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.

GOLDEN BROWN
CLEANING SERVICES

**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 it's workplaces, or that employees are not subject to such experiences when representing the company at other workplaces.

In the workplace bulling 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 no 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 confidentially 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:……

GOLDEN BROWN
CLEANING SERVICES

# 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.

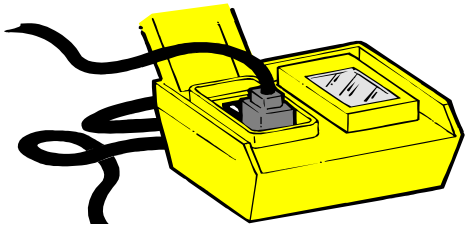
Report it to your Supervisor
IMMEDIATELY ➔ ➔ ➔ ➔ ➔ ➔ ➔ ➔ ➔ ➔ ➔ ➔

- 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 urity risk the supervisor may contact the Superintendent for further ac ıed. You will be kept informed.

If t 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 skip hazard. Wear non lip 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**
**Inforn** **)R if an immediate risk to company employees, contact the company**
**repres** **ly.**
**Fix it,** **: so that no one else gets hurt**

# ders 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 retrain any person, animal or thing.**

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

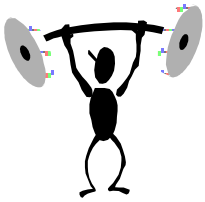
We provide work instruction and training to make sure you are following safe methods of work. This way, you are unlikely to hurt yourself.

## 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 ¾ 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.**

GOLDEN BROWN
CLEANING SERVICES

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 dug related offences. It is often carried out be 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 ho to recognize the potential for violence in a person's behaviour. The potential for violence is usually signalled by verbal and non0verbal 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 safety 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): _____

Cut along line

Company retains signed certificate

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 _____