

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.

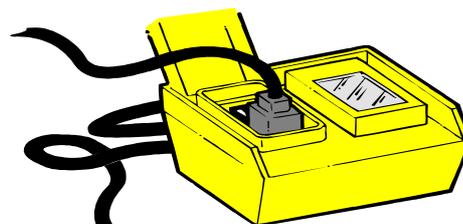


If at a safety risk the supervisor may contact the Superintendent for further action. You will be kept informed.

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.

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Fix it,



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



Use of 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.

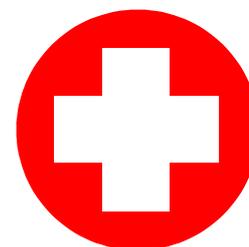
What you should do

- ⇒ **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.