Integrated Work Health, Safety and Quality Policy

Riverina Traffic Services Pty Ltd

"The Safer Option"

1. Purpose

Riverina Traffic Services Pty Ltd (RTS) is committed to providing and maintaining a **safe, healthy, and high-quality working environment** while delivering **reliable, compliant, and value-driven traffic management services** that meet client, legislative, and regulatory requirements.

This policy establishes RTS's overarching **Work Health and Safety (WHS)** and **Quality Management** framework and integrates requirements relating to:

- Worker health and safety
- Fatigue management
- Incident and hazard reporting
- Traffic management
- Personal protective equipment
- Emergency preparedness
- Service quality, compliance, and continuous improvement

2. Scope

This policy applies to:

- All RTS employees, labour hire personnel, contractors, and subcontractors
- All RTS operations, worksites, and service delivery activities
- All stakeholders involved in or affected by RTS activities

Including works conducted on **TfNSW road reserves**, **Tier-One / high-risk worksites**, and client-controlled environments.

3. Legislative, Regulatory and Other Requirements

RTS will comply with all applicable legal, regulatory, and contractual obligations, including but not limited to:

- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2025 (NSW)
- Relevant Codes of Practice
- TfNSW Traffic Control at Work Sites (TCAWS) Technical Manual
- ISO 45001:2018 – Occupational Health and Safety Management Systems
- ISO 9001:2015 – Quality Management Systems
- Australian Standards and client-specific requirements

4. WHS and Quality Commitment

RTS is committed to:

- Providing safe systems of work and safe plant and equipment
- Preventing work-related injury, illness, and incidents
- Delivering products and services that meet client specifications and expectations
- Identifying hazards and managing risks through systematic risk management
- Ensuring activities are delivered safely, efficiently, on time, and cost-effectively
- Consulting with workers and engaging them in safety and quality improvement

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- Providing competent, trained, and safety-aware personnel
- Continual improvement of WHS performance and service quality

All workers have a duty to take reasonable care for their own health and safety and the safety of others and to perform their work in accordance with RTS procedures.

5. Fatigue Management

RTS recognises fatigue as a significant WHS and quality risk that can affect safety, decision-making, and service delivery.

RTS will:

- Implement rostering and work-hour arrangements that allow adequate rest
- Monitor working hours, including night and extended shifts
- Conduct fatigue risk assessments where required
- Encourage reporting of fatigue concerns without fear of reprisal
- Provide fatigue awareness and management training

Workers must present fit for work and notify management if fatigue may affect safety or performance.

6. Incident and Hazard Reporting

All incidents, injuries, near misses, hazards, and quality nonconformities must be reported immediately.

RTS will:

- Maintain accessible reporting systems
- Investigate incidents and nonconformities to determine root causes
- Implement corrective and preventive actions
- Notify regulators of notifiable incidents as required
- Maintain documented records of incidents, investigations, and actions

Failure to report may result in disciplinary action.

7. Traffic Management and Service Delivery

RTS will ensure traffic management services are delivered safely, competently, and in compliance with all requirements.

RTS will:

- Implement approved Traffic Management Plans (TMPs) and Traffic Guidance Schemes (TGS)
- Conduct site-specific risk assessments prior to commencement
- Provide compliant traffic control devices, signage, and equipment
- Ensure traffic controllers are trained, competent, authorised, and supervised
- Meet TfNSW and client quality, safety, and performance requirements

8. Personal Protective Equipment (PPE)

Appropriate PPE must be worn as required by task and site conditions.

RTS will:

- Provide compliant high-visibility clothing and task-specific PPE
- Ensure PPE is inspected, maintained, and replaced as required

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- Train workers in the correct use, care, and limitations of PPE

Workers are responsible for wearing PPE correctly and reporting defects.

9. First Aid

RTS will ensure adequate first aid resources and trained personnel are available.

RTS will:

- Conduct first aid risk assessments
- Maintain first aid kits and equipment
- Ensure workers understand emergency medical procedures

10. Fire and Emergency Management

RTS will plan for and respond to emergency situations.

RTS will:

- Develop site-appropriate emergency response plans
- Maintain firefighting and emergency equipment
- Provide emergency training and drills where practicable
- Ensure clear access to emergency exits and assembly areas

11. Manual Handling

RTS will manage manual handling risks to prevent injury.

RTS will:

- Identify and assess manual handling hazards
- Use mechanical aids or team lifting where required
- Implement controls to eliminate or minimise risks

12. Hazardous Chemicals

RTS will ensure hazardous chemicals are managed safely.

RTS will:

- Maintain a hazardous chemicals register and Safety Data Sheets (SDS)
- Ensure safe storage, handling, and disposal
- Provide training and appropriate PPE
- Implement exposure control measures

13. Fitness for Work

All workers must be fit for work and free from impairment.

RTS will:

- Implement drug and alcohol management procedures
- Require disclosure of conditions that may affect safety or performance
- Support access to medical or rehabilitation assistance

Workers must not attend work if unfit for duty.

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14. Working in Hot Conditions

RTS recognises heat-related illness as a serious risk.

RTS will:

- Implement hydration and work/rest regimes
- Provide shaded or cooled rest areas where practicable
- Monitor weather conditions and modify work as required
- Train workers to recognise heat stress symptoms and responses

15. Working in Isolation and Remote Locations

RTS will manage risks associated with isolated or remote work.

RTS will:

- Implement communication and check-in procedures
- Provide site-specific emergency response plans
- Ensure access to emergency contacts and first aid
- Assess lone-worker risks prior to commencement

16. Roles and Responsibilities

- **Officers and Senior Management**
  Ensure due diligence, compliance, resourcing, and leadership for WHS and quality.
- **Managers and Supervisors**
  Implement this policy, manage risks, monitor performance, and ensure compliance.
- **Workers**
  Follow procedures, work safely, report hazards, incidents, and quality issues.

17. Policy Review and Continuous Improvement

RTS is committed to the **continuous improvement** of safety performance, service quality, and operational effectiveness.

This policy will be reviewed:

- At least annually
- Following significant incidents, changes, or audit outcomes

Client feedback, audits, performance data, and worker consultation will be used to drive improvement.

Signed by Chief Executive Officer:



Shane Egan: …… 12/02/2026
(Name) (Signature) (Date)

Owner	Riverina Traffic Services Pty Ltd
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