

## Work Health & Safety (WHS) Induction Handbook

Techforce Personnel

### Important Message from the Techforce Health & Safety Team

If you sustain an injury resulting from a work-related accident, seek first aid and on-site response immediately. It is vitally important that you immediately report incidents or injuries to **both** your Host Supervisor and once possible to do so, your Recruitment Consultant at Techforce Personnel.

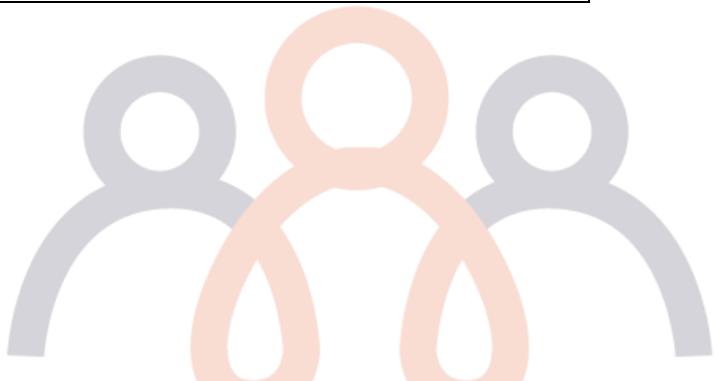
If you cannot reach your Recruitment Consultant, please contact a member of our HSE Team directly.

#### Western Australia

National HSE & RTW Manager  
Rachel Lealiifano  
Mob 0448 200 720  
rachell@techforce.com.au

#### All other states and territories

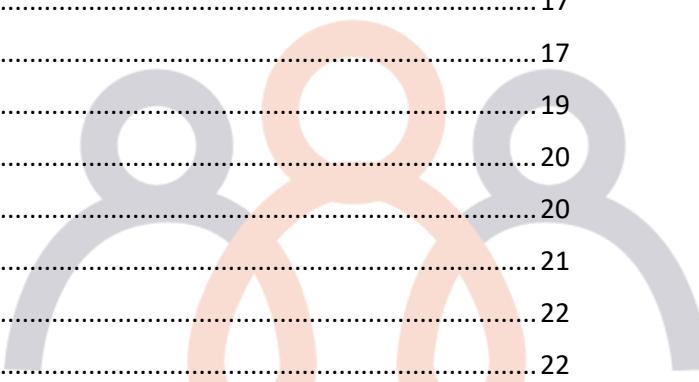
HSE & RTW Advisor  
Joel Kass  
Mob 0401 963 982  
joel@techforce.net.au



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## Introduction

### Techforce Work Health & Safety Induction

Techforce strives to provide the safest workplace for our employees by working closely with our clients (hosts). We all have a shared responsibility with hosts to provide a safe workplace. This cooperative relationship is managed systematically and factored into our procedures.

We have put together this handbook to provide you with key information in a generalised format. Please read it carefully so that you understand what you need to know and be aware of generally. When you finish reading this handbook, you may be asked questions by your Recruitment Consultant to ensure you have fully understood your work health and safety issues and obligations. This is also your opportunity to ask if any aspects are unclear, so that an explanation can be provided. You will be requested through the onboarding process to sign to sign an acknowledgement that your induction has been completed.

### Work health and safety legislation

Work health and safety isn't just about employers being kind or caring, they are legally required to protect your work health and safety in the workplace. Techforce as your employer is responsible, among other things, for coordinating, consulting and cooperating with stakeholders at your workplace to ensure health and safety risks are controlled and minimised.

Harmonised work health and safety legislation includes:

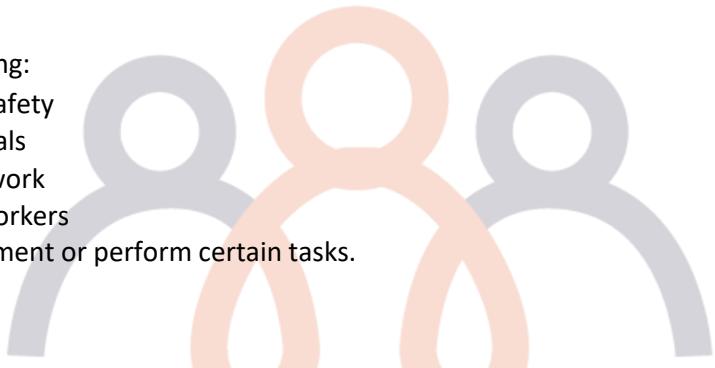
- *Work Health and Safety Act 2020 (WA)*
- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Act 2011 (QLD)*
- *Work Health and Safety Act 2011 (NSW)*

These laws set out the rules for employers and workers to follow and are intended to improve work health and safety in the workplace. For example, the *Work Health and Safety Act* outlines who is responsible for work health and safety. As this handbook will expand on, everyone is responsible for improving and protecting your work health and safety, not just your employer or supervisor but also you and your co-workers.

It's not just people in your workplace who have work health and safety obligations. Contractors and self-employed people; designers, manufacturers and installers of plant; manufacturers, importers and suppliers of substances; and people in control of workplaces must also do what's reasonably practicable to ensure work health and safety.

Health and Safety laws in Australia cover issues including:

- your right to get involved in work health and safety
- the storage and handling of hazardous chemicals
- what should happen if you suffer an injury at work
- the training requirements of employers and workers
- the licences required to operate certain equipment or perform certain tasks.



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## Your Rights and Responsibilities

Techforce has an expectation of its employees and subcontractors, that while performing their work that they do so in a competent and safe manner, exercising all reasonable care in respect of their colleagues, use of equipment and interactions with the environment. Techforce values and encourages consultation and values your feedback at any stage to create a safer workplace, improve safe systems of work, and monitor changes to site and risks.

### Your rights

Your employer and host's responsibilities are closely linked to your rights. As a worker, you have the right to:

- work in a safe workplace
- work in a safe manner
- ask questions and raise concerns about work health and safety
- get information, be supervised and trained
- be involved in work health and safety.
- There are things you need to do to contribute to a safe workplace too. You must:
  - obey all reasonable instructions
  - follow the safe procedures for doing your job
  - use any equipment (including personal protective equipment) safely and correctly
  - not put yourself or your co-workers at risk
  - report hazards, incidents or near misses
  - work with your host and co-workers to improve work health and safety at your workplace

### Your Responsibilities

Under modernised WHS legislation, as a "worker", you must:

- (a) take reasonable care for his or her own health and safety, and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

## Host and Site-Based WHS Induction

You should receive a site-specific induction on work health and safety on commencement with your host employer. This should cover work health and safety duties, policies, procedures and practices in the workplace, and consultation methods, as well as health and safety specific aspects applicable to the tasks and duties you will be performing. An induction is just as important if you are working for a new host but also, moving to a different department or workplace location. After the initial meeting, inductions may continue over a period of weeks or months and are followed up with on-going training.

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As part of your host and site-based induction, you should be informed about

- how work health and safety is managed in your workplace
- your workplace's work health and safety policy and safety representatives
- any hazards and risks involved with your job, and the strategies in place to control these
- the safe systems of work (procedures) and safety rules
- how to use, store and maintain the chemicals, equipment and personal protective equipment you'll use
- the procedures and forms for reporting workplace hazards, accidents, near misses, injury and illness
- the emergency procedures, exits and equipment; and the first aid facilities
- the conditions of your employment.
- any other information specific to the workplace

You will receive an automated communication from our HSE Team 1-2 days after the commencement of your placement. We ask that you respond to the six questions asked, so we know your site induction has been carried out and any other initial feedback you have from a WHS perspective.

#### Know your physical workplace

You should be shown:

- facilities like toilets, meal rooms, first aid rooms and kits
- emergency procedures, exits and equipment
- safety signs, symbols and safety controls

#### Meet the people you'll work with

You should be introduced to the people you can talk to about work health and safety. These could include your:

- supervisor
- co-workers
- work health and safety officers
- employer or manager
- fire warden
- first aider

You should also find out what level of supervision you can expect and who you are directly responsible to (if this is not your supervisor).

## **Your Role and Placement**

You have a very important role to play in ensuring a healthy and safe workplace during your assignment to a host. You should be aware of your health and safety and that of all workers, visitors and contractors and others at all times, in all workplaces. If you are worried about potential risks to your health and safety, or if any aspects are unclear, you should alert your on-site Supervisor and your Recruitment Consultant so that a solution can be found as soon as possible.

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Your host employer will work out what skills and knowledge you need to work safely. They will consider the skills and experience you already have and how you can build on this. Your training will also be influenced by the kind of workplace, type of work being performed and the equipment you use. You may need new training if there are changes to your workplace or your tasks and responsibilities. For example, if your employer receives new information about chemicals or equipment you use, you may need further training so your work health and safety knowledge and skills remain current.

**If you are asked to work on new tasks, new equipment or scope of duties at any time, or work from a different location, then please let your Recruitment Consultant know immediately, so that your role can be reassessed.**



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## Techforce Work Health & Safety Policies

### Health and Safety Policy

#### Objective:

To support continuous improvement towards safety excellence for the elimination of incident, injuries and fatalities.

#### Scope:

This policy applies to all persons who work for Techforce, irrespective of their employment arrangement. This procedure covers all persons who are engaged to undertake tasks at Techforce sites/locations including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

#### Policy:

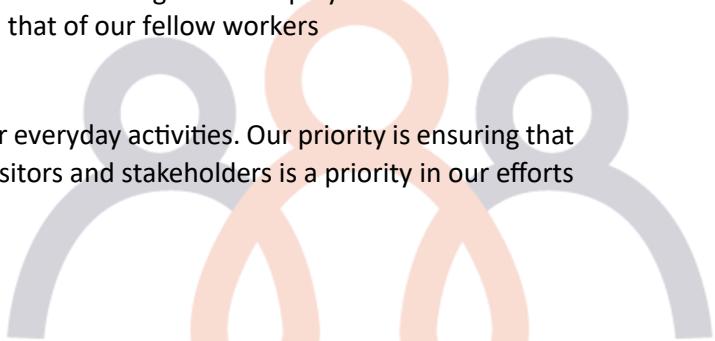
Techforce is committed to:

- Integrating WHS into all aspects of Techforce operations;
- Doing everything reasonably practicable to ensure the health, welfare and safety of our workers
- The elimination of work related injury and illness
- The provision of a safe and healthy working environment for our employees, subcontractors and visitors
- The establishment, implementation and maintenance of our Workplace Health and Safety Management Systems
- Continual improvement with safety excellence

#### To achieve this we will:

- Provide induction and training Instructions for our employees
- Support and assistance of workers with effective injury management and rehabilitation
- Use measurable Safety & Health objectives & targets to meet these intentions and ensure continual improvement.
- Regularly review our progress, ensuring that this policy remains relevant to our business and stakeholders
- Identify, evaluate and control all risks to health, safety and the environment
- Comply with relevant Workplace Health and Safety legislation, standards and codes of practice
- Provision and maintenance of a work environment that is safe and without risks to health
- Consultation with workers and other parties regarding decision-making on WHS matters
- Development, implementation and review of safe work procedures
- Maintain a workplace culture and foster behaviour amongst our employees that we are all responsible for our own health and safety, and that of our fellow workers
- Promote fitness for work

At Techforce, Safety and Health is an integral part of our everyday activities. Our priority is ensuring that the safety and health of our employees, contractors, visitors and stakeholders is a priority in our efforts to achieve an injury free work environment.



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## Return to Work Policy

### Objective:

To assist an injured worker to return to work as soon as medically appropriate.

### Scope:

The Return-to-Work Policy covers all workers who are "Deemed Workers" of Techforce as defined under Workers Compensation Legislation.

### Policy:

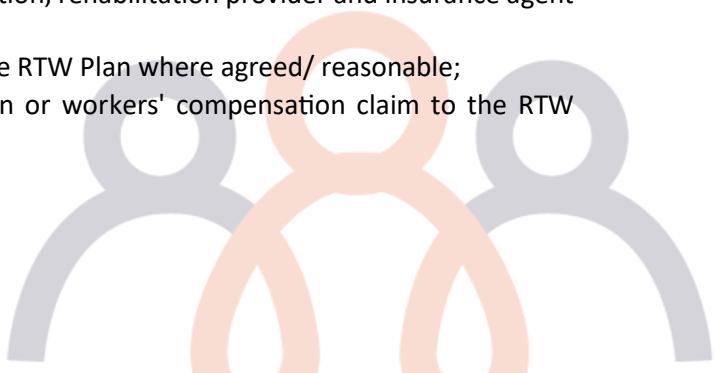
Techforce is committed to providing a safe workplace, free of injury and disease, however, if a worker is injured, strategies will be in place to ensure early intervention and support is available. Techforce will work in a timely manner to liaise with the medical community to help the injured workers return to work.

Techforce will:

- Ensure the injured worker's right to confidentiality of medical information;
- Ensure that no information will be used to discriminate against the injured worker;
- Nominate a Return to Work (RTW) Coordinator;
- Complete RTW Plans within the legal timeframes;
- Maintain a Register of Injuries;
- Make offers for modified duties and provide these to the injured worker and nominated treating doctor/ practitioner;
- Comply with the Organisations obligations written into and agreed upon in RTW Plans;
- Educate workers about the causes of the injury and subsequent risk controls;
- Keep records as required by the State Authority and relevant legislation;
- Ensure all workers are aware of responsibilities and rights with RTW through training and education;
- Manage disputes through agreed procedures and legislative requirements;
- Ensure all workers are familiar with and have access to this RTW as required;

### Workers of Techforce must participate in RTW by:

- Obtaining appropriate medical treatment;
- For work-related injuries, get a Medical Certificate from their nominated treating doctor/practitioner;
- Contacting the Organisation as immediately after injury/illness;
- Provide the Organisation with appropriate workers' compensation forms and documentation;
- Provide accurate information about any aspect of the workers' compensation claim;
- Maintaining communication with the Organisation, rehabilitation provider and insurance agent concerning their RTW;
- Actively participating in and complying with the RTW Plan where agreed/ reasonable;
- Notify anything that may affect the RTW Plan or workers' compensation claim to the RTW Coordinator



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## Fitness for Work Policy

### Purpose:

The purpose of this policy is to define the process for providing a safe, healthy and productive workplace for workers and others through effective risk management of worker fitness for work. A primary objective is to significantly reduce the potential for incidents due to a worker or workers being unfit for work.

### Policy:

Techforce recognises there are many factors that may affect a person's fitness for work, and these factors can often interact with each other to increase risk of harm. A worker who is unfit for work is not only risking their own health and safety, but also risks the health and safety of others at the workplace.

Risk factors that may affect fitness for work can include (but are not limited to):

- General health and fitness;
- Injury or illness;
- Medications;
- Insufficient sleep, resulting in fatigue;
- Excessive work hours/demands;
- Consumption of alcohol;
- Illicit use of illegal drugs;
- Personal factors, such as psychological, family issues or illness, working away from home etc.;
- Secondary employment; and Volunteer activities.

A worker who comes to work in an unfit state will be in breach of Techforce policy and may be subject to counselling and/or disciplinary action, depending upon the degree of awareness and the severity of the risk to safety of other persons at the workplace. Appropriate actions on the day may include:

- The worker is directed to take a short break;
- Sending the worker home - driving, or providing transport if required to ensure the worker gets home safely;
- Taking the worker to a doctor or to the hospital if they are not able to drive themselves;
- Calling an ambulance if the severity of their condition warrants; and
- Calling the police if a worker's behaviour becomes agitated, threatening and/or potentially violent or self-harming due to the suspected influence of drugs or alcohol.

When responding, and to action issues related to fitness for work, all persons must be sensitive to an individual's right to confidentiality, privacy and dignity.



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## Drugs and Alcohol Policy

### Purpose:

The purpose of this policy is to define the process for providing a safe, healthy and productive workplace for workers and others in which the safety, welfare and performance of workers is not adversely affected by the use of alcohol or drugs.

### Policy:

Techforce is committed to providing a work environment for its workers, clients and visitors that is safe and without risk to health & safety. The misuse or abuse of alcohol and other drugs presents a significant problem to both the organisations and workers in terms of increasing the likelihood of workplace incidents, near miss, absenteeism and other individual costs.

Workers must not perform work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition and approved by an authorised representative of Techforce. The legally prescribed drug must not pose other risks where it impacts the safe working ability through impairment of the individual. (Eg. Drowsiness/Fatigue). Where a worker is on prescribed medication that may impair their judgement or performance, they must notify their supervisor and work will be modified to accommodate impairment where possible.

### Work duties include:

- Presenting at the workplace or off-site job;
- Operating plant or equipment; and
- Use of organisation vehicles.

Possession of, use, distribution or sale of alcoholic beverages or illegal drugs on the premises of Techforce, or host employer's sites is strictly prohibited.

Where a worker presents for duty and appears not to be in a fit for work state to carry out their normal duties, Techforce reserves the right to remove the worker from the workplace and seek advice from a medical practitioner on the worker's fitness for duty.

Managers, Supervisors and Workers are obliged to ensure that no person commences or continues duty if that person appears affected by alcohol, illegal drugs or medication that may lead to a health and safety risk.

### To assist in meeting our objective, we will ensure that:

- Employees are provided with information, instruction and training.
- All new employees are screened for drug and alcohol use when required prior to employment or commencement of work and employees are regularly tested for drugs and alcohol in the workplace.
- Compliance to the Drug and Alcohol Policy is monitored.
- Deliberate breaches and misconduct including wilful, reckless or inappropriate behaviour associated with drug and alcohol use or misuse will not be tolerated and is subject to disciplinary action.
- Confidentiality and sensitivity of all drug and alcohol results, records and any disciplinary action taken, is maintained.
- Counselling is available to employees presenting a positive result or where there is evidence to suggest that persons may be affected by drug or alcohol misuse or dependency

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Techforce is committed to improving the health, safety and wellbeing of all employees through the implementation of the Drug and Alcohol Policy and will review the Policy for completeness and practicability periodically.

## Key WHS Matters

### Hazard Identification, Assessment and Management

Techforce conduct host employer WHS reviews, site visits, and risk assessments, and take great care when understanding the nature of each role, including duties, qualifications and experience needed and works closely with hosts to optimise alignment.

Every workplace must have safe systems of work including policies and procedures regarding the identification of hazards and risk factors that have the potential to cause harm (hazard identification). Once identified, processes to ensure risks associated with a hazard are analysed and evaluated to determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated.

**If you are not satisfied a job or task is safe to proceed – DO NOT proceed.** If you believe what you are doing is dangerous and presents a risk to your health and safety, you can refuse the work. The first thing you must do is immediately tell your host supervisor or WHS officer about your concerns. Your host employer is responsible for assessing the situation and finding a solution. We expect they consult with Techforce as your employer if concerns are raised.

### General Principles of Risk Control

#### The Hierarchy of Control

The hierarchy of control is a system for controlling risks in the workplace. It provides a step-by-step approach to eliminating or reducing risks and it ranks risk controls from the highest level of protection and reliability to the lowest and least reliable protection.

In order of Preference:

**Elimination:** If at all possible, the risk should be eliminated. Where elimination is not possible, the risk should be controlled using means that are commensurate with the risk. Options for control and their order of priority include:

**Substitution:** For example, replacement of materials with less hazardous materials, or reorganisation of tasks or processes to make them less risky.

**Isolation:** This is where hazards or risks are located away from everyday activities. Isolation may be by location (carrying out the activity at an isolated area) or by time (carrying out the risk activity at a time when few people are around).

**Engineering controls:** These are controls that rely on plant or equipment (such as machine guards, fume cupboards or bio-safety cabinets) to control risk. Further, engineering controls must be kept in good working order; any problems should be promptly reported to the Supervisor or Space Manager.

**Administrative controls:** These are controls that rely on safe systems of work to minimise risk. Examples include general procedures, such as hazard information, competency training and adequate supervision; or **specific safe work procedures** (SWMS, tag and lock out procedures, job rotation and the like).

**Personal protective equipment:** These include helmets, safety glasses, respirators and masks, ear muffs, impervious gloves, aprons, safety boots and harnesses for fall protection.

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Good safety systems rely on combination of these controls working alongside each other.

Where a risk assessment specifies that a control, such as isolation, engineering control, SWP or PPE is recommended, it must be used, and must be used properly. Please ensure you follow site-based procedures that you are inducted against. Deviation from these can place yourself and others at risk.

#### *Safe Work Procedures, or Instructions*

Safe work procedures are administrative controls in the form of written procedures that are designed to minimise risks when using equipment or undertaking a process or task and should always be followed. The procedures normally include general information, specific information and instructions on how to carry out the task or process.

For example, a safe working procedure might contain:

- A description of the hazards associated with the use of the equipment, process or task;
- The precautions to be taken before the equipment is used or the task undertaken. This includes: any actions and observations necessary to ensure the work area is safe; check that the equipment is in good order; the materials to be used; and the steps to prepare the equipment for use;
- Steps to be followed when using the equipment or undertaking the task;
- A list of the required controls (especially PPE) to be used;
- Steps to be followed when the task is completed to make the equipment and area safe for others.

#### *Safe Work Method Statements*

Safe Work Method Statements (SWMS) must be completed for all high risk construction work. The contractor carrying out the high risk construction work must ensure that:

- arrangements are in place so that the work is undertaken in accordance with the SWMS for the work
- if the work is not being conducted in accordance with the SWMS that it is stopped immediately and only resumes in accordance with the SWMS
- provide a copy of the SWMS to the Principal Contractor before work commences
- the SWMS is reviewed and revised as necessary
- the SWMS is available and readily accessible at the workplace and records kept.

The SWMS procedure includes:

- a list of steps for safe conduct of the job;
- the hazards that may be encountered at each step;
- an assessment of the level of risk for the task; and
- control measures that are to be used to ensure Worker safety.

The primary purpose of a SWMS is to enable supervisors, Workers and any other persons at the workplace to understand the requirements that have been established to carry out the work in a safe and healthy manner. It sets out the work activities in a logical sequence and identifies hazards and describes control measures. If you are assigned to work occurring on a site deemed high risk construction work, you will be required to read and sign onto a SWMS as part of your site-based induction.

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### Basic Hazard Identification and Response

There are situations where you can make the changes yourself (for example, picking up a lead someone could trip over, or cleaning up a spill on the floor) but sometimes it isn't possible for you to take direct action. If you can't make the changes yourself, tell someone who is able to fix the problem: your employer, supervisor or health and safety representative.

Most likely your employer or supervisor will involve you as they work through these four SAFE steps.



### **The SAFE steps model**

The best way to prevent injuries or illness in your workplace is to find the hazards that could cause injury or illness and fix them.

Your host in consultation with workers can do this by following these four SAFE steps:

#### **Step 1 — Spot the hazard**

A hazard is anything that has the potential to cause injury, illness or damage to your health.

A hazard presents the risk of injury when a worker is exposed to it. Think of a large heavy box. It is only a hazard that presents a risk of injury if you try to move it. Hazards can be biological (such as diseases), chemical, ergonomic (such as manual handling jobs), physical (such as noise), psychological (such as bullying) and radiation (such as ultraviolet radiation).

When spotting hazards, your employer may ask you which tasks you find dangerous, tiring, difficult or painful. They may watch you do your job to work out the hazards.

#### **Step 2 — Assess the risk**

A risk is the likelihood of a hazard causing injury, illness or damage to your health.

Remember that large heavy box? Maybe it has no handles on it and you're lifting it down from a high shelf. There's a high risk that this task will cause you to strain and injure your body. How you move the box also influences how likely you are to get hurt. Lift and carry the box by yourself and there's a higher chance of suffering a body strain injury; use a removalist trolley, and there's a much lower risk of hurting yourself.

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To work out if a job is high risk, low risk, or somewhere in between, your employer might ask:

- how severe could the injury or illness be?
- what's the worst possible damage the hazard could cause to your health?
- would it require simple first aid only? Or cause permanent ill health or disability? Or could it kill?
- could it happen at any time or would it be a rare event?
- how often and how long are you exposed to the hazard?

### Step 3 — Fix the problem

Your host will now look for ways to fix the problem. This involves looking for ways to remove or reduce risks to an acceptable level (though they should always try to remove a hazard from your workplace completely). Some solutions are better than others. Sometimes a combination of more than one solution can be used to reduce your exposure to hazards. Your host should involve yourself or colleagues, by discussing how these solutions would suit your workplace.

### Step 4 — Evaluate results

This is an important step you might be asked to get involved in. Your host may ask you:

- are the changes making a difference to your work?
- what do your co-workers think?
- do the solutions reduce risks and prevent injury or illness in your workplace?
- do they create new hazards or increase the risk of existing ones?

Perhaps you and your host can even see ways to make further improvements. Don't sit back and relax, though. Workplace injury and illness can occur at any time. Your host needs to do these four SAFE steps in your workplace regularly. Their safe systems of work will encapsulate these key principles.

### Hidden Hazards

Some hazards in the workplace are obvious: noise, heat, vibration, poor housekeeping, chemicals, lifting, and tools or machinery. Some are less obvious; these could be called hidden hazards. They can include workplace bullying, alcohol and other drug misuse, and work-related stress.

These hidden hazards may directly affect a person's physical or mental health, causing illness or disease. They may indirectly put other people at risk of a workplace incident or accident, caused by inattention, fatigue, depression, physical illness or bad judgment. A hidden hazard may exist by itself or it may develop with other hidden hazards. For instance a person who is under constant and significant pressure to meet unreasonable deadlines may become stressed. They might release their stress by bullying a co-worker or by drinking. The effects of all of these can spread throughout the workplace. Just as your host must manage physical hazards they also need to reduce or remove the risks these hidden hazards pose to work health and safety.

### Personal Protective Equipment & Clothing

PPE is designed to protect the person wearing or using the equipment from a particular hazard;

- PPE must be properly fitted and used. You should be expected to be asked to demonstrate correct use of PPE;
- PPE must be in good condition and properly maintained. It must be replaced if defective;
- When a sign or notice is displayed directing the use of PPE within an area, then anyone entering the area must use or wear that PPE;

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- When a sign or notice is displayed directing the use of PPE when operating equipment, then anyone operating or using the equipment must wear the PPE;
- All selected PPE must comply with relevant Australian or equivalent standards.
- Workers must wear the appropriate protective apparel on all sites on which they are placed

Typical examples of PPE for 'blue collar' assignments steel-capped safety boots, eye protection, overalls, gloves and hearing protection. You will be advised of, or supplied with, the personal protective equipment and clothing (PPE) you need for your placement by either your recruitment consultant or Supervisor at the host business. You should wear the clothing and/or use equipment as instructed by your on-site Supervisor. Any clothing or equipment that is damaged in any way should be reported immediately so that it can be repaired or replaced.

Under the Work Health and Safety Act, a Worker is required to comply with all safety directions, this includes the wearing of and care of personal protective equipment. Workers must wear required PPE, minimum requirements are steel-capped boots, high visibility vest or clothing, and long trousers and long sleeves (additional PPE may be specified for a task within the Safe Work Procedure). Please take ongoing care of the equipment and not deliberately damage or misuse the equipment.

### Bullying and Harassment

Instances of workplace bullying have the deliberate intent of causing physical and psychological distress to others and it might include one of or a number of the following behaviours:

- Manipulation, Intimidation,
- Belittling remarks,
- Unreasonable persistent criticism which is not part of a management performance process, (e) Loud and aggressive attacks or more subtle intimidation such as constant criticism of a trivial nature, Verbal and physical abuse, for example, shouting and throwing objects, (g) Isolation from colleagues,
- Refusing to delegate or the withholding of information workers need to perform their job, (i) Removing responsibility and/or imposing menial tasks.

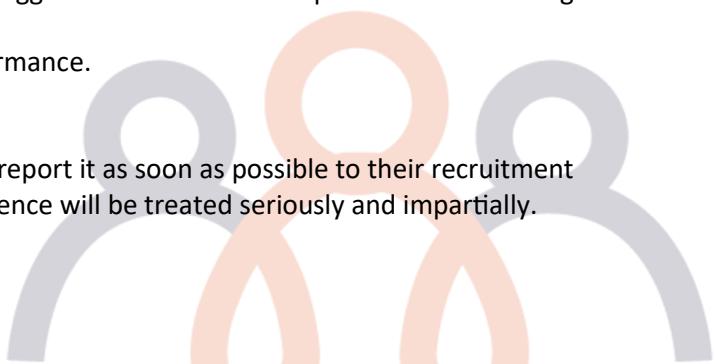
Bullying in the workplace can take place between:

- A worker and a manager (or supervisor),
- Co-workers, including trainees,
- A worker and another person in the workplace

Bullying does not include:

- Occasional differences of opinion, and non-aggressive conflicts and problems in working relations,
- Workplace counselling, managing under performance.

Anyone who experiences or witnesses bullying should report it as soon as possible to their recruitment consultant. Any reports of workplace bullying and violence will be treated seriously and impartially.



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## What is workplace bullying?

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

- Persistent and repeatedly aggressive behaviour that makes you feel victimised, intimidated or humiliated.
- Physical abuse (this is also a criminal offence).
- Repeated verbal abuse, including yelling, screaming, personal comments, offensive language and sarcasm.
- Inappropriate and unreasonably vindictive, offensive, cruel or malicious behaviour.
- Gender or racial discrimination, sexual harassment.
- Having your personal belongings, tools or equipment hidden or tampered with.
- Initiation practices.

## How does bullying affect work health and safety?

There may be increased accidents and injuries. Work health and safety can be affected by impaired job performance, lowered morale, poor teamwork or disciplinary problems.

## What can be done?

Your host-employer should prevent and manage bullying just as they do any other workplace hazard. For example, they should develop a policy to manage and prevent bullying, and procedures for investigating claims of bullying, disciplining the bully, and supporting the victim and affected co-workers. Tell your host and recruitment consultant if you're being bullied, and at any time, not just when they ask.

## **Fitness for Work**

If you are on any medication at any stage, you must advise Techforce through the Registration and Pre-Employment Medical process. If after completing these on-boarding requirements, you are diagnosed with a new medical condition/ and are required to take new medication that may affect your ability to work safely, please inform your recruitment consultant immediately. If you sustain an injury outside of work (e.g. playing sport, motor vehicle accident etc.) you must also notify your recruitment consultant prior as soon as possible, and prior to your next shift or placement through Techforce. Please refer to the Techforce Registration paperwork for the complete version of the Techforce Fitness for Work Policy.

## **Drugs and Alcohol**

Under no circumstances may any worker report to work under the influence of alcohol. No alcohol may be consumed during work hours or during breaks, including lunch breaks, where the worker is due to return to work after the break.

Please note the following requirements:

- Workers must have a blood alcohol concentration of 0.00 during work hours.
- Workers have not officially finished work until they have clocked off.

Techforce encourages all workers to adopt a responsible approach to alcohol consumption outside of work. Techforce also does not tolerate abuse of legal drugs, or use of illegal drugs of any kind. Drug abuse or use of illegal substances can render a worker unable to perform functions for which they are paid to perform and their actions may endanger other people. Workers found to be abusing such substances will face disciplinary action that may ultimately result in termination.

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Workers may be subject to random drug and alcohol testing by either the host or Techforce at any time during your employment. Any worker proven or suspected of being under the influence of alcohol or drugs shall be immediately sent off the premises for testing, and risks having their employment terminated.

#### *What is alcohol and other drug misuse?*

If you misuse alcohol and other drugs, it means you may be using these substances in a way that affects your ability to work safely.

Even if you're drinking or using drugs outside work hours, if your judgement, coordination or concentration is impaired, then you could cause a workplace accident, injury or illness. You can put yourself and your co-workers at risk. Substances that can be misused include:

- alcohol (the most commonly misused drug)
- illegal drugs
- prescription and non-prescription medication
- solvents used as inhalants
- tobacco.

#### *Who is at risk?*

Someone who misuses alcohol and other drugs doesn't conform to any common stereotype; they don't necessarily look like media images of drug addicts or alcoholics. If you misuse alcohol and other drugs recreationally, this is still considered to be as big of a risk to work health and safety as someone who is regularly affected by these substances in the workplace.

#### *What workplace factors can cause alcohol and other drug misuse?*

Workplace factors that can cause alcohol and other drug misuse include psychological or physical stress, poor supervision, isolation, and the culture of the workplace. For example, shift workers may use alcohol, cannabis or sleeping tablets to sleep and caffeine or amphetamines to stay awake during long shifts.

#### *How does alcohol and other drug misuse affect work health and safety?*

There may be increased incidents and injuries or damaged equipment and other property. Work health and safety can be affected by increased stress for co-workers from dobbing in a workmate, covering for them or picking up their workload. Increased confrontations, disputes and violence caused by alcohol and other drug misuse can also affect work health and safety.

#### *What can be done?*

Your host should manage drug and alcohol use in the workplace just as they do any other workplace hazard. For example, they should develop policy and procedures to manage and prevent misuse, including testing or screening. This policy should also cover events like the workplace Christmas parties and other social events. If you admit to your host that you have a problem with misuse, your employer should:

- help you to seek help from your doctor or a counselling service
- handle your admission confidentially

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- treat your problem as a work health and safety issue, not cause for immediate dismissal or disciplinary action.

## Workplace Stress

### What is workplace stress?

Workplace stress is the harmful physical or emotional reaction that happens when your abilities, resources or needs do not match your workplace situation.

### How do you experience stress?

We all have different ways of reacting to incidents or situations that cause stress and interpreting how intense these situations are.

A certain level of stress may be useful and your immediate response to stress can help you meet daily challenges. However if pressure is chronic and unrelieved you will always be 'ready for action'. Without relief from the pressures, your physical and emotional wellbeing can be affected, causing serious long term health consequences.

### How is stress expressed?

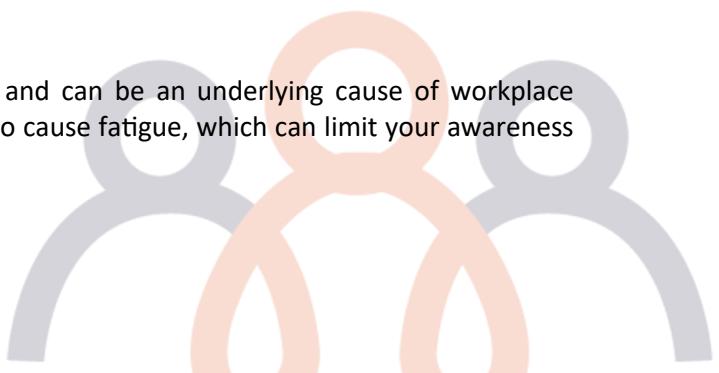
- Physically through the body's responses: for example, raised blood pressure, intense headaches, stomach ulcers, heart disease, insomnia and fatigue.
- Emotionally through feelings: for example, becoming nervous or depressed, feeling hopeless or isolated.
- Behaviourally through actions: for example, becoming unmotivated or unable to concentrate, turning to alcohol or other drugs, or bullying others.

### What workplace factors can cause stress?

- High levels of public contact, especially if there is verbal or physical confrontation, or exposure to physical or emotional suffering. The education, community services and healthcare industries are high-risk industries.
- Poor interpersonal relationships and personality clashes.
- Work overload, especially if you can't control the pace of work or don't have adequate training or resources to do the work.
- A poor working environment, with physical hazards such as heat, noise, odours, dust and chemical exposure.

### How does stress affect work health and safety?

Stress can affect your concentration and judgement and can be an underlying cause of workplace incidents, injuries, near misses and mistakes. It can also cause fatigue, which can limit your awareness or your ability to respond quickly and appropriately.



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### What can be done?

Your employer should manage workplace stress just as they do any other workplace hazard. For example, they should look at what's causing the stress and work with you on ways to tackle the problem: for example, controlling physical hazards, providing training, developing a policy to manage and prevent stress. Tell your recruitment consultant if you're stressed by your work and at any time, not just when they ask. Talk with others in your workplace: your host employer, supervisor, health and safety representative, or co-workers. You can also contact a counselling organisation directly.

### **Getting to and from Work Safely**

To reduce the possibility of incidents on your journey into work, these simple steps should be considered:

- Plan your route in advance before starting a new job, or at a new site, so you know where you are going;
- Make sure you leave plenty of time to get to work so that you are not in a rush;
- Ensure your vehicle is kept in good working condition;
- Some assignments are outside core business areas.
- We advise never to use mobile phones whilst driving however if necessary, they must be used in accordance with relevant state and federal laws.
- When there are less people about you should ensure you park in a well-lit area and keep to well-lit streets if you are walking.
- If travelling by public transport, you should check the timetable in advance to ensure you are not waiting too long at the bus stop.
- When travelling to and from an assignment please consider the following:
  - Always leave in good time so that you don't have to rush
  - Plan your trip if you are travelling to a new site
  - Check general condition of vehicle to ensure there are no obvious signs of defects, such as-
    - Spare tyre is available and inflated
    - Working condition of wipers and indicators
    - Safety equipment and fittings such as first aid kits and hands-free kit; and registration is current
  - Comply with all Road Rules and Legislation including in relation to the use of mobile phones and devices in a vehicle
  - If you are running late call your Recruitment Consultant and we will let your host employer know. Never speed.
  - If a Journey Management Plan or specific travel to site procedures exist, please ensure you adhere to these host and site-specific requirements.

### **Amenities and Accommodation**

Amenities include toilets, drinking water, and facilities for washing and eating. We will ensure as far as possible that adequate amenities are provided in the workplace and that these are clean, safe, accessible and in good working order. If you notice any damage to amenities in the workplace, or if there is a lack of cleanliness, please report this to your on-site Supervisor.

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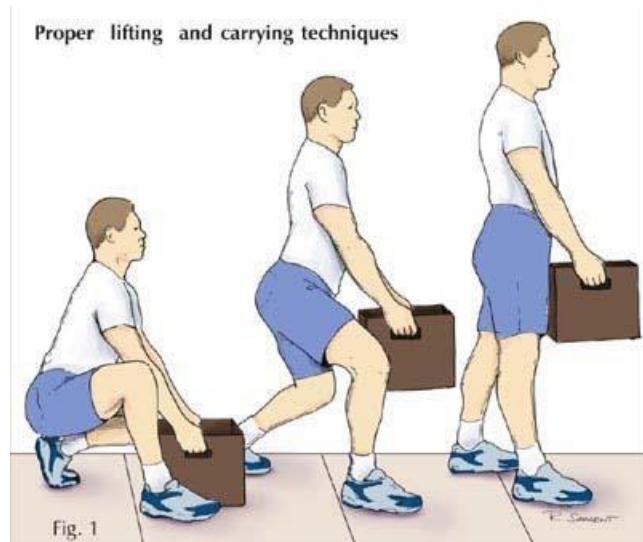
## Manual Handling (General)

Manual handling is any task, which involves the interactions between workers, their environment, work area, tools and work activities and include but are not limited to the following actions:

- Lifting
- Pushing
- Pulling
- Carrying
- Sliding
- Stacking
- Forceful exertions
- Reaching
- Twisting
- Repetitive Movements
- Static Positions
- Vibration

Manual Handling can present an ongoing risk. Each site will have procedures in place to address identified manual handling risks. As part of this process you may be asked to assist in the assessment of your own work area manual handling tasks. Remember – there are no weight limits when lifting for women or men. You must assess the loads that you are required to lift and request team lifts for items assessed as heavy, or awkward or bulky. Mechanical lifting devices should be used as a preferred control to a person performing manual tasks. If you are unsure of the correct technique for a manual handling task, seek feedback from your supervisor or WHS officer before performing the activity. General principles of safe manual handling are summarised as follows:

1. Size up the load (weight, size and shape). Consider your physical ability to handle it. If in doubt, get assistance. Avoid lifting loads that weigh more than you are comfortable lifting.
2. Place your feet close to the object to be lifted. Adopt a balanced position.
3. Bend your knees in a semi-squat to a comfortable degree and get a good handhold. Lift the load keeping it close to the body.



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## Housekeeping

Housekeeping is a term used to describe the tidiness and order in which the work areas are maintained. Poor housekeeping is evident when equipment, tools and products are not stored correctly, rubbish is left lying around and spills are not cleaned up, causing safety hazards. In order to avoid incidents and hazards, every workplace area should be regularly cleaned and checked. The most common areas include floors, walls, stairs, aisles and employee facilities. Evidence of good housekeeping practices in your host workplace include:

- Keeping aisles and passageways clear of boxes/ rubbish/ equipment or other obstructions
- Checking power cables for damage before use and reporting if damage is found
- Clean up any spills as soon as they happen/ are noticed and put up wet floor sign
- Keep cords anchored or covered
- Keep heavy items between knuckle and shoulder height
- Waste removed regularly and overflowing bins are emptied as soon as they are noticed

## Safety Signs

As a worker, you must obey all safety signs. These signs are located and displayed to advise you of hazards in particular work areas. Safety barricades, fencing and signs are not to be removed or by-passed. When entry is required into a protected area, identify the reasons for restricted access from the Supervisor/Manager and seek permission prior to entry.

Sign	Meaning
A red circle with a line through it	This is something you must NOT do
A yellow triangle or red 'danger'	Warns you of a danger or risk to your health or safety
A green rectangle	Shows you where emergency safety equipment is kept
A blue circle	Tells you that you MUST wear some special safety equipment

You should pay close attention to the requirements of all safety signs on site. If you notice that a sign has been damaged in any way, you should report this immediately to your on-site Supervisor. Safety barricades, fencing and signs are not to be removed or by-passed. When entry is required into a protected area, you must always seek permission or a permit to prior to entry.

## Smoking

Smoking is only permitted in areas designated as a smoking area at host work site.

Techforce has an approach towards smoking in the workplace to preserve the health of employees, visitors, customers and the work environment generally. Smoking is prohibited on all Techforce premises. Techforce recognises its responsibility to provide and maintain a healthy, safe and clean work environment for all employees and customers. It is acknowledged that a smoke free work environment may create difficulties for smokers, however, it is evident that exposure to smoke can cause discomfort and adversely affect the health and well-being of people. It is expected that smokers limit their habit to their designated lunch break.

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## Office-based Work

Please make sure your office desk is ergonomically right for you. This can prevent any unnecessary injuries caused by repetitive use. Below is a list of simple guidelines to check your desk on each new assignment.

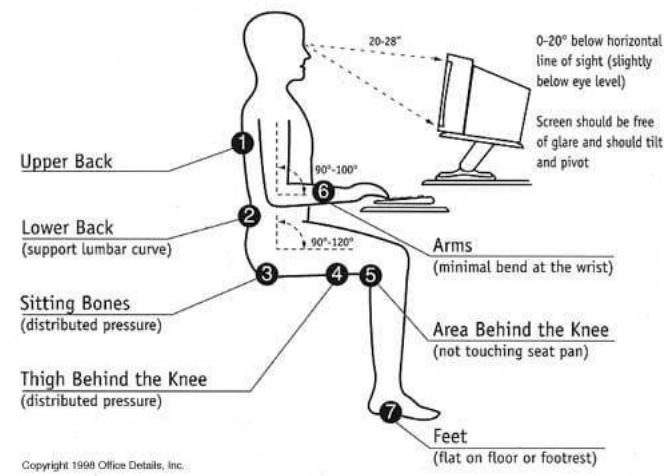
**Monitor:** Position your monitor so there is minimal reflection on the screen. Ensure your monitor is placed directly in front of you and your keyboard and that your eye level is within the top third of the monitor screen. Check your screen monitor for minimisation of glare, comfortable screen brightness and comfortable screen height

**Keyboard and Mouse:** Ensure that your keyboard is positioned directly in front of you and that your mouse is directly next to it. Your elbows should be at 90 degrees, and forearms parallel to the floor. Keep your wrist in neutral (not tilted) when using your mouse.

**Chairs:** Adjust the height of your chair so that you are sitting comfortably, and your elbows are positioned just above the desk surface. Adjust your back rest as necessary for comfort and support.

Incidents can occur in the office environment. There are many objects and devices that may cause hazards that you need to be aware of.

**Mouse:** Your mouse should be located on either the left or right hand side of your keyboard.



Please consider the following when conducting work within an office environment:

### Do

- Keep your work area clean and tidy
- Check that the traffic and aisle ways are free from rubbish and equipment
- Ensure that filing cabinets are closed when not being used to prevent tripping and trip hazards
- Make your Host Supervisor aware of any damaged / faulty electrical equipment
- Take regular "stretch" breaks
- Frequently used objects should be within close proximity on your desk to avoid over stretching

### Don't

- Store excessive items, documents or clothing on, around or beneath workstation
- Attempt to repair damaged or faulty electrical equipment – this includes changing light bulbs
- Block or obstruct fire escapes or firefighting equipment with storage
- Attempt to lift loads exceeding your individual capability

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## Heat and UV Radiation

Our bodies maintain a fairly constant internal temperature even though they may be exposed to varying environmental temperatures. Heat stress occurs when heat is absorbed from the environment faster than the body can get rid of it. Several factors may contribute to heat stress, such as the type of work activity, and the surrounding air temperature/humidity level.

To keep internal body temperatures within safe limits in hot conditions, the body has to get rid of excess heat - and it does this by evaporating sweat and varying the blood flow to the skin. These responses are controlled by the brain and usually occur when the blood exceeds 37 degrees centigrade.

When working in the sun, wear protective clothing such as:

- a hat with a broad brim (7.5-8cm) or a flap at the back to shade both the face and back of the neck or a hardhat with a brim added
- a loose-fitting, long-sleeved, collared shirt suitable for outdoors work with a UV protective polyester, long sleeved with collars (AS/NZS 4399)
- loose long trousers
- sunglasses with side protection (look for the code AS 1067 Sunglasses and Fashion Spectacles)
- Safety glasses with UV protection (AS/NZS 1337:1992)
- Sunscreen – minimum of broad spectrum SPF 30

About 15 minutes before you go out under the sun, apply sunscreen with a very high sun protection factor. Reapply sunscreen at least every two hours if you perspire or get wet. As our body can sweat about one litre an hour performing heavy work, you must drink 150-200ml of cool fluids every 15 to 20 minutes, rather than consume a 1 litre drink every now and again. Choose water or a sports drink rather than tea, coffee or milk. If you suffer dehydration, do not recommence work until you are fully rehydrated. Ensure you know the warning signs and symptoms of heat-related illness. These include heavy sweating, clammy skin, nausea or vomiting, muscle cramps, tiredness or weakness, dizziness and headache.

## Work zone Traffic

When moving around the site, pedestrians must always remain within designated areas and remain aware of mobile machinery. Traffic signs should be observed and obeyed by all persons. Speeding on any site is dangerous and you are urged to report breaches to your supervisor and recruitment consultant. Motorcycles and bicycles should not be ridden on a host-site. When driving in motor vehicles, on site, all road rules apply including the wearing of seat belts. All drivers of vehicles that are permitted on site should hold an appropriate license or permit for that vehicle and obey all rules and regulations. The use of mobile phones while driving a vehicle is prohibited unless "hands free" operation is available.

Where any vehicle is found to have a defect or other fault which creates an unsafe condition, this should be immediately brought to the attention of a Supervisor. Any damage to vehicles should be reported to a Supervisor as soon as possible. Be aware of forklifts when you are moving around your work site. Take note that if a forklift is fully loaded it is highly likely that you will see it before the operator sees you. Under no circumstances must you drive a forklift unless you have been trained, hold a current certificate of competency (license) and have been authorised by the relevant person. Do not ride on a forklift unless there is a seat; never use the forks or the pallet on the forks as a working platform. Do not walk underneath the raised forks. Turn the forklift off and remove the key when getting off a forklift. Always ensure that a forklift attachment (extended tines, bins etc) are always secured to the forklift. Always travel with tines in a lowered position (below the level of the wheel hub).

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## Electricity and Electrical Equipment

Electricity has no sound and cannot be seen - it is one of the most dangerous hazards of the workplace. Defective or carelessly used electrical gear has lethal potential, and the following requirements must be met:

Prior to connection to power source, all leads, plugs, connectors, guards, cases, accessories, switches, etc. must be checked for damage, defect and expiry date...non-complying equipment shall not be used. Examples of electrical practices to be aware of-

- Piggy back leads and double adapters should be prohibited;
- All leads should be suspended and not run on floors;
- Leads passing through doorways should be protected;
- Extension leads must not be joined together to reach work area;
- Unless double insulated, all equipment and applications that are plugged or direct wired should be connected to an approved earth leakage circuit.

## Using and Operating Plant

Plant includes a wide range of tools, equipment, and machinery, including power tools, lifts, cranes, computers and forklifts. Your host employer is primarily responsible for ensuring the provision and maintenance of safe plant, which includes:

- Ensuring that suitable operator protection is provided, maintained and used if necessary;
- Preventing unauthorized alterations or interference with plant;
- Providing guarding, e.g. permanent barriers, that is appropriately fixed;
- Implementing control measures to eliminate or control risks.

You must follow your Supervisor's instructions at all times when operating plant and not interfere with any safety measures in place. If you notice any damage or faults or have any concerns with the plant you are using/operating you should report these to your on-site Supervisor immediately.

You should only be requested to use or operate mobile or fixed plant for which you have the relevant certificate of competency or licence, and/or for which you have received suitable training and are confident in doing so. If you are asked to operate any machinery or tool which you have not been trained to use first, please raise this is a concern, and advise you must check with your Recruitment Consultant, before commencing use.

Only authorised personnel are permitted to use equipment installed in the workplace. Non-trained personnel who are not experienced in the use of workshop equipment are not permitted to use such equipment (e.g., grinders, cut-off saws)

Examples of good practice relating to plant include:

- Each vehicle driver and operator must comply with site speed limits and traffic control procedures relating to the site.
- NO person may be transported in a vehicle unless approved seating is available or that person. Ensure a clearance of 6 metres from overhead power lines and cables prior to the start of work which involved the use of equipment with height extensions, e.g. cranes, backhoes and cherry pickers. If work is required to be carried out closer to power lines contact that local electricity authority before proceeding.
- Never leave a load suspended without an authorised operator at the controls.

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- Mobile plant must only be operated by licensed, certified or authorised Workers.
- Daily plant inspections are to be carried out as outlined as part of our Vehicle Pre-start Inspections requirements.
- Additional persons are not permitted to ride on mobile plant.
- Plant must only be used for the purposes for which it is designed.
- Only authorised lifting tackle is to be used. Lifting chains must not be used in excess of their rating and are not to be used for towing. Lifting chains and straps must be tested and tagged.

### ***Hazardous Substances/ Chemicals***

Hazardous substances are chemicals or substances that can be dangerous to a person's health and safety. Hazardous substances appear in a variety of forms, including: dust, fumes, gas, liquid, mist, smoke and solid. The use of hazardous substances must include:

- correct labelling, storage and handling;
- access to current Safety Data Sheets including physical copies if required;
- a register is maintained of chemicals used; ✓
- risk assessment undertaken and control measures in place;
- appropriate spill containment for the type and volume of substances in use;
- correct protective equipment is worn; and
- training required to safely use the chemical.

There are a large range of hazardous chemicals, stored and used across workplaces. You should not use chemicals in a host-workplace unless you are provided with the appropriate information, training, authorisation and supervision.

## **WHS for Specific Roles**

### **Hot Works – Welding and Cutting**

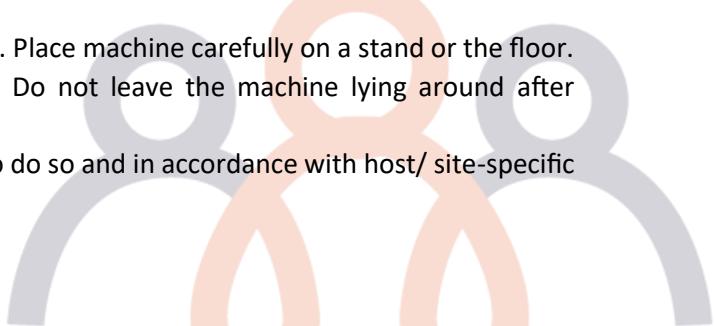
Any welding, cutting or grinding away from a normal place of work is considered to be hot work. The area around and underneath welding and cutting work must be cleared of flammable materials before work begins. Any structural or non-moveable flammable materials must be wetted down and kept damp with water or protected from sparks and hot off-cuts by use of a suitable non-flammable protective covering. Always wear appropriate personal protective equipment when carrying out hot work and obtain a hot work permit.

BEFORE GRINDING: Check machine, cord and connections. Check wheel is safe and secure. Check guard and side handle is fixed. Check that there are no flammables in the area.

DURING GRINDING: Wear eye protection. Do not shower fellow workers with sparks. Work in a safe, secure position.

AFTER GRINDING: Switch off machine and power point. Place machine carefully on a stand or the floor. Make sure wheel has stopped before putting down. Do not leave the machine lying around after finishing job.

Do not perform hot works unless you are authorised to do so and in accordance with host/ site-specific policy and procedure.



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## Machine Guarding

Serious personal injury can occur where people are caught in operating machinery. Machinery guards are designed to prevent this occurring. Therefore:

- Guards should only be removed by authorised personnel after the machinery has been stopped and isolated (locked out);
- Guards must be refitted before the machinery is restarted;
- Report any faulty or defective guards to your supervisor or WHS officer.

## Hand Tools

A large number of injuries result from improper use of hand tools. Most of these injuries are likely to be first aid only, but absence from work may occur if the injury becomes infected or not given the appropriate initial assessment. Do not neglect to get first aid for even minor injuries.

Use tools correctly and for the purpose for which they were designed, e.g. do not use a shifting spanner as a hammer or screwdrivers as chisels. Remember, tools lying around the workplace constitutes a hazard and contribute to poor housekeeping standards and possible injuries. Do not use hand tools without prior experience, or the relevant training, supervision and competency verification.

## Oxy Acetylene Cylinders and Equipment

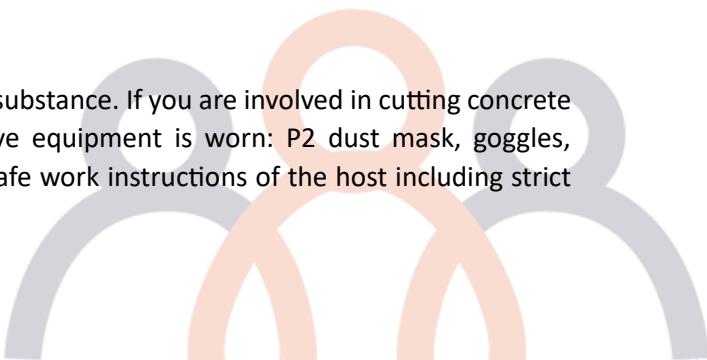
Acetylene cylinders are made of steel and filled with acetylene dissolved acetone. They must be handled very carefully to prevent damage, which may lead to bursting of the cylinder or leakage through the cylinder valve. They must be protected from excessive heat which causes an increase in the internal pressure which may result in an explosion. Please note:

- Cylinder valves must be fully closed off when not in use.
- The key or wheel used to close and open cylinder valves must be left either on the valve spindle or close by to enable it to be turned off quickly in an emergency;
- Oxygen and acetylene cylinders must be kept in an upright position and firmly secured to a trolley or, if a fixed installation, to a wall by chains or other appropriate means;

Cylinders that are at risk of failing are a major hazard in the workplace. Should a cylinder be allowed to fall, with the result that the cylinder valve is damaged, the cylinder can become a highly destructive missile. In case of fire within an area where cylinders are used or stored, their removal will be required if it can be done in safety. If their removal is not possible, warn other people including fire-fighters of their presence. Store oxygen and acetylene cylinders upright, secured and at least 3 meters away from each other.

## Silica Dust

In brief, silica is present in concrete and is a hazardous substance. If you are involved in cutting concrete or sanding tables ensure that the following protective equipment is worn: P2 dust mask, goggles, protective clothing and if needed, gloves. Follow the safe work instructions of the host including strict adherence to PPE requirements.



## Asbestos

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Any work involving asbestos is required to be performed by an appropriately licensed person, in accordance with the WHS Regulation and the Code of Practice – How to Manage and Control Asbestos in the Workplace. Ensure you follow all direction from your duly authorised and licensed host and comply with all safe work practices including those acquired through training, such as asbestos awareness and/ or asbestos removal courses.

### **Isolation and Lockout**

When cleaning or maintaining machinery or if the equipment or machinery is unsafe, workers must notify the appropriate supervisor so that the machinery can be tagged and locked out in such a way that there is no energy (electrical; pneumatic; hydraulic; gravitational etc.) left in the machinery which can cause injury. Injury can be caused directly, e.g. electrocution or indirectly by causing the equipment to move.

Work areas should be temporarily isolated using appropriate controls to prevent unauthorised access. Control methods that should be considered include:

- barricades
- hoarding
- signage, and
- other markers.

All external site areas must be adequately fenced off using appropriate means. All temporary site fencing shall be adequately braced against wind. Adequate bracing and anchorage must be installed at least every two panels as a minimum guide. This requirement is irrespective if shade cloth is fitted to the fence. Where a method of isolation is ineffective, an alternate control must be implemented. Please note that 'danger tape' is not a means of physical barricading, it is only a form of warning, nonetheless, this tape should be strictly observed and no attempts made to physically bypass it.

### **Working at Heights**

Work at heights can be performed using ladders, working platforms, elevated work platforms e.g. scissor lifts, forklift cages, boom lifts or cherry pickers. Some types of work require the use of harness and anchor systems to prevent or arrest a fall. Many of these systems for work at heights require evidence of training for safe use of harness and equipment or a particular elevated work platform.

#### Work from Ladders

Where work cannot be done at ground level or from a suitable work platform the appropriate ladder should be selected. Ladders must be:

- Used only for light work where a worker is required to use only one hand to perform the task;
- Industrially rated to Australian Standards;
- Minimum load rated at 120 Kgs;
- in good condition, order and not painted;
- of sufficient length to extend at least 1 metre above the platform to be reached; and
- used at a slope no greater than 1 in 4.
- 3 points of contact maintained at all times

Ensure that metal ladders are NEVER used for live electrical work.

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### Fall prevention when working at heights

You must not work at heights above 2 metres without fall protection measures in place such as edge protection. The edge protection must be an engineer certified system that contains guard and mid rails and toe boards as a minimum. Where there is a risk of persons below being hit by falling objects you must ensure that you have an agreed exclusion zone established around the fall zone or mesh panels installed on the edge protection. If you are asked to perform work where there is a risk of falling from one level to another (even as little as two metres), then you must hold the relevant certificate/ ticket.

### Use of Safety Harness and Work at Heights Equipment

Work at heights requiring the use of safety harness can only be performed by workers who have undertaken work at heights training. Harnesses and associated lanyards and anchors can be used for either fall prevention or fall arrest. Note that fall arrest must always be seen as the last choice as a control for falls from heights and requires training in safe systems of work in addition to registered and recognised training.

### Fall arrest when working at heights

- Fall arrest systems when working at heights must include the following:
- All equipment has current evidence that it has been tested and tagged.
- Anchor systems have been certified by an engineer.
- Rescue personnel and equipment are available during the work and a rescue plan has been devised and tested. prior to work at heights commencing.
- Workers have the appropriate training evidence.

### Scaffolding

Where scaffolding is used at a host-workplace, precautions that must be observed include:

- scaffolding must comply with relevant Australian Standards;
- mobile scaffolds must not be moved while occupied;
- outriggers are to be in place for stability; and
- scaffolding over 4 metres in height must be erected by certified person.

To operate as a scaffolder anywhere in Australia, you must have a scaffolding ticket. You cannot erect or dismantle scaffolding above the height at which your ticket permits. In most cases a scaffolder should also hold a working at heights and confined space tickets too.

### Elevated Work Platforms (EWP)

Precautions that must be observed when operating an EWP, include

- equipment providing mechanical elevation must be safety approved and meet the relevant Australian Standard;

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- only licensed operators; and
- fall arresting harness is to be used at all times.

## Remote and/ or Isolated Work

There may be occasion when you may need to work alone. This means that you will be in an area which is remote from others, in a situation that requires the use of plant and machinery or handling hazardous substances or doing work that is considered hazardous in nature. On these occasions it is essential to maintain communication with your Supervisor/ Manager on a regular basis to ensure that assistance is summoned in the event of an accident. If concerned or if your supervisor is uncooperative, contact your recruitment consultant or Techforce HSE team immediately.

## Confined Space Work

A confined space is an area with limited means of access and egress that may also have poor ventilation. It is a space where, because of its location, contents, or work activity, there may be a hazardous accumulation of gas, vapour, dust or fumes, or the development of an oxygen deficient (less than 19.5%) atmosphere. To ensure the safety of persons working in a confined space, all persons intending to work in a confined space must be trained, have authorization (issued with an entry permit) and have the required equipment including rescue, before entering the confined space. A standby person is required immediately outside the area to maintain communications with the person within the confined space at all times. A rescue plan is required for each confined space entry and must be tested out prior to works commencing.

## Trenching and Excavation

Trench and excavation procedures MUST be implemented in every excavation or opening in the ground 1.5m or more in depth, in which personnel are required to work, or where risk assessment determines. Procedures cover planning, preparation and conduct of works, including requirements for:

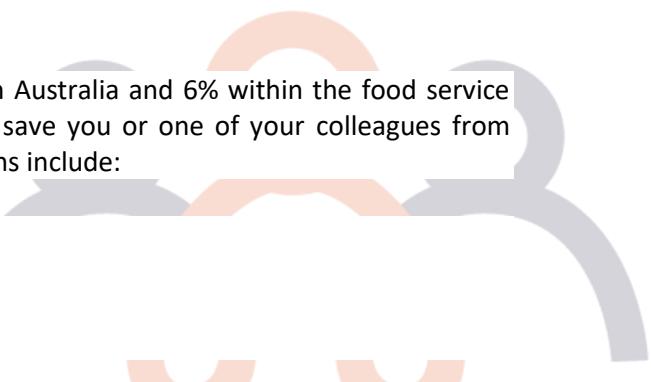
- site and soil condition assessment;
- shoring or benching;
- PPE and training;
- traffic management and barricading; and
- access ladders.

## WHS in Hospitality and Catering

### Common Kitchen Hazards Injuries

With over 500,000 workplace injuries occurring annually in Australia and 6% within the food service industry, potential hazards and how to avoid them could save you or one of your colleagues from unnecessary harm. The top 10 injuries in commercial kitchens include:

- Knife cuts
- Burn hazards
- Injury from machines
- Slips, trips and falls



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- Lifting injuries
- Head & eye Injuries
- Crowded workspace risks
- Chemical hazards
- Fire hazards
- Electric shock

#### Knife injuries in the workplace

According to Safework knife injuries account for 3% of all injuries. Injuries to hands and fingers are most common in the commercial kitchens and occur during the food preparation process while cutting, slicing and dicing vegetables and boning meat.

Most injuries are often the result of using the wrong knife for the job or a dull blade; we recommend watching this video on [how to prevent knife cuts](#).

- Keep knives well maintained and sharp – as dull blades will more easily slip off food and into your finger.
- Always use the correct knife for the job.
- Cut away from your body when trimming or deboning.
- Knives should comfortable to use and easy to grip.
- Do not leave knives in washing water and return immediately to storage holders such as a bag or magnetic strip directly after use.
- When carrying knives point the blade downwards
- Use last slice devices to prevent injury.
- Avoid holding conversations while cutting, focus on your task
- The use of cut resistant gloves in a kitchen setting

The above are general safety tips for avoiding knife injuries, however you must follow the safe-work procedures in your host workplace including on the use of PPE.

#### Burn Hazards

Burn hazards are an undeniable threat in the kitchen. Hot surfaces, direct flame and working with hot oils, handling hot pots, pans and trays all provide an opportunity to inflict serious injury.

Burns occur with direct contact with flames, electricity and chemicals. Scalding results from direct contact with hot liquids like boiling water, steam and oils used for cooking.

Protective clothing is essential to guard against the ever-present threat of injury, eyewear and heat-resistant gloves and aprons are the best protection against injury from oil splatter. We recommend watching this video on how to prevent burns and scalds

<https://www.youtube.com/watch?v=05TILLUWUG8>

#### Degrees of burns

A qualified medical practitioner should assess all burns. Below are the three degrees of burns;

- First-degree – mild damage present on the outer layer of skin, redness of the skin, painful but no blistering.
- Second-degree – caused by direct contact with flame or hot liquids – symptoms are redness, blistering, swelling and pain. Burns can appear white (due to blistering) risk of infection is possible.

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- Third-degree – both the outer and inner layers of skin are destroyed, damage to bone, muscles and tendons can occur. Burnt skin can be white, black or yellow, and have a stiff, dry, leathery feel. Often the burn victim will not feel pain in the burn area due to nerve damage and may require skin grafts and intensive care to ward-off risk of infection.

**Note:** Steam can reach temperatures over 400°C. Steam burns tend to be far more intense than scalding from boiling water.

#### Reducing risk of burns

Simple ways you can minimise accident risks;

- Avoid overcrowding in the kitchen area; often, spills are the result of direct contact with another individual.
- Ensure staff have proper training in how to handle hot items and appliances.
- Turn pot handles inward to avoid accidental spillage by passers-by and avoid placing handles over heat sources.
- Ensure that spills are immediately cleaned up and wear footwear with slip-resistant properties.
- Add a gravity feed chute from the deep-fryer to avoid direct handling of hot oils.
- Use a trolley to carry or serve hot liquids or crockery.
- Wear heat-resistant clothing.
- Install serving windows to keep serving staff out of the kitchen.
- Keep all equipment well maintained
- Develop safe systems
- Ensure staff have training in first-aid techniques.

The above are generic safety tips for minimising burn risks, however you must follow the safe-work procedures in your host workplace including on the use of PPE.

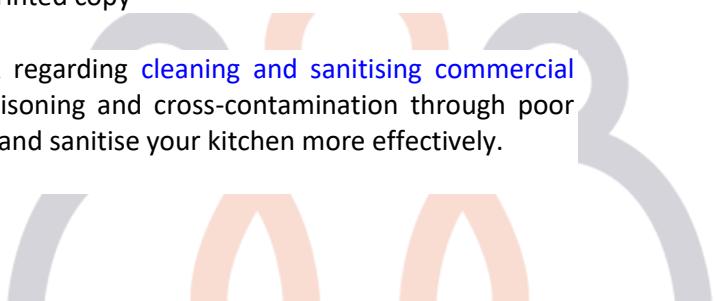
#### Chemical Hazards

Approximately 4% of all injuries are attributed to contact with a chemical or substance. Working with chemicals is a daily part of keeping your kitchen clean and sanitised. Businesses in the foodservice industry are obligated to comply with the strict guidelines for the handling and preparation of food. It is essential to understand the different use-cases of certain types of chemicals and sanitisers and the dangers if not used correctly. Check with your host supervisor before using any chemical. General principles of chemical safety include:

- All chemicals are stored in a secure and dry location.
- All bottles are clearly marked.
- Eye protection and gloves are worn.
- Availability of a safety data sheet including a printed copy

An in-depth guide is available via the following link regarding [cleaning and sanitising commercial kitchens](#). This article discuss the dangers of food poisoning and cross-contamination through poor sanitation habits and provide insights on how to clean and sanitise your kitchen more effectively.

#### Injury from machines and appliances



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Approximately 3% of all workplace injuries occur from cutting, slicing and sawing? Working with machines has its associated risks, but there are steps you can take to lower those risks and avoid unnecessary injuries, they are;

- Ensure adequate training for all staff.
- Do not operate machinery if you are tired, ill or under the influence of alcohol or medication.
- Ensure you have adequate space and not likely to be knocked by other staff while operating machinery.
- Do not operate machinery with loose clothing or unbound hair which may likely become tangled in the machine. If the manufacturer has fitted guards, make sure you and your team know how to use them.
- Ensure emergency safety switches are within easy reach should your clothing become snagged or injury occurs.
- Remove all potential trip and slip hazards around your work area
- Do not operate machinery where you are not trained and approved to do so.

#### Slips, trips and falls

Slips, trips and fall are common incidents in the workplace and can cause a variety of injuries. You should ensure that your workplace is kept clean and tidy, and free from the hazards leading to these incidents. Examples include checking that floor surfaces are even and that any spills are cleaned up immediately; that there are no boxes, or electrical wiring in walkways or doorways; and that stairs are clear and well-lit. You should report any potential hazards immediately to your on-site Supervisor.

Trips and falls account for 16% of all workplace injuries within the industry and occur on the same level. The majority of accidents appear to be mostly preventable with most injuries resulting from liquid spills, wet or overly polished floors and uneven surfaces.

Common causes of trips, slips and falls are;

- Wet or slippery surfaces
- Uneven or deteriorated floor surfaces
- Stepped floors or raised doorways
- Obstructions in walkways

Simple safety measures to avoid accidental falls;

- Report any potential hazards to management immediately.
- Take immediate steps to clean spills immediately.
- Block access to wet areas and use of cautionary signage.
- Install transition ramps to overcome variations in floor heights, raised doorways or sliding door frames.
- Keep walkways clear of deliveries, empty boxes, crates, bins, cleaning or catering equipment at all times.
- Consider installing non-slip floor covering in any potential spill or wet areas.
- Wear non-slip footwear.

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### Head & eye injuries

Head injuries account for 11% of all injuries amongst male and female workers across all industries. The majority of head injuries occur through overhanging shelves or accessing tight, confined places such as reaching for items on shelves or walk-in fridges. Another alarming statistic is that eye injuries count for six per cent of all head injuries, most of which are the result of splatter from hot oil, steam or water. Some simple preventative steps would help reduce the occurrence of injury by;

- Shelves should be mounted high enough so as not to represent an injury hazard as staff go about their daily routine.
- When accessing confined spaces, take note of objects and potential dangers around you.
- Ensure protective clothing and eyewear is worn, such as goggles or full-face guards when handling hot oils or chemicals.
- When moving objects, exercise caution to limit the potential of injury to others around you.

### Crowded workspace risks

Accordingly, to Worksafe statistics, 8% of all workplace injuries result from hitting a stationary object such as trolleys, equipment, fittings and fixtures. Often, overcrowding in the workplace is to blame and increases the risk of spills, slips and falls in the kitchen.

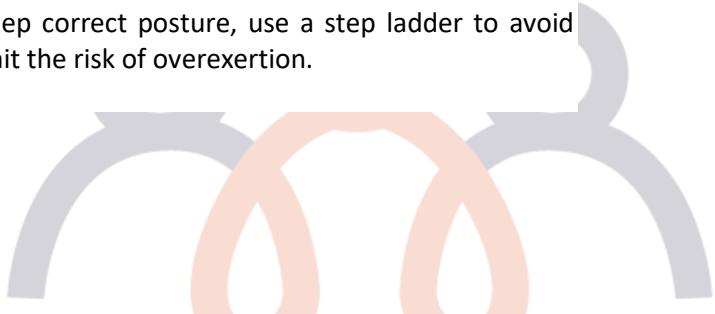
Ensure walkways are kept clear at all times and do not hurry from one task to another, running increases the chance of slipping and the severity of the injury. Ensure you have sufficient workspace in the kitchen for chefs and kitchen hands and limit the need for serving staff to enter the kitchen if possible.

### Lifting injuries

Handling of stock and deliveries, lifting and moving crates of food, wash trays are all in a day's work in hospitality and catering. Muscle strains and musculoskeletal damage can occur at any time; injuries often happen due to;

- Overexertion – incorrect lifting of heavy objects.
- Overextension – overreaching while handling items.
- Repetitive injuries – injuries due to muscle overuse or bad posture.

The best injury prevention is to know your limits, keep correct posture, use a step ladder to avoid overreaching and where possible use equipment to limit the risk of overexertion.



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### Fire hazards

Commercial kitchens are host to a variety of hazardous fuels, flammable liquids and gases which can cause catastrophic damage, severe injury and death. It is essential to identify risks to eliminate the potential of accidentally igniting fuel sources.

Primary fire hazards in commercial kitchens are;

- Gas ranges
- Grills
- Hot plates
- Ovens (electric and wood-fired)
- Deep-fat fryers
- Charcoal heaters
- Combustible residues in exhaust ducts
- Cleaning fluids

Accidents often occur due to inadequate supervision, training or mismanagement, some examples are;

- Equipment left on without supervision.
- Gas blow torches used for browning some dishes.
- Faulty thermostats or defective equipment.
- Failure to clean or follow regular equipment maintenance schedules.

The best way to avoid injury is for your host to have safe work instructions, that include the carrying out of periodic inspections of all equipment for signs of premature wear and tear and follow the manufacturer's recommendations for cleaning and maintenance of all equipment.

### Electric shock

Electric shocks are a significant hazard in commercial kitchens due to the number of appliances in use. Faulty equipment or wiring, improper use or exposure of the machine or its connectors to liquids, moisture or heat can create a shock hazard.

Staff should be continually vigilant of the following:

- Keep power leads of the floor area to avoid damage.
- Do not use faulty equipment or equipment with frayed or damaged power cord.
- Do not plug in equipment with wet hands.
- If electrocution occurs – do not touch the victim until the power source has been turned off.
- Report faulty equipment.

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Report any potential workplace safety issues immediately on-site and always follow the site-specific safe work procedures you were inducted against.

## Accidents, Emergencies and Injuries

### Hazard and Incident Reporting

We take work injuries and near misses very seriously. If you are injured at work, you should seek first aid if required and ensure your host supervisor or representative contacts Techforce as soon as practicable to notify. You should also report any near miss, accident or incident immediately to your on-site Supervisor and your Recruitment consultant. You may be required to fill out an Incident Report with detailed information about the accident or incident. By reporting injuries in a timely manner, incident response support can be provided, and the underlying causes can more readily identified and corrective actions can be taken to prevent similar recurrences. We work closely with host workplaces to identify the causes of accidents and to assess hazards in order to eliminate or minimize the risk of such an accident or incident happening again.

If, at any stage you witness or are involved in any workplace incident, accident or near miss, Techforce and your host employer's procedure must be followed. Techforce require as a minimum that you:

- Obtain timely first aid treatment/assistance for any injuries
- Secure the site (if applicable)
- Immediately notify Supervisor then Techforce
- Fill out an Incident Report Form as soon as practicable after the incident but within 12 hours
- involving relevant personnel
- Ensure any recommendations are actioned post incident

### Debriefing

Where a serious or significant hazard or incident has impacted on other people or has caused concern within an area, a debriefing should be offered by your supervisor and involving Techforce in regard to;

- the outcome of the hazard or incident;
- the outcome of the investigation; and
- any corrective/preventive measures that have been or will be taken.

### Emergency Procedures

During your on-site induction with the host employer, you should be provided with and shown the current emergency evacuation procedures of the host employer. All workers (including office or administration or professional workers) must strictly comply with such policy and procedure of a host employer. It is the responsibility of everyone to be aware of the Emergency Management Plans relevant to their location and to be aware of what action to take in the event of an emergency.

It is important that you know what to do in the event of an emergency in your workplace. You should know where the nearest evacuation points, fire exits and emergency assembly points are, and where to locate fire extinguishers and first aid kits. You should be provided with this information in your host

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employer's initial induction, and notices should also be clearly displayed in the workplace. You should also participate in any fire drills organized by the host employer.

In the event of an emergency, you should remain calm, follow the instructions provided by your Supervisor or Emergency Warden, and make your way quickly (without running) to the nearest evacuation point or fire escape. You should remain at the designated assembly point until further instructions are given, and not re-enter the premises until instructed. Follow direction of supervisors and wardens and contact emergency services

## First Aid

First aid in the workplace means obtaining the initial treatment and life support for people suffering an injury or illness at work. In many instances, first aid can reduce the severity of the injury or illness. It can also calm the injured or ill person. In extreme instances, first aid could mean the difference between life and death. In an emergency situation remember DRSABCD: Danger, Response, Send for Help, Airway, Breathing, CPR and Defibrillation.

It is important to act quickly and appropriately in the event of a first aid emergency. As the on-site first aid officers may not always be available, you should be aware of the following information as part of your induction, and should anything change through the course of your placement:

- Who the site first aid officers are and how to contact them;
- The location of the first aid room (if available); and
- The location of first aid kits and contents.

Your host employer should provide you with this information on your first day of work; if not, then please ask. You must then remember any incident requiring first aid to your recruitment consultant. The first aid officer on-site will administer first aid, and document the first aid supplies used in the first aid log book of the host employer such that supplies can be replenished. If the nature of the injury is more serious, workers will be sent or taken to a clinic or hospital and Techforce must be notified without delay to enable our HSE Team to provide input.

## Injury and Return to Work Support

Injury management is the process of managing your return to work, and it should start as soon as possible after your injury, because this improves your chances of a safe and durable recovery and return to work. You don't have to be fully recovered or to have finished medical treatment before you can go back to work.

Here are some important points about the injury management process:

- if your injury or illness results in you having any treatment other than on-site first aid, you will be assigned a RTW coordinator who will oversee your treatment, recovery and return to work
- there are two types of plans for managing a significant workplace injury: return to work plans and injury management plans. The type of plan used depends on the time you are (or are likely to be) incapacitated for work
- Techforce will work with your host-employer, to see that you are provided suitable alternative duties (if required). These will consider the nature of your incapacity, medical advice, and your pre-injury employment and skills. We will consult you and your treating doctor to decide on what alternative duties might be available and whether those duties are suitable having regard

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to the nature of your injury and any restrictions. If your current host is unable to provide you with suitable alternative duties, then Techforce will arrange alternate suitable duties

In addition, Techforce can provide referral to an Employee Assistance Program (EAP) that provides free and confidential counselling for workers to assist in the management and treatment of work and non-work related issues which may be having a detrimental impact on your mental health. For advice on accessing the EAP service, please speak to your recruitment consultant or contact the HSE Team.

## Consultation and Issue Resolution

### Consultation

We consult regularly with our workforce on Work Health and Safety issue and initiatives. Please let us know any concerns or suggestions you may have so that we can take these into account when making decisions on health and safety matters.

### Issue Resolution

Techforce is committed to ensuring that your workplace is a healthy, safe place to work. We expect you to:

- Immediately report any issue or hazard in the workplace that you think is a risk to your health or safety, or the health and safety of others, to your on-site supervisor and when practicable, your Techforce recruitment consultant;
- Raise any other work health safety issues you have with your on-site supervisor or recruitment consultant at any time;
- Think about and monitor for potential hazards before you start any new task.

Techforce can then work with the host by responding to and resolving any issues.



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