



WORKPLACE SAFETY

Induction and Training Guide for Cleaning

This manual is the property of: _____

Emergency: Nearest Hospital: _____

Nearest Medical Facility: _____

First Aid Box Located: _____

First Aider: _____

Supervisor: _____ Contact: _____

Area Manager: _____ Contact: _____

July 2012

Induction and Training Guide for Cleaning **Section 1 - Policies**

Occupational Health and Safety Policy

Policy

We are committed to providing, promoting and maintaining a working environment that involves consultation with all employees and minimises the risk to health, safety and welfare of our employees and equally of the public in the environment in which we work. The delivery of this policy shall be through a systematic approach to hazard identification, risk assessment and risk control at the workplace.

Monitoring the Workplace

The key indicators for workplace monitoring for health and safety are:

- Hazard identification, assessment and control system
- Quarterly safety audits and workplace inspections
- Strategy for regular on site consultation and communication with employees and other stakeholders including a company representative to ensure employee and environment safety
- Employee competence managed through the company Training Plan
- Quarterly review of equipment, chemicals and consumables as fit for purpose

Health Monitoring

Our health monitoring program in place ensures:

- Employee selection program including security and health checks
- No Smoking policy and active support of the Quit Program
- Option of influenza vaccination in winter
- Drug and Alcohol policy in support of a drug and alcohol free working environment

Communication Strategy

Communication and consultation is a critical requirement for effective workplace management and also a regulatory requirement under the ONH&S Act 2004.

A monthly meeting between the Manager, Supervisor, Health and Safety Representative and a company representative shall be undertaken to:

- Review current safety and quality of work
- Identify new hazards
- Review the effectiveness of controls of current hazards

Hazard Reporting

Hazard reporting protocols are designated in position descriptions and included in company induction. The following protocols shall apply:

- All personnel have a responsibility to identify hazards and to report these to either the Health and Safety Representative or the Supervisor
- Health and Safety Representative [Site Representative] shall identify hazards in consultation with workplace employees and company stakeholder representative/s.
- Health and Safety Representatives shall report hazards to the Supervisor immediately and seek appropriate assessment and risk controls.
- Health and Safety Representatives shall report on risk management activities at the monthly meeting with Manager, Supervisor and company representative
- Supervisors shall be responsible for ongoing hazard management in consultation with the Health and Safety Representative

Accountability and Responsibility Directors

Overall accountability for meeting this policy statement and for compliance to the OH&S Act 2004 and associated regulations lies with the Managing Director.

Such accountability includes, but is not limited to:

- Undertaking workplace consultation in relation to workplace safety
- Providing the human resources sufficient and competent to undertake the assigned duties as described in position descriptions
- Providing and maintaining the appropriate equipment and chemicals fit for purpose
- Ensuring systems of work safe and without risk to health
- Managing and monitoring systems for safe use, handling and storage of chemicals
- Maintaining the workplace in a safe and healthy condition
- Providing information, training, competency assessment and supervision for all employees enabling them to work in a safe and healthy environment.

Managers

Managers are accountable for site delivery of this policy and its support systems including hazard identification, risk assessment and control, worksite inspections, operational procedures, work instructions, training and competencies and other relevant processes. Managers are responsible for communication strategies and supervision of Supervisors and Health and Safety Representatives at each site under their management.

Supervisors

Supervisors are accountable for ensuring workplace procedures are followed and, in consultation with the Health and Safety Representative, for identifying, assessing and controlling any unsafe or unhealthy condition or behaviour of individuals. All such risk assessment activities shall be undertaken in consultation with the Health and Safety Representative and workplace employees where practicable.

Health and Safety Representative

Each site shall have an employee nominated Health and Safety Representative who shall be trained in the requirements of risk management and workplace safety and shall be responsible for:

- Consulting with employees about health and safety
- Communicating with the Supervisor to ensure hazard identification, effective risk management and general workplace safety
- Reporting on workplace safety at monthly meetings

Employees

All employees are required to follow work practices as provided by the company, take reasonable care for their own safety and for the safety of others at their workplace and to comply with any lawful and reasonable command in relation to their duties.

Delegated Authorities

The Health and Safety Representative on site may be nominated from either a Cleaner or Supervisory position. Where this is the case, this person shall take on the dual role.

Signed: Date:.....

Rehabilitation (Return to Work) Policy

The Company identifies the need for an effective injury management and return to work program.

The Company is proactive in its approach to injury management and places strong emphasis on the safe, timely and sustainable return to work program for injured or ill workers.

Objectives

We are committed to the following objectives:

- prompt injury notification
- communication and consultation with all parties
- accountability and responsibility for injury management clearly understood
- provision of suitable employment
- effective accident investigation, and
- dispute resolution as required.

Commitment and Consultation

The Company will ensure the following positive approach in meeting our objectives, including:

- early notification system in place and communicated to employees
- effective, timely and efficient communication strategies between the employer, insurer, employee and the treating doctor
- provision of suitable resources and productive duties for the injured worker, and
- statistical review of incidents and accidents to seek preventive measures and continuous improvement.

Communication and dissemination

This policy, supporting systems and all new regulatory requirements as they arise, are communicated to our employees through our management structure at operational level and safety representatives on relevant sites.

Review

Our Rehabilitation Policy is available to all interested parties on request, provided to employees at induction, and reviewed annually along with our performance objectives and targets.

Signed:

Position: Director

Date:.....

Bullying and Occupational Violence

Workplace bullying and violence are unacceptable codes of behaviour. In Australia, occupational behaviour which can be classified as either bullying or violence is against the law.

A breach of this policy may initiate appropriate action as outlined in the Disciplinary Procedure or part thereof.

The Company is committed to taking all practicable steps to ensure bullying and occupational violence does not occur in its workplaces, or that employees are not subject to such experiences when representing the company at other workplaces.

In the workplace bullying is considered to be repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety.

No single incident of workplace bullying will not be condoned or ignored as it could lead to repeated bullying behaviour.

Occupational violence is considered to be any incident where an employee is physically attacked or threatened in the workplace [either a company workplace or a customer's workplace], whether by a co-worker, manager, subcontractor or customer.

Occupational violence is considered to be both a physical attack and a threat of attack by menacing behaviour or verbal intimidation.

Authorities and Responsibilities

Responsibility for implementation of this policy lies with the Manager or most senior person at each workplace or area.

Issues relating to this policy should be referred to your immediate Manager. OH&S issue resolution procedure applies to this policy.

What Is Considered Bullying?

The following behaviour is considered to be bullying:

- verbal abuse
- excluding or isolating employees
- psychological harassment
- assigning meaningless tasks unrelated to the job
- giving employees impossible assignments
- deliberately changing work rosters to inconvenience particular employees
- deliberately withholding information that is vital for effective work performance.

What Is Considered Violent Behaviour?

The following behaviour is considered to be violent:

- striking, kicking, scratching, biting, spitting or any other type of direct physical contact
- throwing objects
- attacking with knives, guns, clubs or any other type of weapon
- pushing, shoving, tripping grabbing
- any form of indecent physical contact.

Physical attack is defined without consideration of the attacker's intent. Therefore, a mentally disabled person who does not have the capacity to have intent to harm, may still attack a person – this is still violence.

What Should You Do If You Experience Bullying Or Violence?

1. Inform your direct line Manager of the incident, providing as many details as possible. If it is not appropriate to inform this Manager, refer to the next line Manager as appropriate.
2. The Manager will follow the issue resolution procedure to deal with this problem whilst at all times, maintaining a level of confidentiality as required by law and according to the request of the individual reporting the incident .

This shall include:

- Getting all the facts and determining that the incident is bullying or violence
 - Consulting and communicating with the person/s involved as necessary to resolve the issue to the satisfaction of the person reporting the incident
 - Monitoring and following up to ensure no further incidents have occurred
 - Determining the need for any additional awareness or training for employees
3. Should further bullying or violence occur, the Company Disciplinary Procedure shall be initiated?

Signed:

Position: Director

Date:.....

Smoking Policy

The National Occupational Health and Safety Commission has resolved that, given the proven health risks of smoking, a tobacco smoke-free work environment should be the objective of Australian workplaces.

Occupational Health and Safety Regulations in general, throughout Australia, prohibit smoking by employers, employees and self employed persons in enclosed workplaces. The Company supports this policy.

A workplace is considered enclosed if it has walls, ceiling or roof and can be completely or substantially enclosed, even if not all the openings are closed.

The Company has a duty to protect the health of all employees from the effects of tobacco smoking in the workplace, and as such has adopted a tobacco smoke free working environment.

Employers, employees and self employed persons

Employers, employees and self-employed persons are required to adhere to the following rules;

- Smoking is prohibited in enclosed workplaces and company mobile plant and motor vehicles
- Smoking is prohibited on customer premises or mobile plant belonging to customers
- Smoking is prohibited in areas where chemicals are stored and in and around other fire hazard areas
- Appropriate 'No Smoking ' signage shall be clearly displayed in enclosed workplaces

Responsibility for implementation of this policy lies with the Location Manager at each site.

Issues relating to this policy should be referred to your immediate Supervisor. OH&S issue resolution procedure applies to this policy.

A breach of this policy may initiate appropriate disciplinary action.

Authorities and Responsibilities

Responsibility for implementation of this policy lies with the Manager or most senior person at each workplace or area.

Issues relating to this policy should be referred to your immediate Manager. OH&S issue resolution procedure applies to this policy.

A breach of this policy may initiate appropriate action as outlined in the Disciplinary Procedure or part thereof.

Signed:

Position: Director

Date:.....

Drug and Alcohol Policy

The Company takes the issue of the use of alcohol while at work, or prior to undertaking work as serious. More seriously, The Company will not tolerate any employee attending work while under the influence of an illicit drug.

This policy is intended to assist the company to evaluate a person's fitness to work, and to ensure that statutory requirements are met in this regard. This policy relates to all company sites and applies to all employees, subcontractors and visitors.

The primary objective of the Alcohol and Drug Policy is to;

- Provide a workplace in which employees, subcontractors and visitors are free to go about their business, without risk of injury from persons affected by Alcohol and other Deleterious Drugs.
- Enforce strict disciplinary procedures to those who test positive to alcohol and any other drug of addiction or prescription/non prescription drug that may impair work performance.

All persons entering a Company place of work shall be made aware of this policy and are required to adhere to it. This includes employees, prospective employees entering a workplace, subcontractors and visitors. This policy shall form part of all company induction processes.

Illicit Drug Use & Fitness for Work

If an employee is reasonably believed to be under the influence of an illicit drug while at work, that employee will be required to leave the workplace. If an employee is required to leave the workplace more than once as a result of a reasonable belief of Management that the person is under the influence of an illicit drug, that person shall be required to undertake a drug test via the Company Appointed Medical Providers prior to return to work. This shall be at the cost of the employee.

The Company believes that such measures are required as the Company take the health and safety of employees and others in the workplace very seriously. As the work undertaken by the Company employees can involve serious injury or even death if an accident occurs when a person may be under the influence of an illicit drug, the Company believes these measures are appropriate.

The use of prescription/non prescription drugs could create a potential for impairment of a person's safe and efficient performance of his/her duties. This includes but is not limited to drugs such as analgesics containing codeine, antidepressants, sedative antihistamines, and nasal decongestants containing ephedrine or pseudo ephedrine, (excluding benzodiazapines, barbiturates or methadone).

Where an employee or the employee's supervisor/manager doubts the fitness to work by reason of the consumption, use or anticipated consumption or use of any substance or substances (including prescription or non-prescription drugs), that person must obtain a letter from his/her medical practitioner confirming that such substance or substances does not, in the opinion of that medical practitioner, reasonably create a potential for the impairment of that person's safe and efficient performance of his/her duties.

Consumption of Alcohol & Fitness for Work.

The Company does not approve of the consumption of alcohol by employees during working hours (including during lunch) or prior to commencing work so that an employee is affected by alcohol during work.

No person shall be allowed to start work or stay at work with a BAC (Blood Alcohol Content) of greater than 0.00%.

There will be times when it is appropriate that employees be permitted to consume alcohol – such as during some celebrations, or at times at the end of the work day. If such consumption is appropriate (At the discretion of the Supervisor), employees have a duty to ensure they regulate their intake of alcohol in such a manner as to not become intoxicated. Under no circumstances may employees who do consume alcohol on such occasions return to work if their work activities in any way may be affected by the intake of alcohol in such a way as to form a danger to others.

Where employees regularly consume alcohol as part of their employment (e.g. employees engaged in entertaining clients) such employees are to moderate their consumption to avoid intoxication. If during the course of the consumption of alcohol during such work related functions any employee becomes intoxicated, they shall under no circumstances drive a vehicle from a work function or from the workplace. Management shall make arrangements such as cab charges available to employees in such situations. If you believe you may become intoxicated in such a situation, you should ensure beforehand that you have made suitable transport arrangements.

If management believes that an employee is becoming intoxicated, so as to be a danger to the health and safety of themselves or any other person, or in such a way that their work performance is diminished, or they cause the Company embarrassment, it shall be considered a breach of this policy which will be considered serious and where appropriate result in disciplinary action.

Submitting to Screening/Testing – Consent on Employment

Anyone who works at or visits a Company site may be required to undergo testing where the supervisor or company representative has suspicion as detailed in 1.0 & 2.0

A person who refuses a screening/testing shall be required to leave the workplace if deemed by the supervisor to be a risk to safety of him/herself and others and may be requested to take unpaid leave until the required medical certification has been provided (Drug & Alcohol Free). Employees may be subject to disciplinary action in accordance with the Company Drug and Alcohol Policy.

The Company will request testing of Individuals under the following circumstances:

- Where a Supervisor or Manager has reason to believe that an individual is adversely affected by alcohol or other drugs.
- Where an individual is involved in an accident, or in a near miss incident that has serious potential for injury or damage to equipment.
- Where an individual displays any unsafe behaviour or causes injury to any other person or commits an act of negligence or carelessness or shows disregard to safety.
- Where upon the reasonable request of any other employee who observes or becomes aware of behaviour or conduct as per the preceding points. The person making the request will also be tested. To ensure the name of the person making the request remains confidential; the Manager will be present during the test in place of the person making the request. The name of the person making the request shall not be divulged to any other person.

Positive BAC reading of more than 0.00%

If the person requests a blood test, the person shall be stood-aside pending test results. This process generally takes between 24 -36 hours. The person will be considered unfit for work and shall take paid sick leave (if accrued) and/or authorised unpaid leave until results of the blood test is known.

If the blood test result is a BAC of 0.00%-0.05% the person can return to work when their BAC is 0.00% and will be paid all overtime and allowance they would have otherwise received during the stand-aside period. The person shall receive a final written warning, and any subsequent warnings shall result in that employee's employment being terminated.

If the blood test result is a BAC of 0.05% or more, the termination procedures outlined above shall apply. The cost of the blood test and any other associated costs will be borne by the person being tested in these circumstances.

Consumption of Alcohol and other drugs of addiction, during work hours may possibly result in termination without notice, regardless of the blood alcohol level of the person consuming or possessing the intoxicating liquor or drug. If a subcontractor employee, the subcontractor will be requested to remove the person from site immediately.



Confidentiality

It is the responsibility of managers & Supervisors to enforce this policy in a sensible & sensitive manner.

The Company shall (subject to any statutory obligations in this regard) take all reasonable steps to ensure that any test results concerning any employee shall be and remain confidential between that employee and the Company. Details of test results will only be revealed to the National Operations Manager & the Risk & QA Manager for determining contributing factors in an accident. All information will be treated as strictly confidential except in cases where the employee chooses to divulge or authorise the release of test results.

Written records will only be maintained where necessary for confirmation and comparison of positive test results or for a record of disciplinary action. These written records will be kept in the person's file in a lockable cabinet. Access to the cabinet will be restricted and records kept strictly confidential.

Signed:

Position: Director

Date:.....

Issue Resolution

– Safety issues other than injury/return to work matters

Occupational Health and Safety (Issue Resolution) Regulations and Guides throughout Australia require that employer and employee representatives must attempt to resolve OHS issues through a prescribed procedure, unless they have agreed to another procedure.

The following issue resolution procedure is the one that has been agreed upon by management and employees.

The objective of the agreed procedures is for the most speedy and effective resolution of all OHS issues, as and when they arise. It is the responsibility of management to resolve issues in their workplace.

Procedure

Step 1 - Problem or Issue

Where an employee identifies an OHS problem or issue they should raise it with their immediate supervisor, preferably in writing and list it on the Hazard Register if it bears a direct relationship to safety in the workplace.

The employee or supervisor should inform both the management and the OHS representative of the actions.

Step 2 - Actioning the problem/issue

The problem/issue should be dealt with as soon as possible after being reported.

If it cannot be rectified immediately then a solution should be implemented as soon as practicable. At a minimum, interim measures should be put in place to prevent any adverse consequences until such time the issue can be satisfactorily resolved.

It should be noted that in deciding the extent of concern a specialist might need to be engaged for advice, (eg hygienist for air monitoring).

Step 3 - Unsatisfactory Response

Where a problem has not been satisfactorily resolved and may be life threatening the OHS employee or management representative may stop the work being carried out until further discussions are undertaken and the problem resolved.

Step 4- Dispute

If no further action occurs, then the employee or OHS Representative may consider the situation in dispute make contact with a Workcover Inspector. The Inspector may direct that the problem be addressed by issuing an Improvement Notice or Prohibition Notice.

Step 5 - Action as Directed

The issue should be communicated to the company Director who will decide on the extent of advice to other designated work groups. This communication should be formal and in writing.

Step 6 - Outcome

Solution should be monitored for effectiveness and recorded as well as being passed on to relevant employees for their information. All actions and outcomes must be recorded.

Signed:

Position: Director

Date:.....



Induction and Training Guide for Cleaning
Section 2 – Working Safety

Safety is everyone's responsibility

COMMUNICATION AND CONSULTATION

A Supervisor is available for contact on each shift, either in person or by phone if necessary. This is the person you report to when you have a concern about any matter relating to your safety, public safety and building matters. If you cannot contact your Supervisor, in an emergency contact a company representative or the Police 000.

Report it to your Supervisor

IMMEDIATELY → → → → → → → → → → → → →

- If you cannot start work for any reason
- Unknown persons on site
- Vandalism
- Incidents/accidents
- Equipment or other failure that prevents you doing your
- Any unusual occurrences
- Any other matter that may concern you in the workplace



If it is **URGENT** it will be fixed immediately or barricaded or tagged to prevent it harming anyone.

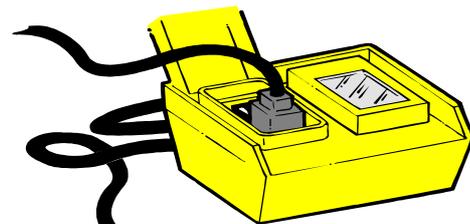


If at a safety risk the supervisor may contact the Superintendent for further action. You will be kept informed.

If you report a hazard at your workplace, you may be asked to help find a solution to the hazard.

The person you reported it to will get back to you and tell you what is happening. This may involve alternative ways of doing things, training, and change of processes, additional protective equipment or other solutions

Supervisors will then ensure all other workplaces are notified of the hazard and the solution.



SAFETY IS EVERYONE'S RESPONSIBILITY!



START THE DAY SAFELY !

**BE AWARE OF THE ENVIRONMENT & CHECK
ISSUES FROM THE PREVIOUS SHIFT**

- 
ELECTRICAL HAZARDS – contact with power when using electrical equipment is a risk. Always visually check your equipment before you start work. This is your responsibility. Tag ‘out of order’ if you can see a fault or feel the equipment is not working as it should.
- 
MOVEMENT AROUND BUILDINGS – wherever possible, lock areas behind you as you go so others cannot get into the area where you are working. Keep keys with you at all times.
- 
RISK OF VIOLENCE – be aware of the rules relating to handling aggressive behaviour and also be aware of what to do in an armed confrontation situation.
- 
SLIPPING – water on floor surfaces is always a slip hazard. Wear non slip safety footwear.
- 
VANDALISM – Be aware of persons around the premises after hours who act suspiciously. Do not confront them. Follow emergency procedures by contacting a company representative, Supervisor or Police.

Do yo
Inform
repre:
Fix it,



OR if an immediate risk to company employees, contact the company
ly.
: so that no one else gets hurt



Ladders in the Workplace

As a general rule, a ladder should only be used as a means of access and not a place of work. If it is possible, the use of Elevated Work Platforms (Cherry Pickers and Scissor Lifts) and scaffolds are the preferred method of access.

If this is not possible and a ladder must be used, then the following steps must apply:

If your feet are 2 metres or more above the ground you should use an alternative to a ladder wherever practical. A work platform is the best option. You will need to be trained in the use of any equipment that means you are above 2 metres off the ground.

Rules for using or not using a ladder

1. Only use a ladder if there is absolutely no other alternative to doing the job. A ladder must provide a stable platform on which to work. You should not be balancing on a narrow step. A platform ladder is the most appropriate to use.
2. All ladders must be inspected prior to use for defects and structural integrity. If you have any concerns regarding the condition of the ladder, inform your Supervisor immediately.
3. Make sure the ladder is used on a firm, flat and non-slip surface.
4. Set the ladder at a slope of approximately 4 in 1, that is, for every metre in height, the ladder should extend out from the vertical surface 250mm.
5. One ladder, one person. It is recommended that the person using the ladder should have three points of contact. To achieve this, carry your equipment in a toolbelt, holster or pouch.
6. Never climb higher than the third rung from the top unless the ladder is a platform ladder type [gives a broad flat surface to stand with a protective railing]. Always work within easy arms reach of the ladder
7. Ladders should be firmly secured or tied off. If tied, the ties should be attached to the stiles of the ladder – not the rungs. While the ladder is being secured, it should be held firmly by another person.
8. If it is not practical to tie off or secure a ladder, for whatever reason, the ladder must be footed at the base by another person to prevent any unwanted movement of the ladder.
9. When you have finished with the ladder, check to make sure it is still in good working order. Report any faults to your Supervisor.

DON'T

1. Place ladder against glass or windows.
2. Store ladders in open weather.
3. Use thongs or similar footwear when using a ladder.
4. Use on windy and/or wet days.
5. 'Walk' a ladder whilst standing on it.
6. Use near exposed electrical cables.

Hazardous Substances

A substance can be identified as hazardous by reading both the label and the material safety data sheet (MSDS). The label may say "Poison", "Caution", "Warning" or "Hazardous".

The MSDS may state: "This substance has been determined to be hazardous against the Worksafe Criteria.

Examples of Hazardous Substances include but are not limited to:

- degreasing agents and solvents
- disinfectants
- petrol and oils
- graffiti removers
- pesticides
- soaps and detergents
- bleaches
- paint strippers
- insecticides

The aim of the hazardous substances provisions in the legislation is to **minimise** the risk to health due to exposure to hazardous substances in the workplace by;

- ensuring all hazardous substances used in the workplace are labelled and have MSDS's;
- providing for the assessment of the risk of, and the control of, exposure to hazardous substances;
- ensuring that all cleaners who could be exposed to hazardous substances at work are provided with appropriate information and training on such substances;
- ensuring that emergency services personnel have access to information on the hazardous substances contained in the workplace;
- looking for non-hazardous substitutes to replace dangerous substances.



What you should do

- ⇒ **Read the MSDS and make sure you understand them**
- ⇒ **If you have any doubts, ask your supervisor**
- ⇒ **Follow the instructions and procedures provided during training, and also on chemical labels and MSDS, to make sure you use the substance correctly**
- ⇒ **If you have any adverse health effects to a chemical, stop using it immediately and tell your supervisor**

Protective Equipment

A Cleaner's job could sometimes be subject to dangers such as chemical spills, noise, and excessive sun. Most of these situations can be assisted by using some form of protective Legislation, Codes of Practice and Standards cover the basic requirement for protective equipment, but risk assessment and control must always be carried out for individual worksites and in consultation with employees..

You will be provided with suitable protective equipment for your job.

Using the protective equipment supplied to you is a condition of employment.



Skin Protection

Australia has the highest incidence of skin cancers in the world. Skin cancers prove fatal in approximately 900 cases each year.

If your job exposes you to the sun you are required to take sensible precautions, and in particular to cover your head and shoulders.

Although no substitute for proper clothing, sun block (factor 30) is a minimum requirement for skin exposed to the sun for moderate to lengthy periods.

Manual Handling

Manual Handling is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing.

Many workplace injuries can occur if manual handling techniques are not followed.

We provide work instruction and training to make sure you are following safe methods of work. This way, you are unlikely to hurt yourself.

What you should do

- ⇒ **Always follow the work instructions and training that has been provided**
- ⇒ **If you are not sure how to do something, stop what you are doing and ask your Supervisor**

How you can work safely

Lifting rules

- Do not lift items you find heavy or awkward. Use trolleys, lifting equipment or team lift instead. If lifting equipment is provided - **use it**.
- Report all strains, sprains, aches and other injuries you receive from lifting, carrying, pushing, pulling etc to your supervisor.
- Plan the lift - know where you are going, clear the way.
- Check the weight of the load - make sure it is not too heavy.
- Place feet - keeping well balanced. Squat down by the load, bending knees without going too low.
- Keep a straight back - do not bend/slump.
- Get a good grip - Use the palm - not just fingers.
- Pull the load close to the body, tuck in chin and lift smoothly using leg muscles to stand up.
- If you are bending forward etc, change positions every few minutes by standing straight, and arching your back to a comfortable position.



Pushing/Pulling

- Whenever possible push rather than pull. Brace your abdominals and use your legs. If you do have to pull, make sure your palms are facing upwards.

High Lifting

- Lifting above shoulder height places increased amounts of strain on your back. Wherever possible it should be avoided. Consider other options such as steps, storing equipment at lower heights etc.

Electrical Equipment

The Occupational Health and Safety Act provides regulations to protect the health and safety of people at work from the risks arising from electricity.

What you should do

- ⇒ all electrical appliances/equipment should be fitted with an electrical testing tag showing that they have been tested and are safe to use;
- ⇒ if you find any equipment, or see any electrical fittings that do not appear safe, complete a Hazard Report Form or inform your Supervisor immediately.

In the event of Electric Shock

- ⇒ Break the contact by switching off the current at the mains or meter if it can be quickly reached.
- ⇒ If not switch off at the power point and remove the plug before attempting to touch the victim.
- ⇒ Telephone for ambulance or medical assistance immediately.
- ⇒ Contact site first aid person immediately and call for assistance.

Sharps



Sharps can include hypodermic needles, lancets, razor/scalpel blades, or any other instrument which could result in puncture injuries, damage to skin etc. The main risk associated with a needlestick injury is the acquisition of blood borne viruses such as HIV (AIDS) and Hepatitis B or C.

Infectious Waste is defined as waste arising from medical, nursing, dental, veterinary pathology, pharmaceutical or similar practice, investigation, treatment, care, teaching and research which has the potential to cause sharps injury, infection or offence, unless treated by a method approved by the Director General of the NSW Department of Health.

This includes but is not limited to: discarded sharps, discarded blood specimens and products, human tissue, organs, body parts etc, and animal carcasses.

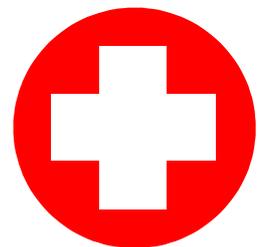
What you should do

- ⇒ **Never put your hands in areas where you cannot see or run fingers behind objects such as, wash basins, cupboards. etc. Never put your hand into bins.**
- ⇒ **Never pick up a sharp with your bare hands.**
- ⇒ **When disposing of sharps:**
 - **put on heavy duty gloves;**
 - **use tongs to pick up a needle or syringe and put it in a sharps container;**
 - **do not hold (or have someone else hold) the container - while you are putting a syringe into it - put the container on the floor;**
 - **once the container is $\frac{3}{4}$ full make sure that you secure - the cap, and notify your supervisor that it needs to be replaced.**

Make sure that nobody else could get hurt by the sharp.

First Aid Procedures

- ⇒ **Wash immediately and thoroughly with soap and water.**
- ⇒ **If mouth, nose or eyes were affected, immediately rinse well with water or saline**
- ⇒ **Seek immediate medical advice.**



Infection Control

Everyone is susceptible to infection to a greater or lesser extent.

Any breakdown in normal body defence will increase the risk of infection developing.

What you should do

Handwashing

Handwashing is recognised as the single most important activity in the prevention and spread of infection. It is also of paramount importance in maintenance of personal hygiene and in reducing the risk of acquiring infection.

Personal Cleanliness

- Bathe or shower every day.
- Keep fingernails trimmed and clean.
- Keep hair clean.
- Cover or wear hair restraint for long hair while at work.
- Jewellery other than a wedding ring should not be worn on the hands or arms while at work.



Induction and Training Guide for Cleaning
Section 3 – Hazards and Emergencies

Workplace Hazards

Hazards may occur in a workplace which need to be controlled to prevent injuries occurring.

As a cleaner you have a responsibility to report any hazards that you might find.

Even if you are not sure that something is a hazard, you should still report it to your Supervisor.

Hazards should be classified as:

High Risk Requiring immediate control as they have the potential for permanent/serious injury or death.

Moderate Risk Require a level of improvement over a realistic period of time as they may cause serious injury.

Low Risk Identified opportunities for improvement as they may provide a level of workplace risk to employee health and safety.

What you should do

- ⇒ List any hazards you find on the hazard report form and give it to your Supervisor.
- ⇒ The Supervisor will put these on a Hazard Register and will ask you to help them find solutions to the hazard.
- ⇒ If solutions cannot be found, then ways of minimising the risk will be implemented.



TO BE COMPLETED BY REPORTING PERSON / SUPERVISOR

HAZARD REPORT FORM – for any hazard including repair or maintenance. Copy to Supervisor when a hazard is identified. If a risk to yourself or other persons such as company employees, IMMEDIATELY INFORM THE COMPANY REPRESENTATIVE OR SUPERVISOR.

DATE: _____

REPORTED BY: _____

LOCATION: _____

SUPERVISOR: _____

HAZARD _____

IMMEDIATE ACTIONS TAKEN _____

SUGGESTED FIX / CONTROLS / SOLUTIONS _____

FOLLOW UP ACTIONS TAKEN _____

UNDERTAKEN BY: _____

DATE: _____

SIGNATURE _____

FURTHER FOLLOW UP / MONITORING REQUIRED YES / NO

FOLLOW UP SUGGESTED DATE:

FEEDBACK TO PERSON REPORTING HAZARD

HAZARD REPORT COMPLETED: YES / NO

MANAGER OR DELEGATE (SIGN): _____

DATE: _____

Report to be filed in site file and reviewed at time of internal audit

Emergency Procedures

An emergency could be;

- An accident causing injury which requires urgent medical treatment.
- Any case of collapse, unconsciousness or heat stress.
- Electrocution.
- A major collision causing injury.
- Contact by a machine with power lines.
- Discovery of a fire which cannot be controlled in under two minutes.
- Vehicle Accident



What you should do

The building manager/concierge or security officer will manage all emergencies. Report immediately to the Concierge during the day and Security at night and explain the emergency. They will give you further instruction.

It is your responsibility to know what to do before an emergency occurs. If you do not know, ask your supervisor or a company representative. If all else fails, call the Police 000.

Workplace Violence affecting cleaners

Violence is a major occupational health and safety issue. Violence is often random and unpredictable. Many of these types of incident could be avoided or minimised if safe systems of work are in place.

Violence includes:

- ✚ verbal and emotional threats, and
- ✚ physical attack to an individual's person or property by another individual or group.

The level of fear an individual feels and the way they respond during and after a violent act relates to their own experiences, skills and personality.

Violence toward cleaners on client premises often occurs after hours and is related to robberies or drug related offences. It is often carried out by drug affected individuals.

Violent acts include:

- ✚ Verbal abuse
- ✚ Threats of a sexual nature
- ✚ Threats of violence
- ✚ Physical or sexual assault

Violent behaviour can escalate from intimidatory body language, to verbal threats and to physical threats or assault.

Safety Alert: Dealing with Violence

Watch for Signs of Violence

Staff should know how to recognize the potential for violence in a person's behaviour. The potential for violence is usually signalled by verbal and nonverbal clues.

Verbal Clues

- + Raised voices
- + Threats
- + Repetitive statements by the person
- + Racist, sexist and other types of verbal abuse
- + Withdrawal, no communication when spoken to

Non - Verbal Clues

- + Agitated movements
- + Threatening gestures
- + Eye to eye staring
- + Standing very close
- + Banging on the furniture
- + Clenching the fists
- + Towering or intimidating posture

When confronted with violent behaviour

- + *Try to reason with those attacking property or others and ask them to stop*
- + Do not attempt to physically stop them by stepping in between them and the property they are attacking
- + Do not attempt to restrain them unless it is a life threatening situation and there are not other options. It normally takes four or five people to restrain an angry person without damage to themselves
- + There is a temptation to react to threatening behaviour by adopting the same confrontational body language in response. This may inflame the situation.

To ensure that pacifying words and body language match:

- + Take a step back to create space
- + Raise the hands in front to waist level (as if warming them in front of a fire)
- + Continue eye to eye contact but blinking every few seconds (a feature of normal eye to eye contact)
- + Continue to use non-confrontational language and do not touch the aggressive person
- + Get out as quickly and safely as possible if all attempts to defuse the violence have failed and there is a real threat of physical damage or your life is at risk
- + If the aggressive person leaves first **DO NOT** attempt to chase or follow them
- + **Call the police**



Safety Alert: Weapons Threat



Being threatened by a weapon such as a gun or rifle is a special situation where serious injury or loss of life can occur. This can also include a knife, syringe other object.

When confronted with a gun or other weapon

- Stand still
- Keep your hands where they can be seen
- Obey the offender's instructions
- Do exactly what you are told and allow the offender to leave
- Remain calm and quiet
- Speak only when spoken to
- Avoid staring or making eye contact
- Observe, only if you can do so safely; offender's appearance such as hair, eye colour, height, weight, race, age and any identifying marks such as scars, tattoos and speech patterns
- Stay out of the danger area. The offender is in control so do not try to outsmart them or investigate out of curiosity
- Do not chase after the offender. Leave this to the police.
- Observe the direction of departure and get away car (or means on transport) BUT only if it is safe to do so
- Call the police; ring 000 and give as many details as you can remember
- Seal off the hold up area as evidence can be lost if people interfere with anything
- Ask any witnesses to remain until the police arrive

Verbal Threats and Intimidation

In most cases violence will not escalate past verbal threats. Verbal threats can lead to physical violence or be a part of a deliberate attempt to harass and intimidate. Staff should be made aware of how to deal directly with verbal threats and in incident reporting.

Staff who are being verbally attacked should:

- Try to assess the emotional/mental state of the person – i.e. frustrated, disturbed, under the influence of drugs or alcohol
- Try to accommodate their needs. They may simply have been woken and momentarily not be aware of where they are
- Use assertive but non-aggressive language
- Assess the potential for the situation to become physically violent
- Seek the presence of another staff member if at all possible

Safety Induction

Welcome to the Company.

As part of your induction into working in the environment we require you to be inducted into our safety system and that of the systems required for cleaning these premises.

Safety is an important part of what you will do and how you will be expected to work.

Your supervisor will inform and train you in the safety matters listed below. Please tick off each item as you have been inducted. Your supervisor will make a copy of this form after it is completed and signed by both yourself and the Supervisor and keep it on your employee file.

1. **Safety rules and regulations** – Standard procedures for working on the premises been included in workplace training
2. **Accident / Incident Reporting** – you understand that you **MUST** report any accidents, incidents or near misses to your supervisor and assist in filling out an Accident/Incident Form.
3. **Policies and Procedures** – File on site. You have been given a copy of the policies in this Guide Booklet including Issue Resolution procedure and the procedure for identifying and reporting hazards (Communication and Consultation procedure and Hazard Report Form).
4. **Safe Work Instructions** – Copies kept on site and provided to you in a booklet form
5. **Hazardous substances and the use of chemicals** – you have been instructed on the use of the substances, you know where to find the MSDS and risk assessments, and you have been provided with personal protective equipment (gloves, goggles etc)
6. **Electrical Equipment** – you have been instructed in the use of the equipment, including the necessary visual checks at the start of a shift to make sure any electrical equipment is not obviously damaged, no frayed cords, exposed wires etc. You know where to find an 'Out of Order' tag and how to use it. Make sure that any electrical equipment provided to you for use has a current safety tag that shows it has been tested.
7. **Manual Handling**- you must be instructed in safe manual handling techniques and be provided with a copy of the manual handling assessments and procedures in a booklet. Do not lift above your capacity, always bend limbs not back. You know where to find the manual handling risk assessments in the Safety File.
8. **Emergency Preparedness** – you have been shown the emergency evacuation plan on the premises. You are aware of the emergency exits, who to report to in an emergency. You have been shown where to find the First Aid Box and informed of any trained First Aiders available to you during your shift or the nearest medical assistance [doctor, hospital]
9. **Workplace Violence** – you have been instructed in how to behave if confronted with violence.

Signed as induction completed and understood. I understand agree to follow the safe work practices explained to me:

(New Employee Name and Date) _____

Signed as induction completed and the new employee has indicated they understand all necessary processes:

(Supervisor Name and Date): _____

I (print name) _____

have been inducted into the Company Systems.

I agree to follow safe work practices and report any hazards to my Supervisor.

Signed (employee) _____ Date _____

Signed (person providing induction) _____ Date _____

Cut along line

Company returns signed certificate

Electrical Safety

It is the policy of the Company:

- To achieve the best levels of health and safety; to comply with acts, regulations and codes of practice for electrical installations/wiring
- Electrical work shall be undertaken only by Registered Electrical Contractors or Licensed Electrical Workers who holds a current licence in respect of the specified class of work carried out by that worker

Authorities and Responsibilities

All personnel associated within any site have responsibilities regarding electrical safety.

Managers are responsible for and accountable to:

- Provide adequate supervision of all employees and contractors
- Ensure that all electrical work is carried out only by Registered Electrical Contractors or Licensed Electrical Workers and that each electrical worker holds a current licence in respect of the specific class of work carried out by that worker
- Provide and maintain safe systems for carrying out electrical work
- Ensure that all employees and contractors have and maintain the appropriate knowledge and skills regarding electrical lines and equipment for them to carry out their work
- Take timely and appropriate action when electrical incidents occur or unsafe electrical equipment is identified
- Ensure that electrical work is carried out in relation to construction or demolition complies with Australian Standards
- Ensure that all electrical equipment is maintained in safe condition and according to Australian Standards

All other employees are responsible for and accountable to:

- Comply with policies and procedures
- Be aware of the location of and safe clearances to overhead power lines, underground cables and electrical equipment
- Report all electrical incidents, hazards or potential hazards
- Check the operation of portable Residual Current Devices (Safety Switches) before each use

PROTECTION AND TESTING - Rcds Or Earth Leakage Circuit Breakers

Residual Current Devices (RCD's)

An RCD may be non-portable (on the switchboard at the origin of the final sub-circuit or at the socket supplying the appliance) or portable (in a portable device connected to a socket-outlet and which supplies the appliance)

If electricity is supplied to movable electrical equipment through a socket outlet and the supply of electricity is not protected by a non-portable R.C.D., the output side of the socket outlet must be directly connected to a portable R.C.D. or E.L.C.B.

Socket outlets, where there is an increased risk of electric shock to the user, must be protected by RCD's

All R.C.D.'s/E.L.C.B's must be tested regularly:

Non-portable R.C.D.'s – three monthly by the built-in test facility, and three yearly in accordance with AS3760 (in service Safety Inspection & Testing of Electrical Equipment)

Portable R.C.D./E.L.C.B. - before it is first used on any day by means of the built-in test facility and in accordance with AS3760 In-Service Safety Inspection and Testing of Electrical Equipment.

Inspection and Testing - Frequency

The Manager must ensure that equipment is inspected and tested in accordance with Australian Standards by a Registered Electrical Contractor or Licensed Electrical Worker

Cord extension sets, power boards, appliances connected by a flexible cord, portable isolation transformers and RCD's must be inspected and tested:

- Prior to initial introduction to service (except where the equipment is new and there is written evidence of compliance to AS/NZS 3760)
- Before return to service after repairs;
- Prior to each hire (for hire equipment, inspection only) and additionally tested at not greater than monthly intervals; and
- At intervals not exceeding those specified in the "Inspection & Testing Intervals" schedule appended to this document
- Prior to use, a quick visual inspection to ensure there are no defects (this is for the users personal satisfaction).

Equipment which has passed the inspection and test shall be fitted with a durable, non-reusable, non-metallic tag, which shall include:

- Name of the person or company performing the tests; and
- The test or re-test date

Test and Inspections Records

Test and inspection records must be kept for a period of seven (7) years and be available on site. The records include –

- A register of all electrical equipment; and
- A record of formal Inspection and Testing (covering the equipment, the type of inspection or test, the date and the results); and
- A repair register (covering the equipment, the date, the nature of the repair and who carried out the repair); and
- A record of all faulty equipment and equipment removed from service (covering the equipment, the date reported as faulty or removed from service, who reported the faulty equipment, the action taken and the date the fault was rectified)

Note: Copies of Registered Electrical Contractors' invoices, reports, certificates of electrical safety etc are filed at head office with the purchase order/payment voucher – contact accounts payable for copies as required

Operation of Fuses or Circuit Breakers

After a fuse or circuit breaker has operated, the cause of the fuse or circuit breaker operating must be determined prior to starting the plant or equipment.

Fire Management

Managers must ensure that

- switch rooms are fitted with appropriate fire extinguishers in readily accessible positions or an appropriate fire management system, and that site personnel are trained to act accordingly

Flexible Cables

Flexible cables and extension leads must be:

- located in positions where the cables and leads are not subject to damage (including damage by liquids), and
- are provided with protection against damage (including damage by liquids).

A flexible cable or extension lead must be supported at least 2m from the floor or ground if the:

- plug connected to the electricity supply is more than 10m from the equipment to which the cable or lead is connected,
- person using the equipment to which the cable or lead or connected cannot see the plug connected to the electricity supply, or
- cable or lead crosses a passageway or access way.

Use of Temporary Electric Power

All temporary electrical wiring installations and equipment used in construction work on sites must be safe for use.

The use of temporary electric power in our workplaces shall comply with the relevant Code of Practice and, as appropriate, the regulations of the Local Electricity Supply Authority, otherwise as a minimum to the latest edition of AS3000 "SAA Wiring Rules".

Electrical equipment that does not comply with the provisions of a Code of Practice or the Wiring rules must be removed from the workplace.

Tagging Of Electrical Equipment

When the piece of equipment has been inspected and tested, and has achieved the set criteria, it can then be tagged.

The tag, which may be colour coded to aid in identification of test period, should be made of durable, non-metallic material and shall include;

- the name of the person or company that performed the tests, and
- the test or retest date.

REMEMBER – IF IT'S NOT TAGGED – DON'T USE IT – REPORT IT!

INCIDENT RESPONSE AND REPORTING

The following serve as a guide to an appropriate response in the event of an electrical incident -

- **Do NOT Panic**
- **Do NOT put yourself or anyone else at risk**
- **Switch off the source of electricity supply – only if it can be safely done**
- **First Aider to administer First Aid to any injured person – call Ambulance if required**
- **Make the area/site safe without disturbing any evidence needed for a thorough investigation**
- **Assist relevant authorities (e.g. police, etc) with their investigations**
- **Carry out a site investigation of the incident - it is important that the incident has been investigated before the circuit involved is re-energised, for safety reasons, as well as assisting the investigation**

In addition to the immediate verbal advice to the Authorities for serious electrical incidents, a written report is required to be sent within 24 hours after such incidents, and other incidents involving accidental contact with any electrical installation or electric shock and serious electrical incidents.

Serious Electrical Incident means an incident involving electricity which causes or has the potential to cause

- The death or injury to a person; or
- Significant damage to property; or
- A dangerous electrical event; or
- A serious risk to public safety

TESTING AND INSPECTION SCHEDULE FOR ELECTRICAL EQUIPMENT

[RCD: Residual Current Devices/ EPOD: Electrical Portable Outlet Device (Power Board)]

| ENVIRONMENT/LOCATION WHERE EQUIPMENT IS BEING USED | CLASS OF EQUIPMENT | | RCDS | | EXTENSION CORDS AND EOPDS/POWER BOARDS |
|---|-------------------------------|----------------------------|---|---------------------------|--|
| | CLASS I: PROTECTIVELY EARTHED | CLASS II: DOUBLE INSULATED | PUSH-BUTTON TEST BY USER | OPERATING TIME RCD TESTER | |
| Weighbridge Fixed Plant/Mobile Plant | 6 Monthly | 12 Monthly | 3 Monthly | 2 Years | 12 Months |
| Factories, Workshops, Manufacturing Areas, Repair & Maintenance Areas, Assembly/ Fabrication Areas | 6 Monthly | 12 Monthly | Daily, at change of shift or before every use, whichever is the longer. | 12 Monthly | 6 Monthly |
| Commercial environments with no special protection such as offices, tea rooms/kitchens, laboratories and health care areas | 12 Monthly | 12 Monthly | Quarterly or before every use, whichever is the longer | Every 2 Years | 12 Monthly |
| Office environments where equipment is NOT subject to constant flexing of cords and other electrical parts | 5 Yearly | 5 Yearly | 3 Monthly | Every 2 Years | 5 Yearly |
| Office environments where equipment is subject to constant flexing of cords and other electrical parts or abuse/hostile environment | 12 Monthly | 12 Monthly | 3 Monthly | Every 2 Years | 12 Monthly |

Reference: Refer to AS/NZS 3760, Industry Standard for Electrical Installations on Construction Sites (Vic) (OCEI) May 2002, Part 4, Testing: State Codes of Practice/s

| INSPECTION | TESTING |
|---|---|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Check cables and equipment are free from external damage <input checked="" type="checkbox"/> Check live equipment is protected against direct contact <input checked="" type="checkbox"/> Check any damage to component defects in the accessories, connectors, plugs or outlet sockets <input checked="" type="checkbox"/> Check controls are in good working order i.e. they are secure, aligned and appropriately identified <input checked="" type="checkbox"/> Check covers, guards and the like are secured in the manner intended by the manufacturer or supplier <input checked="" type="checkbox"/> Check safety facilities and devices are in good working order <input checked="" type="checkbox"/> Check ventilation inlets and exhausts are unobstructed <input checked="" type="checkbox"/> Check appropriate items are labelled <input checked="" type="checkbox"/> Check flexible cords are effectively anchored <input checked="" type="checkbox"/> Check flexible cords do not have exposed or twisted inner cores or damaged external sheaths | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Test continuity of the earthing conductor for all protectively earthed equipment <input checked="" type="checkbox"/> Carry out an insulation resistance test <input checked="" type="checkbox"/> Test portable isolation transformers <input checked="" type="checkbox"/> Test operation of fixed and portable RCD's <input checked="" type="checkbox"/> For electric motors, test the no load current and the full load current <input checked="" type="checkbox"/> Test the operation of emergency stops <input checked="" type="checkbox"/> Test the operation and installation of lanyard systems |

Prevention of Falls and Working at Heights

It is the policy of the Company to avoid working at heights above 2 metres wherever practical. When avoidance is not an option, the objective of the company is to prevent incidents involving falls. This policy applies to all company personnel and also contractors working for and on behalf of the Company.

Under the OH&S Act and several regulations throughout Australia, specific requirements apply to the prevention of falls when either working at a height from the ground or working in an area where there is a drop from ground level. This particularly applies to the requirement to undertake a risk assessment, considering the specific hierarchy of controls appropriate to risk of falls including height work, and to implement such controls as to eliminate or minimise risk.

Definitions

Administrative controls means systems of work or work procedures which eliminate or reduce the risk of a fall.

Fall hazard is anything that has a potential to fall.

Fall injury prevention system means equipment or material or a combination of equipment and material that is designed to arrest the fall of a person.

Hazard identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property.

Industrial rope access system means a system designed for the purpose of carrying out work on a building or structure by a person.

Passive fall prevention device means material or equipment, or a combination of material and equipment, that is designed for the purpose of preventing a fall, and that, after initial installation, does not require any ongoing adjustment, alteration or operation by any person to ensure the integrity of the device to perform its function.

Risk means the likelihood of injury, illness or damage to plant or property arising from exposure to any hazard.

Risk assessment is the process of determining the likelihood of an injury, illness or damage to plant or property happening.

Risk control is the process of implementing measures to reduce the risk associated with a hazard. The control process must follow the control hierarchy, in order, as prescribed in some health and safety legislation. It is always important that any control measure does not introduce new hazards, and that on going effectiveness of the control is monitored.

When Does This Policy Apply?

If you do work, or are about to do work where there is **any chance of a fall of more than 2 metres**, then this policy applies to that situation.

Workplace examples may include but are not limited to:

- ⇒ Maintenance work where there is a risk of a fall
- ⇒ Falling from ground level into a ditch or hole
- ⇒ Working near an edge of a mezzanine where there is risk of a fall
- ⇒ Climbing a ladder to change globes where you are more than 1.8 metres above ground level
- ⇒ Cleaning high shelves where there is a need to be above 1.8 metres off the ground
- ⇒ Working on or around areas where there is a likelihood of a fall or drop to below ground level of 1.8 metres.

It is important to note that this rule applies to any area where there is likely a fall could occur, therefore, you do not have to be 2 metres above the ground, you simply may be in a position where you can drop 2 metres. Hence, areas where building or building modifications are occurring such as drains, earthworks, shop fit outs, renovations to shopping centres etc, are considered in this policy.

Prevention of Falls Process

The six key steps in managing the prevention of falls are:

1. Identification of the fall hazard at workplace locations and during particular activities
2. Assessment of the risk using an appropriate risk assessment methodology
3. Controlling the risk using the determination of an appropriate hierarchy of controls
4. Design and use of equipment to control risk of falls
5. Emergency procedures and preparedness
6. Training and consultation to ensure competency, knowledge and commitment to safe work procedures

Hierarchy of Control

The **Hierarchy of Control** for prevention of falls is about fixing the problem.

Put in control measures in place using the following order/hierarchy of control.

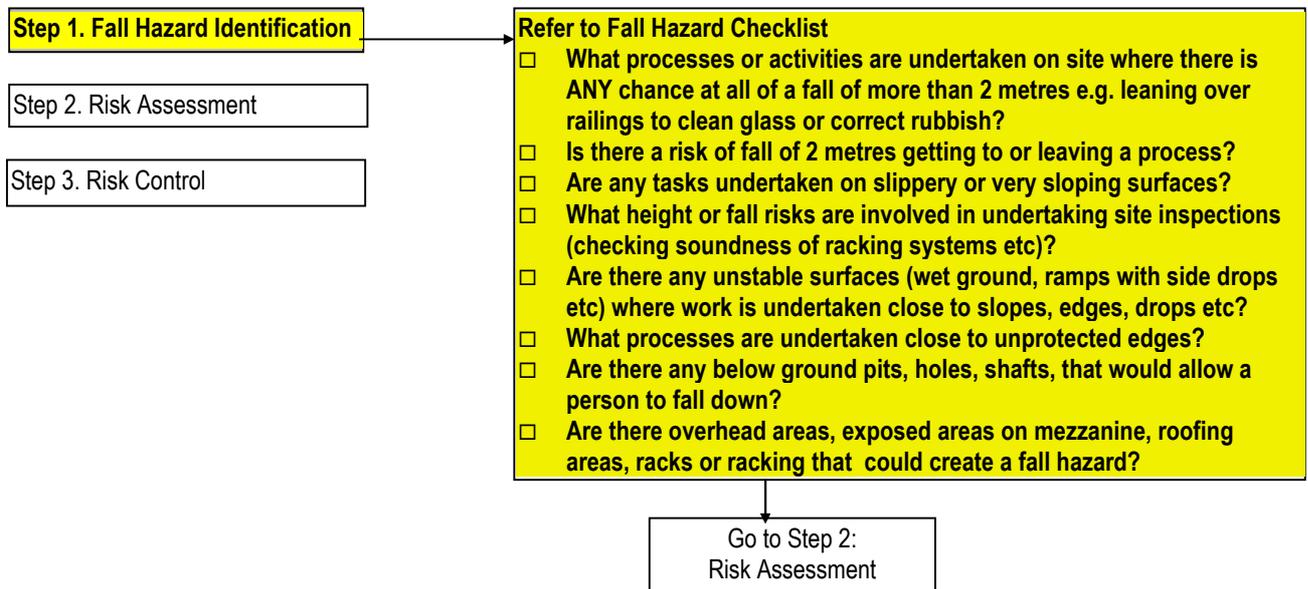
1. Eliminate the risk by **eliminating the opportunity to fall**.
 - e.g. work from the ground or from a solid structure, not balanced on a ladder
2. Use of a **passive fall prevention device**.

- means material or equipment designed for the prevention of falling and once installed, does not require further adjustment, alteration or operation by any person. e.g. work platform or guard railing
3. If unable to use options 1 or 2, and a risk of fall remains, risk control must be initiated using a **work positioning system**.
 - means any system other than a temporary work platform that enables a person to be positioned and safely supported whilst undertaking the task.
 - e.g. industrial rope access or travel restraint system
 4. If it is still not practicable to comply with any of the above, and the risk of fall remains, then a **fall injury prevention system** must be enacted.
 - a 'fall injury prevention system' is a device designed to arrest the fall of a person. e.g. safety harness, industrial safety net or catch platform, typically used in high rise window cleaning
 5. If all or part of a risk of fall remains even after implementing some or none of the above (whatever is practicable), then a **fixed portable ladder or administrative controls** must be implemented.
 - fixed portable ladder must be appropriate for the task, duration of the task and set up in an appropriate manner. Wherever possible, the ladder should be of a platform type that provides a flat surface area and handrail for protection when working
 - administrative controls must be described, recorded
 - and training undertaken to ensure employee competency prior to commencement of the task.

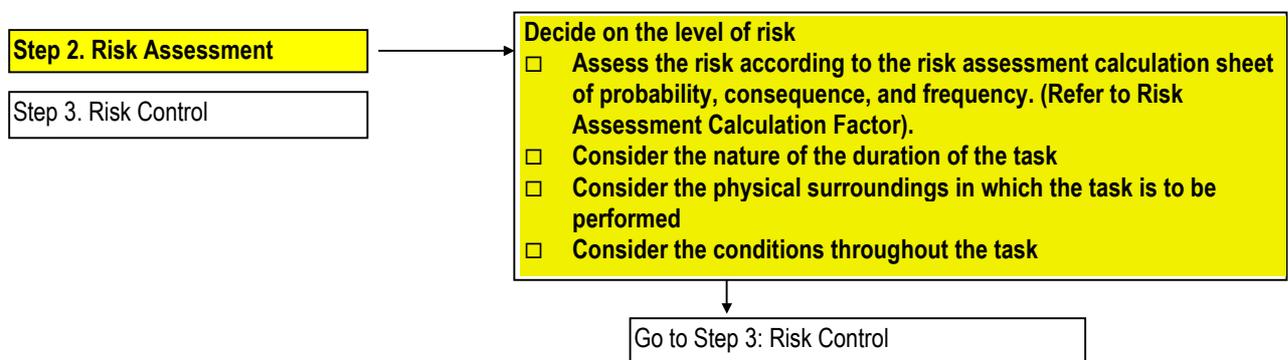
Procedure

1. Follow the attached flowchart of the hazard identification, risk assessment and risk control process.
2. Risk assessments will be signed of by a manager [or equivalent] and operational staff undertaking the work (including relevant contractors) as final management approval.
3. Use the attached 'Risk Assessment and Control Plan' form for each identified hazard. A Risk Assessment and Control Plan (this form) MUST be used for each hazard identified. Once completed, this form can be used when the same process applies. It is not necessary to complete a new form each time an activity is undertaken unless the conditions have changed. In such cases, the process needs to be reviewed and the Risk Assessment and Control Plan updated.

Step 1# Hazard identification – use attached form



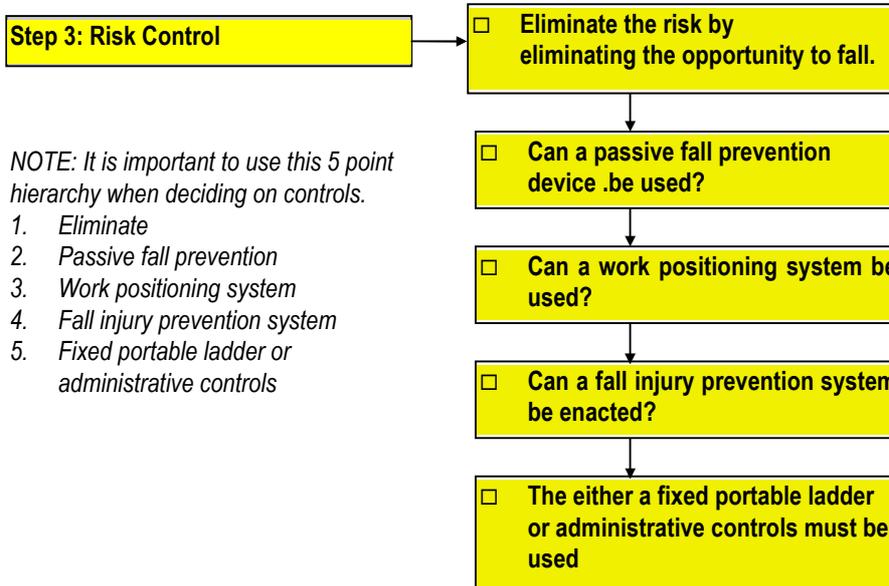
Step 2# Risk assessment



Make sure all employees who are part of the work process are also part of the risk assessment process.

Step 3# Risk Controls

Use the hierarchy of controls method (see below) when identifying options to control hazards.



Initiate controls in order of priority, i.e. substitution, engineering, administrative or PPE. Training and personal protective equipment are not considered sufficient and appropriate controls unless all other options have been tested.

Actioning decisions

- Agree on planned approach to the controls
- How do you intend to ensure the controls are effective NOW and in the FUTURE?
- Who is responsible for initiating controls?
- How do you know if the controls have minimised the hazard?
- Indicate what is intended on the Risk Control Plan.

| LIKELIHOOD | VALUE | ACTUAL SCORE |
|---|-------|--------------|
| • Common/very likely that it could happen | 10 | |
| • Quite likely that it could happen | 6 | |
| • Not likely but could happen | 3 | |
| • Unlikely to happen – quite remote | 1 | |
| • Virtually impossible to happen | 0.5 | |

| CONSEQUENCES | VALUE | ACTUAL SCORE |
|---|-------|--------------|
| • Death or environmental disaster | 10 | |
| • Permanent disability or permanent damage to the environment | 9 | |
| • Serious injury, illness or serious environmental damage | 7 | |
| • Injury/illness requiring medical treatment or some temporary environmental damage | 3 | |
| • First aid injury/illness or minor temporary environmental damage | 1 | |

| EXPOSURE | VALUE | ACTUAL SCORE |
|------------------------------------|-------|--------------|
| • Continuous – all the time | 10 | |
| • Daily – consistent | 6 | |
| • Weekly – frequent | 3 | |
| • Monthly – periodic | 2 | |
| • Seldom, few times a year | 1 | |
| • Yearly or regular periodic basis | 0.5 | |

RISK CALCULATION SHEET

To be used for all risk assessment calculations

$$\text{LIKELIHOOD} \times \text{CONSEQUENCES} \times \text{EXPOSURE} = \text{FINAL SCORE}$$

××=

| LEVEL OF RISK | SCORE |
|--|------------------|
| VERY HIGH Must initiate controls Senior Management Decision/Action required | ABOVE 400 |
| HIGH Must initiate controls Line Manager/Foreman Decision/Action required | 200 – 400 |
| MEDIUM Review for improvement opportunities | 70 – 200 |
| LOW | 20 – 70 |
| VERY LOW | BELOW 20 |

PREVENTION OF FALLS: RISK ASSESSMENT AND CONTROL PLAN

Area: _____ Date: _____ Undertaken by: _____

| | |
|--|--|
| Step 1# | Description of FALL HAZARD |
| Step 2# | Assessment of the risk using the risk assessment checklist |
| Step 3# | Identify risk control measures according to the hierarchy of controls |
| Step 4# | Design / plan the implementation of the controls. |
| Step 5# | Emergency planning in case of a fall. |
| Step 6# | Training and competency requirements for this task. |
| Attach signed off plans / drawings of any designed or developed control equipment or plant. | |

Decisions and outcomes agreed.

SIGNED: _____ DATE: _____

SIGNED: _____ DATE: _____

SIGNED: _____ DATE: _____

MONITORING & REVIEW (Annual): Review the controls to ensure they are effective?

SIGNED: _____ DATE: _____

PREVENTION OF FALLS HAZARDS - Checklist

| | |
|---|--|
| LEANING OVER RAILINGS | ⇒ e.g. attempting to clean edges on the outer sides of an escalator |
| STEEP SLOPES, SLIPPERY SURFACES | ⇒ e.g. risk of slip into or down steep slopes |
| GOODS STORED AT HEIGHT | ⇒ e.g. need to access means of reaching top levels of racking |
| THERMAL CONDITIONS | ⇒ e.g. heat stress affecting judgment |
| DUST, VISUAL IMPAIRMENT | ⇒ e.g. dust impaired vision of work area |
| MAINTENANCE ACTIVITIES AT HEIGHTS | ⇒ e.g. maintenance staff having to work in hazard areas |
| WORKING ON HIGHRISE BUILDINGS | ⇒ e.g. window cleaning |
| INSTALLATION, MAINTENANCE OR INSPECTION OF PLANT | ⇒ e.g. climbing up, down and in and around plant and equipment for inspection purposes |

PREVENTION OF FALLS HAZARDS - Checklist

| | |
|---|--|
| ELECTRICAL OVERHEADS | ⇒ e.g. high voltage overheads, transformers |
| GETTING TO WORK AREA | ⇒ e.g. difficult areas to access creating a risk, particularly when collecting litter |
| LEAVING WORK AREA | ⇒ e.g. difficult areas to get out of creating a risk |
| MEZZANINE FLOORS, WORKING ON, ACCESS, EGRESS | ⇒ e.g. difficult areas to access on uneven surfaces and in areas that have restricted access |
| CUT AWAYS | ⇒ e.g. ground areas that have soft surface areas |
| ACCESS & EGRESS FROM PLANT | ⇒ e.g. getting on and off large mobile plant onto rough surfaces |
| TRAFFIC HAZARDS | ⇒ e.g. lack of space for both pedestrians and mobile plant/vehicles near road edges |
| BROKEN OR WORN BARRIERS/RAILINGS | ⇒ e.g. risk of fall |

Additional Information

The following information provides an overview of systems used when working at heights.

Remember that fall prevention systems are only an option when the hazard cannot be removed. Fall prevention is not in itself a preventive measure, it only minimises the risk of injury, it does not minimise the risk of a fall.

Also remember that ladders are primarily an access and egress system and not a work platform, unless specifically designed for the task.

Scaffolds

It is not common practice for cleaning companies to be involved in the use of or erecting scaffolding. However, there are times when employees are on sites that require scaffolding and therefore, the following information is provided.

Where there is a risk of falling from a height, or falling objects creating a workplace hazard, and no scaffolding has been erected as a protective measure, employees should not enter the area. The employee should report the hazard to the Site Supervisor (on the job) and ask for instruction.

Platforms

Purpose built work platforms shall conform to the provision of positive fall protection where there is a danger to persons working from the platform.

This includes, where necessary, the provision of handrails, kickboards, safe access and a fully decked out work platform. There must also be provision for immobilising mobile platforms.

Caution: In all circumstances, positive protection must be provided where persons are exposed to risk of falling 1.8m or more. Work areas less than 1.8m in height shall not be considered as safe without some means of fall protection.

Working with Ladders

Workplace Managers must ensure that suitable ladders complying with statutory requirements are provided for the safe access of persons to elevated work areas or lowering into below ground level areas etc. Ladders are not a work platform unless specifically designed to be so. Ladders should be used for access and egress purposes only unless no other alternative option is available. Where no other alternative is available, and appropriate ladder, usually a platform type ladder, should be used. (Risk assessment required).

All ladders purchased should be approved to the appropriate Australian Standard for the type of ladder.

Long term storage of ladders should be in conditions which would prevent damage and deterioration. Ladders (including new ones) should be inspected prior to issuing to personnel.

All ladders should be inspected and if necessary, tested on a regular basis. All ladders considered unsafe must be removed from use and repair or, if this is not practical, condemned and not used.

The hazards associated with the use of ladders in work situations should be identified and assessed.

These may include:

- ⇒ incorrect type of ladder (eg. aluminium ladder for electrical work)
- ⇒ ladder falling off the wall (eg. angle too steep, ladder not secured)
- ⇒ rungs breaking under person's weight (eg. poorly maintained ladder, lack of regular inspections)
- ⇒ ladder sliding sideways (eg. unstable footing, uneven surface, ladder not secured, etc.).