with Blu by Adcorp's Code of Conduct and other relevant rules, policies and procedures.
- Must report and manage all hazards, near misses and incidents accordingly.
- Must maintain a high standard of information security.
- Must maintain hand hygiene and infection control compliance.
- Must always be polite and helpful to the clients and the general public. Threatening or intimidating behaviour, including loud, abusive language or swearing, including amongst employees, will not be tolerated.
- Must reply to inquiries politely, and, if unable to supply the information requested, refer to the person from whom the information may be obtained.
- Must not discriminate against anyone in connection with your duties on the grounds of sex, race, physical or intellectual impairment, religious, sexual or political conviction.
- Must always be frank and honest and refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment.
- Are required to conduct all activities they undertake on behalf of the company in compliance with all state and federal rules and other legal, statutory and regulatory requirements.

Business Courtesies and Gifts

- Blu by Adcorp does not seek to gain an improper advantage by offering business courtesies such as entertainment, meals, transportation, or lodging.
- Candidates should never offer any business courtesy to the client to obtain favourable treatment or advantage.
- Candidates must not provide a gift of nominal value.
- Candidates should never accept any gifts or promotional items of more than a nominal value.

Code of Conduct

Blu by Adcorp has established Human Resource Management processes to deliver the highest quality services and support.

All Candidates must:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- Take all reasonable steps to prevent sexual misconduct.

Any failure to comply with these requirements may result in disciplinary action by Blu by Adcorp.



Qualifications

BLU by Adcorp expects that if you are employed in a role that requires certain tickets, certificates, and licenses that you ensure you always have a copy of these on you and that your qualification, licences and certificates are valid. When your Licences/certificates are renewed, you must ensure you supply an updated copy to your BLU consultant. No work shall be carried out unless you hold valid tickets/licences/qualifications, certificates and cards and you are suitably trained.

Safety

It is your responsibility whilst working for BLU by Adcorp that you adhere to the following safety guidelines.

Working in an Industry environment

- Look after your own safety and the safety of others around you.
- Ensure that all work is carried out as directed by your supervisor, is done in the safest possible manner and following the site or task safe work procedures.
- Obey all verbal and written safety instructions relayed to you by either BLU or our clients as long as it is safe to do so.
- Never carry out an activity if you do not feel safe or are unaware of the safety procedures. If this occurs report your concerns to your supervisor or safety officer for safety directions
- Report all accidents, near misses or illnesses to your site first aid officer, medical officer or supervisor **immediately**. You must also report these to your BLU Consultant or your nearest BLU by Adcorp office.
- Highlight tasks that require safe work procedures before commencing the task.
- Report any hazards you identify or create.
- Correctly use all personal protective equipment required to perform the task and as directed by your supervisor at the workplace.
- Ensure that all your personal tools and working equipment are in good working order and will not pose a hazard to you or any others who may encounter them.
- Ensure your work area is kept clean and tidy.
- Become familiar with the location of all emergency life-saving facilities such as first aid boxes/facilities, firefighting equipment, and emergency evacuation procedures. If you cannot familiarise yourself with these prior to commencement, ask your supervisor for direction.
- Every client site has its own emergency and evacuation procedures, and you need to know them before you start work. The host's site induction should cover the location of emergency exits and your assembly (muster) point, what the alarm sounds like, who the fire wardens or emergency contacts are, and where first aid and fire equipment are kept. If you haven't been given this information, don't start work. Ask your site supervisor and let your BLU consultant know. In an emergency, follow the host's procedures and the directions of site wardens, go straight to the muster point, and stay there until you've been accounted for and told it's safe to leave.
- Only perform work that is within your competence, qualification and authorisation. You must notify BLU by Adcorp if you are asked to perform tasks that are outside your scope of duties as advised by your BLU Consultant

Request authorisation from your BLU Consultant prior to proceeding, if the client asks you to change from your stated:

- Hours of work, particularly if the hours exceed 12 hours in a shift.
- Number of continuous shifts, above all if the continuous shifts will exceed 13.
- Rest periods with less than a 10-hour break between shifts

Unacceptable Workplace Practices

BLU by Adcorp expects all workers to meet the conduct standards below at our offices and at every host client site. Breaches will be dealt with under our disciplinary procedure. Responses depend on how serious the conduct is and can range from counselling and warnings through to termination of employment or ending an assignment.

Unacceptable conduct includes:

- Being late, or being absent without following the absence and notification procedure
- Neglecting work duties or wasting time during working hours
- Sleeping on duty, or failing to report that you are too fatigued to work safely
- Entering restricted areas without authorisation
- Using equipment or machinery you aren't authorised or trained to use
- Not following site safety and conduct rules, procedures or standards
- Failing to wear, use or maintain the personal protective equipment provided to you

Serious misconduct, which may lead to immediate termination, includes:

- Working under the influence of alcohol or other drugs (see our Drug and Alcohol Policy)
- Fighting, violence, threats or dangerous horseplay
- Gambling at work
- Wilfully damaging, destroying or stealing property belonging to BLU by Adcorp, host clients, their staff or other workers
- Sexual harassment, bullying, harassment, intimidation, discrimination, vilification or victimisation of any person
- Knowingly giving false or misleading information
- Deliberately or recklessly endangering your own safety or the safety of others

Nothing in this section prevents you from stopping work that you reasonably believe exposes you or others to a serious risk to health or safety. If you stop work for this reason, tell your site supervisor and your BLU consultant straight away. You won't be disciplined for raising a genuine safety concern.

Environmental Protection and Management of Waste

- BLU by Adcorp aims to ensure safe and appropriate storage and disposal of waste, infectious or hazardous substances has been provided throughout that comply with current legislation and local health district requirements.
- **'Incident Management and Management of Waste Policy & Procedure'** to be followed to report, investigate and review all incidents involving infectious material, body substances or hazardous substances.

Pre-employment Health declaration

The primary purpose of the pre-employment health declaration is to assist BLU by Adcorp to ensure that no person is placed in an environment or given tasks that will result in physical or mental harm and to ensure that an employee is able to perform the inherent requirements of their role.

The pre-employment health declaration does enable, where applicable, appropriate and reasonable action to be taken by the BLU by Adcorp to meet the provisions of the *Workplace Injury Rehabilitation and Compensation Act* and the *Work Health and Safety Act*.

Failure to make a disclosure, or the making of a false or misleading disclosure, may disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act*, should you suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arising from employment with BLU by Adcorp.

It is the candidate's responsibility to inform BLU by Adcorp of any pre-existing injury, illness, medical condition or allergies and are required to provide the following details to their BLU Consultant should they be applicable:

- Whether they have made a claim for workers' compensation before
- Nature of injury/medical condition
- Whether they have a medical clearance to perform their pre-injury duties
- Current work restrictions

Privacy Notice

- The collection and processing of this information is in accordance with the Workplace Injury Rehabilitation and Compensation Act, Occupational Health and Safety Act and Equal Opportunity Act.
- BLU by Adcorp may disclose some of your personal information, as applicable, to an independent medical examiner should BLU by Adcorp require an assessment of your suitability for employment and fitness for duty.



Your health declaration may be also disclosed to the Blu by Adcorp's workers' compensation insurer should you submit a workers' compensation claim.

- By signing and agreeing to the terms and conditions of this document you authorise Blu by Adcorp to share any necessary information as required with medical practitioners and state based Worker Compensation Insurance bodies.

For Visa Holders

If you are a visa holder, you must comply with the conditions attached to your visa. Some Australian visas do not allow holders to work while in Australia. Other visas, such as working holiday and student visas, only allow holders to undertake a limited amount or type of work. People found to be working in breach of their visa conditions may have their visa cancelled.

Your visa is about to expire or has expired

If you are in Australia, you must hold a valid visa for the duration of your stay and comply with the conditions of your visa.

You should also be aware of the date your visa ceases. Visa holders are expected to inform Blu by Adcorp if their visa is due to expire. It is the responsibility of the candidate to make an application for a new visa before their visa ceases, so they remain lawful and to provide Blu by Adcorp with a copy of the renewed visa.

For additional obligations, please refer to the Department of Home Affairs official website (<https://www.homeaffairs.gov.au/trav/complying-with-your-obligations>) to ensure you are complying with this legislation.

Working at IKEA

Blu by Adcorp is proud to partner with IKEA and are committed to educating workers that are placed at IKEA stores in IKEA's overarching philosophy called IWAY.

IWAY is the IKEA way for responsibly procuring products, services, materials and components. It sets clear expectations and ways of working for environmental, social and working conditions, as well as animal welfare, and is mandatory for all suppliers and service providers that work with IKEA.

Blu by Adcorp workers are encouraged to visit [IWAY: the code of conduct for IKEA suppliers – IKEA Global](#) for a full understanding of IWAY including the IWAY Standard – the IKEA supplier code of conduct – and common ways of working for all IKEA organisations, suppliers and service providers.

The IWAY Standard is built on 10 IWAY Principles, which reflect IKEA's ambitions and expectations to their business partners.

This includes Blu by Adcorp providing its workforce with a Grievance mechanism enabling them to raise complaints or concerns without retaliation. This can be completed anonymously by following the process below:

Tip-offs Line and Protected Disclosures Act

- a. Blu by Adcorp through its parent company Adcorp has implemented a tip-offs line to facilitate the anonymous reporting of fraud or dishonest and unethical behavior.
- b. In addition to the above, where an employee prefers not to remain anonymous, he or she is protected under the Protected Disclosures Act (commonly known as the "Whistleblower's Act") in bringing to the attention of Blu by Adcorp, bona fide allegations in good faith and in terms of the Act.
- c. An employee may choose to remain anonymous and under these circumstances can contact the Deloitte independently managed Adcorp Tip-offs line using the details below:
 - I. Free Call: 0800 22 32 11
 - II. Website: <http://www.tip-offs.com>
 - III. Email: advalue@tip-offs.com



Appendix 1 – Policies

Our policies help create a safe, respectful, inclusive and supportive workplace. Employees can access the full policies via the BLU Employee Hub by visiting: <https://www.blubyadcorp.com.au/bluspot-employeehub>

HEALTH, SAFETY & WELLBEING

- Workplace Health & Safety Policy
- Psychosocial Policy
- Fatigue Policy
- Rehabilitation & Return to Work Policy
- Drugs & Alcohol Policy

PEOPLE & CONDUCT

- Code of Conduct and Ethics Policy Statement
- Positive Duty to Prevent Sex-Based Harassment
- Anti-Discrimination, Harassment and Bullying Policy
- Equal Opportunity Policy Statement
- Grievance and Dispute Management Policy

PRIVACY, COMMUNICATION & REPORTING

- Privacy Policy
- Social Media Policy Statement
- Whistleblowing Policy

QUALITY & SUSTAINABILITY

- Quality Policy Statement
- Environmental and Sustainability Policy



Appendix 2 – Payroll

Blu by Adcorp prides itself on an experienced team who are supported by industry leading systems to deliver your pay accurately and on time. We need your assistance in ensuring that this can happen.

Timesheets

Depending on your assignment and Blu by Adcorp Client; you may need to complete and submit weekly timesheets to BLU Support. Completed timesheets must be submitted to BLU before 11am on the Monday following your working days. If your timesheet is not received by this day, we cannot guarantee you will be paid on time.

Candidates submitting timesheets to Blu by Adcorp must ensure to the best of their ability, that the timesheet is signed/approved by their supervisor prior to submitting (digital signatures will not be accepted). Unapproved timesheets may cause delays in processing.

Completed timesheets should be sent to your BLU Consultant or alternatively you can email support@blubyadcorp.com.au

Additional timesheets can be requested from your BLU Consultant.

If the Blu by Adcorp Client (Host Employer) uses a time keeping system, please follow their process and this information will be submitted to Blu by Adcorp on your behalf. Your BLU Consultant will advise if this is the case.

Submit your timesheet by the stated deadline. If it is late, incomplete or awaiting approval, contact Payroll immediately so we can verify your hours. Late submission does not remove your entitlement to payment for work performed.

If you have an issue with your pay or a query or complaint about any aspect of your pay, please contact your BLU Consultant or alternatively you can email support@blubyadcorp.com.au

Payment Information

When you are asked to register with Blu by Adcorp you will be required to enter your payment information during this process. It is your responsibility to ensure the details you submit to us are correct.

Banking details - ensure these details reflect the account that you wish your wages to be deposited.

Tax File Number Declaration - ensure you have provided Blu by Adcorp with your TFN and completed your TFN Declaration to reflect the tax scale you wish to be placed on. Failure to supply your TFN after 28 days of commencing work with Blu by Adcorp will result in you being taxed at the higher rate. If you have completed your TFN Declaration incorrectly, please contact your BLU Consultant or BLU Support to request a new TFN Declaration. Please note tax will only be adjusted for wages paid after the updated form is received.

Superannuation - ensure you have provided your Superannuation fund name & membership number. Failure to provide your Superannuation details will result in Blu by Adcorp selecting our default Super fund and an account will be set up in your name. Your Superannuation will be paid in accordance with the Superannuation Guarantee Levy in place at the time of your employment. Please note: BLU by Adcorp will pay employees' super contributions at the same time they pay their salary or wages so that the contributions reach the employees' nominated account within 7 business days. There are some exceptions, for example the first super contribution for a new employee will need to be made within 20 business days of the salary or wages being paid.

Personal Details - ensure that your email address in our database is kept up to date, so your weekly pay slips are sent to the correct address.

It is your responsibility to submit written confirmation (email) to your Blu by Adcorp Consultant and/or Blu by Adcorp Support to advise of any personal or banking details changes.

Appendix 3 - WH&S

Workplace Health and Safety

Blu by Adcorp is committed to your safety in the workplace and we expect your commitment to your personal safety.

Blu by Adcorp and our clients have processes in place to keep you safe at work. Your Host Employer will also provide you with a workplace induction and job specific training.

Anyone failing to comply with Blu by Adcorp Workplace Health and Safety Policy may be subject to disciplinary actions. This may include, but not limited to, receiving a formal warning, counselling, suspension or termination of employment.

Blu by Adcorp Client (Host Employer) Workplace Inductions

For every assignment you do with Blu by Adcorp you must be given a workplace induction and familiarise yourself when you arrive at the site for your assignment. The client will conduct this induction, and it **MUST** occur before you commence any work duties for them.



IF YOU DO NOT RECEIVE AN INDUCTION CONDUCTED BY OUR CLIENT ON THE DAY YOU COMMENCE ANY NEW ASSIGNMENT, YOU MUST CONTACT YOUR BLU BY ADCORP CONSULTANT OR HEAREST OFFICE BEFORE YOU START WORK.

This process **MUST** occur before every new assignment and/or new site as assigned by Blu by Adcorp.

Following a client workplace induction, you should be familiar with the below:

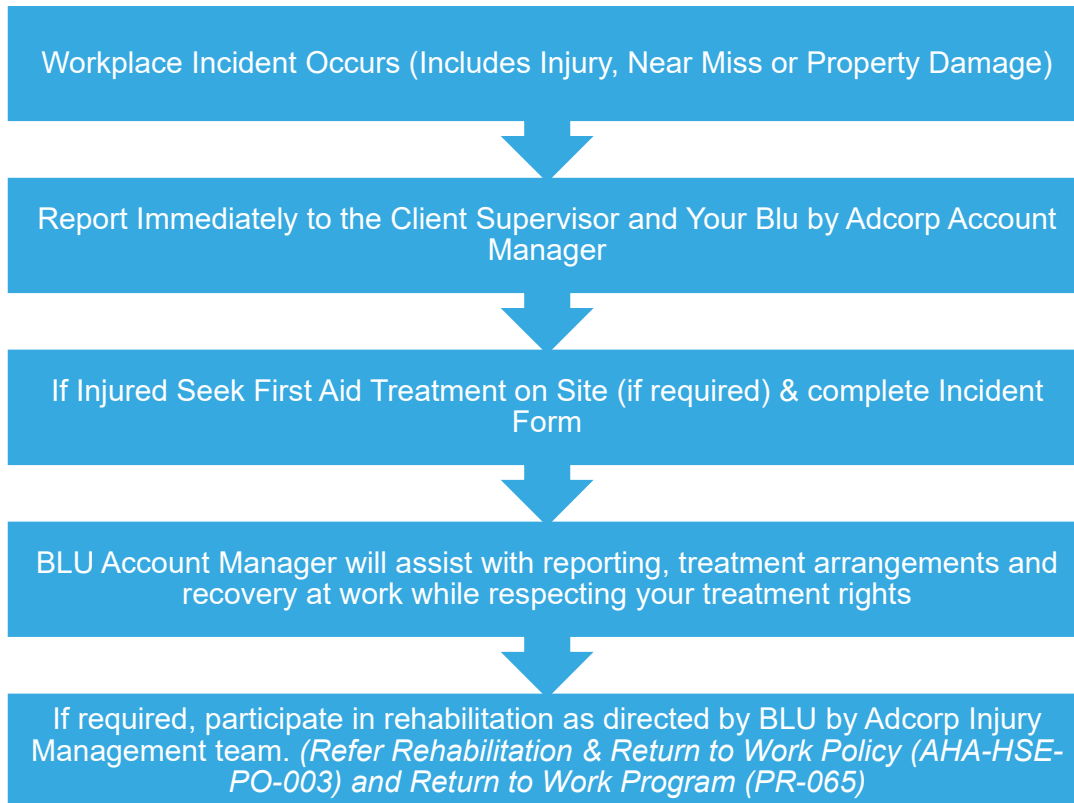
- How to get First Aid in the event of an injury
- How to report a hazard or an incident
- What to do in the event of an emergency (e.g. fire)
- Hazards applicable to the work being performed and safe work methods/procedures to be followed
- What Personal Protective Equipment (PPE) is required to be used and when.

Reporting Incidents and Injuries

It is very important that we know about all incidents and injuries **immediately**.

We have a responsibility to manage the injuries of all Blu by Adcorp candidates. We cannot do this if we don't know about them. Your conditions of engagement with BLU require you to immediately notify your onsite supervisor and your BLU Consultant.

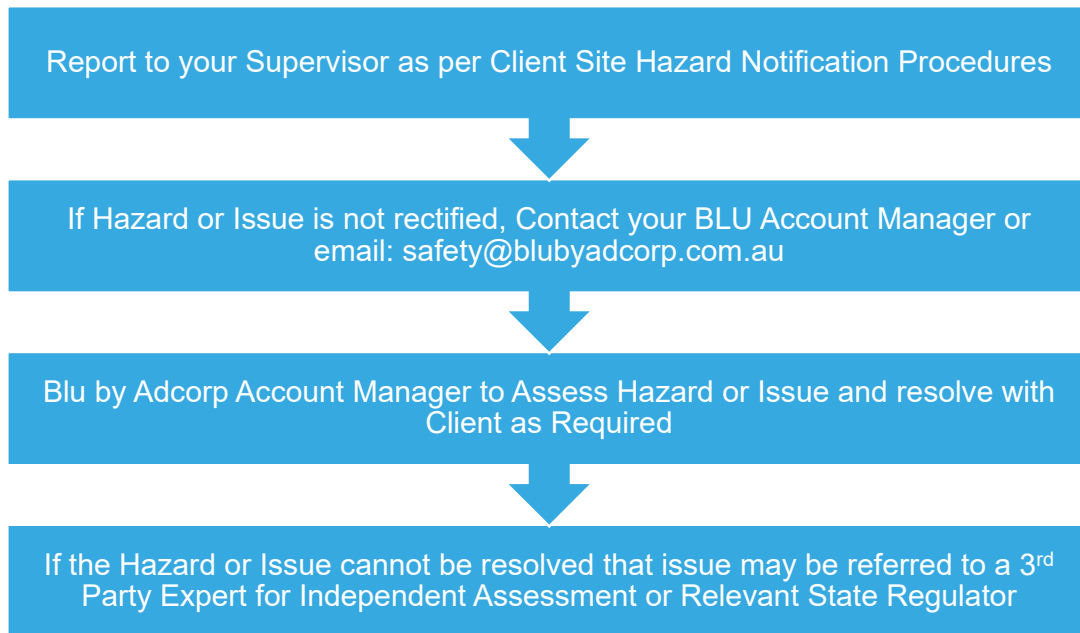
The flowchart below outlines the steps you need to take in the event of an incident and/or injury.



Reporting Health & Safety Hazards or Issues in the Workplace

Blu by Adcorp recognises the importance of timely hazard reporting as a major competent of the accident prevention program.

If you observe a hazard or unsafe condition in the workplace follow the flowchart below. **It is your responsibility to report hazards.**



Manual Handling Training and Information

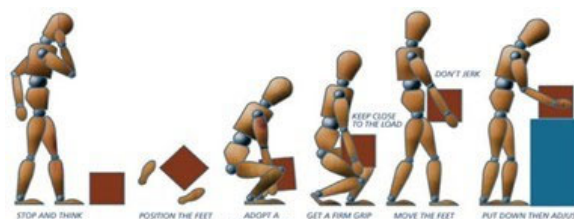
The below is intended to give information about manual handling tasks and safe lifting techniques in summary only. At all times BLU candidates are reminded to avoid lifting heavy objects wherever possible and use lifting equipment.

What are manual tasks?

Moving Lifting Lowering Pushing Pulling Throwing
 Carrying Holding Restraining Grasping Manipulating Striking

To reduce the risk of injury when lifting you should always follow the correct manual handling procedures:

1. Size up the load
2. Position your feet
3. Bend your knees
4. Take a firm hold of the object
5. Raise your head
6. Lift with your thigh keeping your back straight
7. Look in the direction you are going.





Take care with repetitive tasks

Rest breaks are necessary in repetitive or heavy work to prevent fatigue and to allow recovery of body tissues. In general, the longer the period of continuous work, the longer the recovery period should be.

- Take regular short work breaks (about 1 minutes) & do stretching exercises
- Vary your tasks to reduce muscle tiredness
- Use a different body part if possible
- Alternate the working hand to reduce repetitions
- Vary heavy handling tasks with lighter tasks
- Alternate repetitive work with non-repetitive work.

Team Lifting

When lifting with two or more people always ensure that:

- There are enough people in the team
- Ensure everyone knows how the lift will be done and where the object is going
- One member is selected to co-ordinate the lift
- Hardwood pallets should always be a team lift.

Environmental assessment:

- An environmental assessment includes the physical space, equipment available, floor surfaces, clutter, lighting, noise and temperature.

Client assessment (load):

- Client characteristics that can affect moving and handling risks include (but are not limited to) size and weight, level of dependency and mobility and extent of client compliance.

Pre-manoeuvre

- Make sure clothing and footwear are appropriate for the task. Clothes should allow free movement and shoes should be non-slip, supportive and stable.
- If there is to be a change of position for the client, decide what it is before approaching them.

General practice

- Know your limits: Know your own capabilities and do not exceed them. Tell your manager if you need training in the technique to be used.

Seek advice:

Talk to your manager or the moving and handling adviser if you need advice on the techniques and **equipment you should be using**.

Exercise

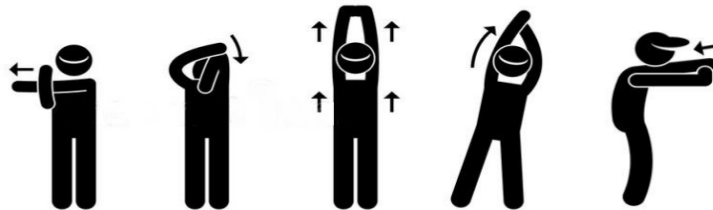
Exercise safety is important to avoid injury and maintain good health. Regular exercise is vital for good health, but poor knowledge of basic safety techniques can lead to injuries.

Warming Up

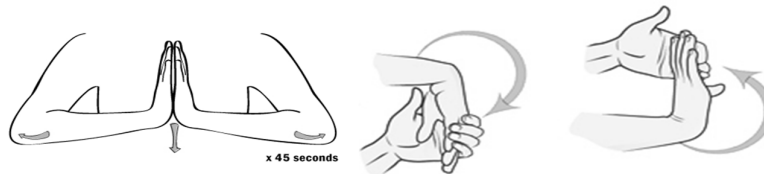
Warming up is the best way to reduce the risk of injury. Cold joints, tendons and muscles are more likely to get strained and sprained by sudden movement or exertion.



In normal conditions, a five or ten minute warm up is all you need - add a few extra minutes in colder weather. Concentrate on warming up the specific muscle groups you will be using and include stretches.



CAUTION: Do not stretch to the point of pain. Stretches should be gentle and slow, never bouncy.



Common Industrial Hazards

Personal Protective Equipment (PPE)

Depending on your assignment with Blu by Adcorp and Host Employer, your workplace may require you to use PPE whilst onsite. You will be informed by your Blu by Adcorp consultant what types of PPE are mandatory for your assignment. Failure to attend site with all mandatory PPE may result in you not being allowed to work.

As a Blu by Adcorp employee you must:

- Wear PPE as required by the Host Employer for the task assigned
- Maintain PPE in good condition and report (client issued) damaged items to your supervisor
- Clean PPE after use as required
- Store PPE correctly.

Pedestrian Safety

Always use marked footpaths and watch out for forklifts and mobile equipment. Always hold on to handrails when walking up or down stairs and never run for any reason.

Exclusion Zones

Exclusion zones must be clearly marked to ensure people are not directly exposed to objects falling from height, (or other hazards associated with hazardous work being undertaken within the exclusion zone)



Risk of Falling

Falls are usually serious - if not fatal. You **must**:

- Be conscious of your surrounds to prevent overbalancing, slipping or tripping
- Be aware of slippery boards, the absence of guardrails, holes and penetrations not properly protected
- Climbing supporting framework is prohibited. Ladders must be used for access to and from any work platform or supporting surfaces
- Persons who are required to work from a mobile aerial work platform must wear an approved safety harness always.

If there is any necessity for persons to exit a working platform to carry out works whilst aloft, **a safety harness must be worn** and be **connected to a safe anchorage** prior to moving off the working platform.

The safety harness **shall not be disconnected** for any reason whatsoever until the person has returned to the working platform and is protected by the guardrails.

Hazardous Substances

Hazardous substances stated dangerous goods and combustible liquids are examples of hazardous materials classified according to their relevance to Occupational Health & Safety.

Hazardous materials, if not labelled, stored and handled correctly, can cause harm to workers, members of the public, property and the environment due to their physical, chemical and biological properties. Hazardous materials include many commonly found industrial, commercial pharmaceutical, agricultural and domestic chemicals.

Containers of decanted hazardous substances at the workplace must be labelled with the product name and basic health and safety information (risk and safety phrases) from the supplier's label.

Safe Driving

This section is particularly relevant if you must drive yourself long distances to get to your designated place of work. You should carry out a checklist before embarking on your journey to ensure that the following have been addressed.

Vehicle Checklist

- ☐ *The Vehicle's registration is current and valid*
- ☐ *You hold a current driver's license valid for the state in which you are working*
- ☐ *The Vehicle is safe e.g. tire tread is enough, safety belts are intact, RWC*
- ☐ *Fuel, water and oil supplies are adequate and spare water is stored in the boot for emergency purposes*
- ☐ *The vehicle has a roadworthy spare tyre and a reliable jack*
- ☐ *A basic first aid kit is stored in the glove box for emergency purposes.*

You have developed a travel plan that includes rest breaks (every 2 hours) and overnight stops

Fatigue

Fatigue is ultimately a result of insufficient sleep over a period and may be compounded by working conditions and requirements.

Once fatigued, an individual is unable to self-assess their continual risk level in the workplace and may be unable to carry out the job in a safe manner.

If you have insufficient rest and sleep, you may place yourself or others at risk of injury. You must not attempt to drive if you are feeling fatigued. If you experience the following symptoms, you may be fatigued:

- Feelings of tiredness or sleepiness
- Difficulty concentrating
- Sore or aching muscles
- Feeling moody or irritable
- Headache or dizziness.



As an employee of Blu by Adcorp you must adhere to the following:

- You must not work more than 12 hours in any 24-hour period
- Take at least a 10-hour break between shifts
- Average weekly hours should not exceed 56 unless authorised by Blu by Adcorp
- If you are flying to a job, ensure that you have allowed yourself enough time for enough rest before commencing your shift.

Failure to comply with these requirements may result in disciplinary action up to and including termination of your employment with Blu by Adcorp.

Working Safely in Hot Weather

Many of Blu by Adcorp's Candidate's work in hot weather conditions and ensuring that you protect yourself from the effects of heat is extremely important. Please be aware that the main factors which influence the risk of heat stress are:

- High air temperature
- High humidity, which prevents sweat evaporation
- Low air movement
- Exposure to the sun
- Intense physical activity or high workload
- Clothing impairing air movement and sweat evaporation.

Blu by Adcorp requires that when you are onsite you consider all the above factors. Should you be working in an environment that has a single risk factor (e.g. high air temperature), it alone cannot be used to predict the risk of heat stress.

When working in hot weather conditions, some safe systems to consider are:

- Wherever possible, work should be organised so that heavier workload takes place in the cooler parts of the day
- Erect temporary cover or work in shaded areas where possible
- Increase air movement in the work area by using things like extraction and ventilation equipment (if appropriate)
- It is essential to drink water at regular times during the day to replace fluids lost in sweating (recommended 2-3 litres/day minimum).
- To assist with the evaporation of sweat, wear loose clothing where such clothing is not a safety hazard
- For maximum sun protection wear a wide brim ventilated hat, SPF rated long sleeve shirts and long trousers
- Apply sunscreen regularly to protect any exposed skin.

Take all necessary precautions as the effects of heat stress can lead to heat exhaustion and heat stroke - possibly a life-threatening condition. The early symptoms of heat stress include muscle cramps, headaches, dizziness, fatigue, loss of coordination, nausea and a weak rapid pulse. If you feel you are experiencing these symptoms from heat stress, advise your supervisor or first aid officer immediately, move to a cool shaded area and drink water to rehydrate.

Noise

If you must raise your voice or shout to be heard, then your work area is too noisy, and you should be wearing hearing protection. Hearing protection includes:

- Ear plugs, and
- Earmuffs.

If you do not wear your hearing protection in areas of high noise, then your hearing can be damaged. Always follow the signs that say hearing protection must be worn.



Machine Operating

Unless you are placed in a machine operating position, you should not be operating any machinery. If you are required to use a machine which you were not originally employed/engaged to do, you must inform your Blu by Adcorp Consultant of the change. When operating machinery, you should check that it is in good working order and has all the appropriate guards. Report any problems with machinery immediately to your Client Supervisor.

Danger Tags and Locks

Danger Tags and Locks are used to ensure your personal safety by preventing the use of equipment/plant that could cause injury. Danger Tags and Lock procedures change from site to site so always check the specific requirements when you arrive. Never use equipment that has a Danger tag and/or Lock attached. Never remove a Danger Tag or Lock from any machinery **unless it is your own Danger Tag**.

Q-Fever

Q-Fever is a hazard for workers who work with cattle and sheep. It can be transmitted to humans by breathing in contaminated droplets from urine, faeces and birth cells.

The Q-Fever germ can survive a long time in dust, on machines, clothing etc. Q-Fever symptoms are flu-like. Most infected people recover 2 to 3 weeks after medical treatment with antibiotics.

To prevent your exposure to Q-Fever, these steps are taken:

- Pre-vaccination screening process
- Vaccination against Q-Fever via Pre-Employment Medical
- Use of PPE
- Safe operating procedures to reduce the risk of infection.

Working in Cold Temperatures

In some food related industries, the temperatures in the working areas can range between 4-7 degrees or colder. It is essential that you are prepared with warm clothing to be comfortable and prevent illness or injury.

Confined Space

A confined space is an enclosed or partially enclosed space that is at atmospheric pressure during occupancy and is not intended or designed as a primary place of work. Confined spaces pose special hazards in that they have the potential to:

- Contain an atmosphere that contains harmful levels of contaminants
- Be deficient in oxygen (or conversely have excessive oxygen that may pose a fire risk)
- Cause engulfment.

You must not work in or enter a confined space unless you have completed a **Confined Space Entry Course**, have a current ticket and have been deemed competent. Prior to entering the confined space, you must ensure that there is a rescue plan and standby person in place and that the confined space atmosphere has been tested using certified and calibrated equipment. You will also need to ensure that all required isolations are in place.

Confined space work will involve the completion of a 'Permit to Work' that must be signed off by a Client Supervisor. Prior to entering any confined space ensure the required authorisations are signed and obtained.

Hot Work

Hot work refers to heat producing operations such as welding and grinding. Apart from the obvious physical hazards associated with contact with heat (skin burns, eye burns), hot work has the potential to produce open flames that can result in a fire emergency or produce toxic fumes and gases. Do not attempt to undertake hot work (especially welding) unless you hold an appropriate trade qualification.

Working at Heights

Common hazards associated with working at heights include:

- Falling from height
- Items falling on people below or near the working at height area
- Incomplete floors or working near excavations/penetrations
- Contact with overhead powerlines
- Trenched/pits.

Prior to commencing work at height, it is important that the work you are about to undertake has been authorised through a permit to work system or risk assessment process.

When the risk of a fall cannot be eliminated, then the risk is to be reduced via the following strategies, in order of preference:

1. Use passive fall safety systems such as safety mesh, perimeter guard railing, scaffolds, elevated work platforms, and cranes fitted with man boxes or step platforms
2. Use work positioning systems such as travel restraint systems, industrial rope access equipment
3. Use fall injury prevention systems such as catch platforms, fall arrest harness or industrial safety nets

Physical barriers should be installed to prevent items from falling from height. Physical barriers should cover penetrations or excavations in addition to guard rails along the edges.

Do not attempt to work from height unless you have successfully completed a **Safe Working at Heights Course**. Prior to undertaking work at height, you must ensure that rescue plan and standby personnel are in place. You will need to inspect all equipment and anchor points prior to commencing the task and ensure all equipment is “in date” and free of damage/wear and tear. You will also need to ensure that all required isolations and exclusion zones are in place.

Mobile Plant

Only operate machinery if you have been trained and deemed competent to do so. If you are asked to use machinery that you didn't expect to use or don't know how to use, please let your Blu by Adcorp Consultant know immediately - this will help us to ensure that you are not put at risk of injury. You may also be entitled to a higher rate of pay if using certain types of machinery.

Many types of equipment require you to be ticketed, such as Forklifts, Cranes, Loaders and Dozers. You must be qualified to operate any mobile plant equipment when employed by us. You will not be placed in a position where you will be required to operate mobile plant unless you hold the relevant ticket or licence.

Prior to operating any mobile plant, it is important for you to complete a pre-start check to ensure that the equipment is safe to use.

Excavation and Trenching

Working around excavation and trenching can be dangerous if you are not careful of your surroundings. Do not enter secured work areas unless you are authorised to do so and follow the directions of the Site Supervisor.

High Risk Construction

When completing High Risk Construction work, the Host Employer must provide you with a Site Induction which should include all relevant and job related Safe Work Method Statements before work is started.

High Risk Construction work can include work that:

- involves a risk of a person falling more than 2m
- involves demolition of an element of a structure that is loadbearing or otherwise related to the physical integrity of the structure
- involves, or is likely to involve, the disturbance of **asbestos**
- is carried out in or near a confined space
- is carried out in or near a shaft or trench with an excavated depth greater than 1.5m



- carried out in or near a tunnel
- carried out on or near pressurised gas distribution mains or piping
- carried out on or near chemical, fuel or refrigerant lines
- carried out on or near energised electrical installations or services
- involves tilt-up or precast concrete
- carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians
- carried out in an area at a workplace in which there is any movement of powered mobile plant.

Ergonomics & Repetitive Strain

Always remember to set up or adjust your workstation accordingly. This may include:

- Bench/desk heights
- Chair backs and seat height
- Office equipment (keyboard, monitor).

Remember to rotate tasks to avoid repetitive strain and use stretching exercises (listed under 'Warming Up' to help).

Slips & Trips

Slips and Trips can be common in the workplace but can be easily avoided. Be aware of objects and other trip hazards and ensure you keep walkways clear.

Electrical

If you see an electrical hazard in the workplace, do not touch the equipment/wires and notify your supervisor. Electrical work should only be carried out by an approved and licensed Electrician. Do not use equipment that is not Tested & Tagged OR has expired.

Warehouse Racking & Storage

Ensure you follow safe working load requirements as sign posted, when loading racking.

When stacking pallets always check they are in good repair and all pallets stored on second level racking and above are shrink wrapped with no loose items.

If racking or pallets are damaged ensure you report the issue to your supervisor and do no stack of items on the pallet or racking.

Working Remotely/Isolated

If you are required to work remotely or isolated (*e.g. Isolated from the assistance of other persons because of location, time or the nature of work*), first consult with your supervisor and check you are comfortable with the systems in place to ensure effective communication with your supervisor/work colleagues.

Heavy Vehicles

If you are licensed and employed to operate Heavy Vehicles on site for a Host Employer, you are responsible for ensuring you complete a vehicle pre-start check and report any faults or defects.

Vehicle Mass & Dimension load limits ensure safe operation and should be followed always. If you are unsure of these limits, which apply to the vehicle you are required to operate - you should seek advice from your supervisor.

Work/Rest Requirements (Solo Drivers)

Time	Work	Rest
In any period of...	A driver must not work for more than a maximum of...	And must have the rest of that period off work with at least a minimum rest break of...
5 ½ hours	5 ¼ hours work time	15 continuous minutes rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	7 continuous hours stationary rest time*
7 days	72 hours work time	24 continuous hours stationary rest time
14 days	144 hours work time	2 x night rest breaks [#] and 2 x night rest breaks taken on consecutive days

Long haul driving - Long haul (interstate) drivers are not placed by Blu by Adcorp.

Food, Health Care Safety and Quality Assurance including COVID-19

If you are working in the Health Care industry OR FMCG preparing product for human consumption, it is important to keep yourself, your equipment and the workplace free from contamination.

Blu by Adcorp Candidates must adhere to the Health & Safety policy always. The following are requirements for all Blu by Adcorp Candidates.

Food, Drink and Smoking

- Only smoke in designated smoking areas
- Only eat in designated dining areas
- No consumption of lollies or chewing gum outside of designated dining areas.

Clothing/Uniforms

- A clean set of company issues clothing is to be worn at the commencement of each shift
- Any under garments are to be fully covered
- Boots must be cleaned whenever entering or leaving the production area
- If during your shift your clothing becomes excessively soiled, you will be required to change into fresh clothing
- Soiled clothing is to be placed in the designated areas only
- No company issued PPE is to be taken off site unless authorised.
- Ensure you wash your boots upon entering and leaving processing areas, paying attention to the soles of your boots.

Lockers

- At certain sites you may be provided with a locker
- Lockers must be kept clean, tidy and free from dust
- DO NOT store food in your locker. Food is to be kept in the lunchroom always
- Blu by Adcorp/Client sites are NOT liable for lost or stolen property.



Hair Covering

Before entering the production area your hair must be fully covered always. You will be required to wear a hair net and beard snood for facial hair (as required).

Jewellery and Cosmetics

- All jewellery must be removed before entering a production area
- Nail polish, heavily scented hand creams and any other cosmetics that could contaminate the product must be removed before entering the production area.

Examples of what is not permitted to be work in the production areas include:

- Jewellery
- Piercings, of any kind
- False Nails
- Hand Creams/Nail Polish

Personal Protective Equipment (PPE) – Food and Industrial Industry

- PPE must be cleaned and sanitised at the end of each day
- PPE must be washed at regular intervals during the day or when contaminated
- PPE must NOT be worn outside of the production areas.

Hand Decontamination

Having clean hands is the most effective way of preventing infection from spreading. There are several important moments when you should clean your hands:

- Straight after you have been exposed to any body fluids
- Straight after touching a person's surroundings (e.g. chair, door handle) if this may have contaminated your hands
- As soon as you take off protective gloves
- Before, during, and after preparing food
- Before and after eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhoea
- Before and after treating a cut or wound
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage
- Hand and Boot Washing – Food and Industrial industry
- Removal and touching ear plugs
- Before entering and leaving production areas
- After the toilet

To make it easier to wash your hands regularly, you should:

- Keep your arms bare below the elbow
- Before starting work remove wrist and hand jewellery
- Have short, clean fingernails without nail polish or false nails
- Cover cuts or grazes with a waterproof dressing

Decontaminate your hands with a hand rub, except in the following situations when liquid soap and water should be used:



- When your hands are clearly dirty or may be contaminated with body fluids
- When you have been providing care to residents with vomiting or diarrhoea, even if you have been wearing gloves

The World Health Organization (WHO) provides an example diagram showing how to effectively wash your hands or use hand rub. During your induction you will be shown the correct procedure for washing your hands to ensure it meets hygiene standards. You will follow these steps every time.

Steps to hand washing:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel, paper towel or air dry them.
- When drying hands with paper towel dispose in the bins provided
- When drying with towel or material change daily

How to Use Hand Sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Contaminated Product

Any product that is suspected to or has touched a contaminated surface, must be processed in accordance with a “Dropped or Contaminated Product Procedure” at your site.

Any product that is suspected or is found to have foreign objects in it is to be reported immediately.

Sharps

This refers mainly to the use of needles for which staff will need to have the right training and skills. To help prevent infection:

- Handle sharps as little as possible and don’t pass them from hand to hand
- Do not bend, break or recap a used needle
- Put used sharps in the right container straight away
- Don’t use sharps containers for anything else
- Dispose of sharps containers when the fill line is reached, or every
- three months – whichever occurs first

Waste disposal

Waste and disposable clothing can spread infection. To reduce the risk of this:

- Put waste immediately into the right colour storage, bag or container
- Make sure you know how waste must be labelled and stored where applicable
- Make sure colleagues understand how waste must be handled, stored and disposed of if you spot potential risk

Illness

Some illnesses can be spread to the food product being handled. If you are suffering from the following you must notify your supervisor immediately:



- Severe cold or flu symptoms
- Stomach cramps, vomiting and/or diarrhoea
- Contagious or infectious diseases
- Infected wounds or sores
- Dermatitis, rashes or skin irritations
- Respiratory disease (e.g. Pneumonia).

In the case of any of the above illnesses **you will be required to present a medical clearance** from a doctor to your Blu by Adcorp Consultant prior to returning to work.

Fire and Emergency Procedures

Fire

Prompt action by you can save lives and property. Preventing fires is the first and best course of action. Follow the steps below to reduce the risk:

- Always report faulty electrical switches or exposed wiring
- Do not block electric motors in electrical equipment
- Do not use faulty electrical appliances
- Be alert for cigarette butts dropped into flammable materials, especially pot plants and waste bins
- Know where the fire exits, and firefighting equipment is in your area
- Know the evacuation assembly point for your property
- Know the different types of fires for which fire extinguishers are used.

You must acquaint yourself with the Fire Safety Drill appropriate to your workplace immediately on commencement at that workplace as part of your on-site induction.

Burglary

If you suspect a burglary on arrival at your work area:

- Do not touch anything - do not add your own fingerprints
- Call your Client Supervisor
- Do not go into dark areas or closed rooms - the offender may still be in building
- Leave the area if you are concerned.

Hold-ups

In case of hold-ups:

- Do not be hero! Protect YOURSELF at all costs!
- Do not argue with the offender. Hand over whatever they are demanding
- Try to note features about them without obviously doing so (e.g. gender, height, weight culture, any accents, any feature or odours)
- Do not make too much eye contact as this may antagonise them. Move calmly and slowly when requested.

Bomb Threats

A bomb threat may be in one of the following forms:

- In writing by email, fax, type-written or hand note
- Verbally by telephone, face-to-face, electronic, recording equipment or relayed verbal message



- By mail - suspicious article.

If the threat is written:

- Place the document into a plastic envelope (or transparent folder) to preserve its condition and to prevent contamination
- Restrict access to the document as it is physical evidence and will be surrendered to the Police.

If the threat is received via telephone:

- Remain calm and attempt to extract as much information as possible using the questions below or a telephone checklist (if provided)
- Do not hang up - it may be possible to trace the call
- Try to attract the attention of another person who may be able to listen in - it may help to remember critical information later.

If possible, obtain the answers to the following:

- *Where is the bomb?*
- *What time will it go off?*
- *What does it look like?*
- *What kind of bomb is it?*
- *Why are you doing this?*

Try to assess:

- **The caller** - whether male or female
- **Speech** - was it educated, rambling, rational, accented, accompanied by distinctive impediment?
- **Distractions** - was it a private or public phone? Were there any background noises that may indicate the location of the caller?

Discovery of Suspicious Article

If a suspicious article is found:

- DO NOT TOUCH
- Clear people from the immediate area
- Secure the area
- Inform your Client Supervisor who will initiate the evacuation
- Inform the Police
- Inform you Blu by Adcorp Consultant.

Evacuation Procedure

All threats are to be taken seriously unless proven otherwise. Your Client Supervisor will contact the Police.

Leave the area as directed by your Client Supervisor. Assemble at the designated assembly point for the property where all evacuees will be accounted for.

Once an evacuation has taken place, the building will only be reoccupied on advice from emergency response personnel/the Police.



Document Control

Approval

The following table lists personnel who are responsible for authorising the document:

	Title	Name	Signature	Date
Owner	Group Safety, Risk & Compliance Manager	Chris Bailey	N/A	
Approver	Group Safety, Risk & Compliance Manager	Chris Bailey	Via email	09/09/2019

Document History

The following table lists the changes made to this document:

Revision	Date	Amended By	Details of Change
6	15/08/2019	D Dove	Updated PO-001 Workplace Health & Safety Policy Statement that now includes a clearer statement regarding - "employees/workers should be aware that they have the right to remove themselves from any work situation that they may consider dangerous to their health or life"
7	30/08/2019	D Dove	Refer to IR378, whereby the Fatigue Management Policy (PO-031) need to be added to the induction process.
8	09/09/2019	D Dove	Updated PO-008 Code of Conduct Policy Statement
9	21/04/2020	C.Bailey	Added COVID-19 information
10	03/02/2021	C.Bailey	Added NDIS Specific content
11	01/09/2021	C.Bailey	Added Registration Declaration Content
12	09/01/2023	C.Bailey	Removed Healthcare specific content and updated Org Chart
13	20/04/2023	C.Bailey	Modified policy signatory to Managing Director
14	23/06/2023	R.Eske	Modified Owner and Approver Title
15	27/7/2023	C.Bailey	Added Psychsocial content
16	18/12/2023	C.Bailey	Modified Deductions wording
17	02/05/2024	C.Bailey	Updated Policy Content and Date (ME)
18	16/07/2024	C.Bailey	Added Equal Opportunities Policy Statement
19	15/10/2024	C.Bailey	Added Working at IKEA section.
20	28/2/2025	C.Bailey	Removed COVID19 information
21	20/6/2025	C.Bailey	Changed logo and brand name
22	09/10/2025	A Lahikainen	Updated outdated information
23	22/9/2026	C.Bailey	Updated outdated information and provided URL's to policies.

