



Work Health Safety & Environmental Management System

GSI Cleaning Services Pty Ltd

Developed in accordance with:
Work Health and Safety (WHS) Act 2011, Work Health and Safety (WHS) Regulations 2011
Australian Government (1999): Commonwealth Environment Protection and Biodiversity Conservation Act 1999,
relevant Codes of Practice and Australian Standards
for

GSI Cleaning Services PTY LTD

Currumbin Waters

Document Title: GSI Cleaning Services Pty Ltd - WHSE Management System		Authorised by: J Stadler	
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Introduction

This Work Health Safety & Environmental Management System (WHSEMS) will assist in meeting Work Health & Safety (WHS) obligations under the WHS Act 2011 and WHS Regulations 2011 and includes processes in place for management of WHS and Environmental Management for GSI Cleaning Services PTY LTD. The WHSEMS will be available for inspection by all relevant persons, including relevant workers, contractors, Health and Safety Representatives (HSR's), relevant workers of contractors and government appointed inspectors. The WHSEMS will be kept at the PCBU's home base of operation at *Currumbin Waters*.

The WHSEMS will include essential information for persons at the workplace/s to ensure health and safety as far as is reasonably practicable. It will include roles and responsibilities of key personnel, HSR's and participation arrangements, guides for resolving issues, workplace rules, and processes in place for hazard identification, Risk Assessment and controls, managing incidents, emergency response and review/monitoring procedures. The WHSEMS includes essential information for tasks that are considered "High Risk" including the development of Safe Work Method Statements (SWMS) and how these will be collected, assessed monitored and reviewed.

It is expected that all persons read and understand the WHSEMS before starting work at GSI Cleaning Services Pty Ltd. GSI Cleaning Services Pty Ltd requires all relevant persons to adhere to the contents of the WHSEMS. Failure to comply with the requirements of the WHSEMS will lead to disciplinary action, which may include possible dismissal, disciplinary procedures and legal action for severe breaches.

Note: For the purpose of this WHSEMS, the term "workplace" includes any private, business or commercial premises / site (the workplace), permanent or temporary, at any location, at which GSI Cleaning Services Pty Ltd workers undertake cleaning duties / jobs.

Review Procedure

The Person Conducting the Business or Undertaking (PCBU) will review the WHSEMS as required. The review schedule will be directed in response to organisational and / or legislative changes and requirements. The reviews will be undertaken in consultation with workers, health and safety representatives and other relevant parties. All relevant persons will be made aware of changes made as a result of review.

The WHSEMS will be reviewed if:

- It is identified that there are changes in the workplace that affect the WHSEMS
- It is identified that the WHSEMS is not effective
- There are legislative changes that affect the WHSEMS
- There is a serious incident or dangerous occurrence.

The WHSEMS will be reviewed at least annually.

Document Control

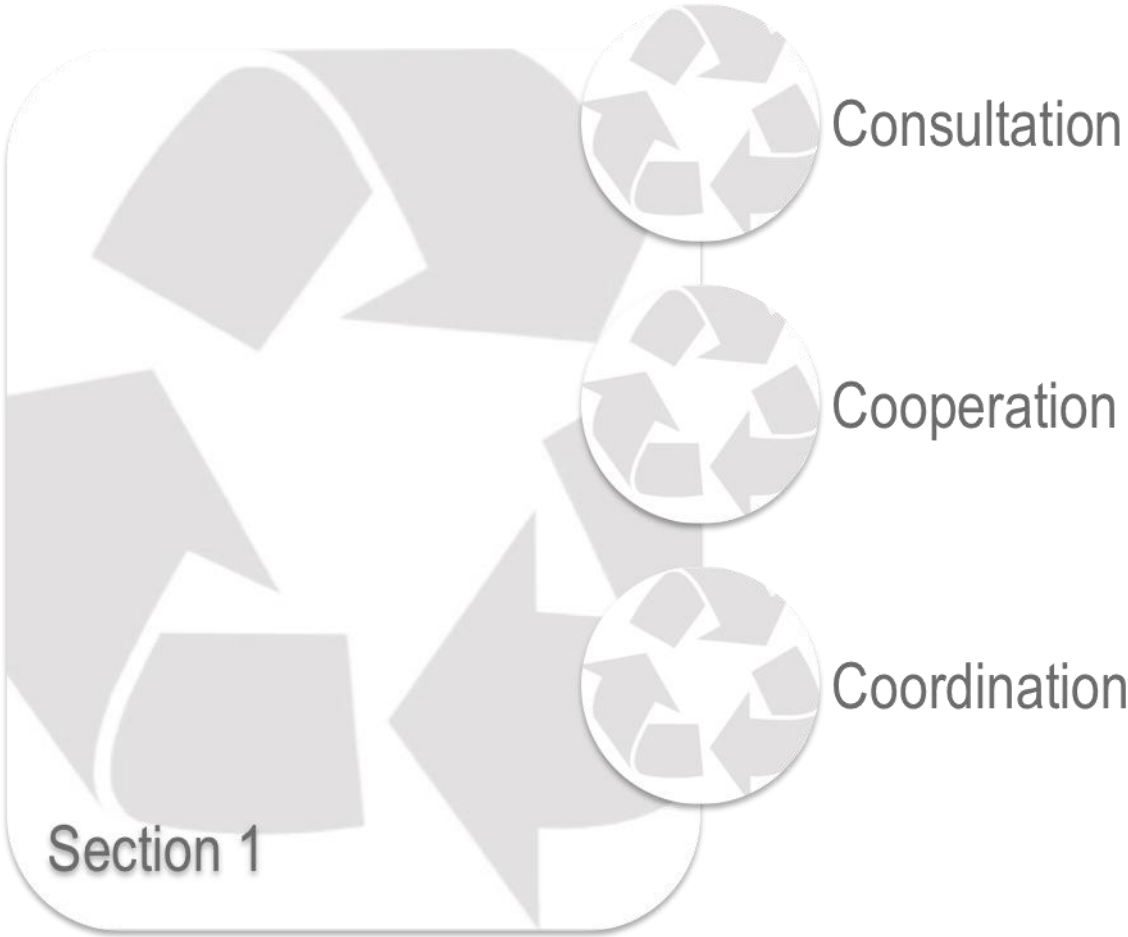
The WHSEMS is a controlled document. All unauthorised copies either electronic or printed are considered uncontrolled copies.

All versions of the WHSEMS will be kept as a record. In the event of a Notifiable Incident, the relevant WHSEMS and supporting documentation (initial and reviewed versions) will be kept for 5 years after the incident. During this period of time, it will be accessible to all relevant persons working at the workplace and any Government appointed officers as required.

Management Commitment & Approval

The WHSEMS has been approved and endorsed by the PCBU of GSI Cleaning Services Pty Ltd and demonstrates a commitment to the policies and procedures and tools contained within the WHSEMS.

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1.1 Consultation, Cooperation & Coordination Policy

WHS legislation requires a Person who Conducts a Business or Undertaking (PCBU) to consult with their workers and other relevant persons on matters that will or are likely to directly affect their health and safety. GSI Cleaning Services PTY LTD recognises the benefits that regular and effective consultation including, communication, cooperation and coordination can produce and is committed to fulfilling this duty.

Objective: Ensure formal Consultation, Cooperation and Coordination methods are established so workers and other duty holders, such as contractors (and workers of contractors) are aware of health and safety matters relevant to them.

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

In addition, visitors and any PCBU that may be impacted by WHS at GSI Cleaning Services PTY LTD, will be included in consultation and communication in respect of WHS matters as and when required, which will be determined by the manager / WHS Manager / HSR.

Policy

GSI Cleaning Services PTY LTD will establish the following AGREED consultative arrangements in line with State legislative requirements:

- ♦ Work Groups
- ♦ Elected Health and Safety Representatives (HSR)
- ♦ Regular toolbox/safety meetings with WHS as a standing agenda item.

Further to this, consultation will take place in the following ways:

- ♦ Formal Inductions
- ♦ Training
- ♦ Information on hazards and the existing WHSEMS
- ♦ Emergency Response
- ♦ WHS meeting actions communicated
- ♦ Incident investigation and corrective actions
- ♦ Results of WHS evaluations including audits, non-conformances
- ♦ Safe Work Procedures, Safe Work Method Statements
- ♦ Risk Assessments, risk controls and feedback regarding long-term controls
- ♦ Safety Data Sheets (SDS), product safety sheets, operating manuals etc.
- ♦ Reporting and keeping records in line with legislative requirements.

GSI Cleaning Services PTY LTD will make every effort to ensure that the above information will be modified for languages other than English and persons with learning disabilities as relevant.

Consultation will be timely and allow for relevant persons to contribute their views and feedback. Feedback will be considered during hazard identification, Risk Assessment and implementation of risk controls.

1.2 Consultation, Cooperation & Coordination Procedure

GSI Cleaning Services PTY LTD recognises the benefits that regular and effective consultation, cooperation and coordination can produce and is committed to fulfilling this duty in accordance with the requirements of the WHS legislation.

Objective: The objective of this procedure is to outline formal consultation, cooperation and coordination methods, which are followed so workers and other duty holders are aware of, and gain understanding of health and safety matters relevant to them.

Scope: This procedure applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This procedure covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces / locations including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

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In addition, Visitors and any PCBU that may be impacted by WHS at GSI Cleaning Services PTY LTD, will be included in consultation and communication in respect of WHS matters as and when required, which will be determined by the workplace manager / supervisor / HSR.

Responsibilities: At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ◆ There is an effective Consultation, Cooperation and Coordination Procedure and associated mechanisms in place that meet legislative requirements
- ◆ All workers are trained and familiar with, have access to and participate in the Consultation, Cooperation and Coordination Procedure and associated mechanisms while working at GSI Cleaning Services PTY LTD
- ◆ Those other persons, who are impacted by WHS at GSI Cleaning Services PTY LTD, such as other PCBU's, self-employed persons and visitors, are included in consultation as required
- ◆ Review of the Consultation, Cooperation and Coordination Procedure is conducted as required.

The *Manager* is responsible for:

- ◆ Maintaining and reviewing the Consultation, Cooperation and Coordination Procedure and the implementation of consultation mechanisms as required
- ◆ Ensuring all workers have access to adequate consultation mechanisms, including consultation training and that they actively participate in consultation in the workplace
- ◆ Informing and consulting with the PCBU regarding consultation as necessary
- ◆ Conducting, and enabling, regular consultation with all workers.

All workers, and others, are responsible for actively participating in consultation and for following reasonable directions in respect of WHS consultation procedures whilst working at GSI Cleaning Services PTY LTD.

Procedure: GSI Cleaning Services PTY LTD has established the following AGREED consultative arrangements in line with State legislative requirements, if required:

- ◆ Work Groups
- ◆ Elected Health and Safety Representatives (HSR's)
- ◆ Regular toolbox/safety communications and messages with WHS as a standing agenda item.

Consultation mechanisms at GSI Cleaning Services PTY LTD include the following:

- ◆ Formal Induction Training following the Workplace Induction Procedure
- ◆ Training as outlined in the Induction Procedure and as required
- ◆ Information on hazards and the existing WHSEMS
- ◆ Emergency Response as outlined in the Emergency Management section of the WHSEMS
- ◆ WHS information communicated
- ◆ Incident investigation and corrective actions as detailed in the Incident Reporting procedure
- ◆ Safe Work Procedures, Safe Work Method Statements
- ◆ Risk Assessments, risk controls and feedback regarding long-term controls
- ◆ Safety Data Sheets, product safety sheets, operating manuals etc.
- ◆ Reporting and keeping records in line with legislative requirements.

In the first instance, workers who identify WHS issues in the workplace, or who wish to communicate with GSI Cleaning Services PTY LTD in regard to WHS, should contact their manager / supervisor.

If it is not possible, or the worker feels uncomfortable to raise a particular WHS issue with their manager / supervisor, they should contact the Director or their work group's HSR for assistance and/or consultation.

Workers who are HSR's are deemed to represent workers in particular work groups and as such, will undertake regular meaningful consultation with the workers in their work group. They will also respond to WHS issues raised with them by a worker or group of workers, in accordance with their duties as a HSR.

HSR's are then empowered to raise WHS issues formally at meetings with their manager / supervisor and may in certain circumstances contact the relevant State Authority for assistance and/or information.

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The *manager* will coordinate, manage, resolve and document any formally raised WHS issues, in consultation with the relevant workers and HSR's involved with the issue. They will then report to the PCBU to ensure they are fully consulted with regarding the nature and outcome of the WHS issue.

The PCBU will be actively included and engaged with the consultation procedure in regard to WHS issues identified and raised at GSI Cleaning Services PTY LTD by the Area Manager or HSR.

Work Health and Safety (WHS) meetings are held with the Area Manager as required. Any additional team members that are required to attend would be advised several days prior to the meeting date. This is an opportunity to discuss how we can improve operational practices and develop safety plans.

WHS meetings are held at the workplace when any "High Risk" tasks are scheduled. Should the need arise to hold more frequent WHS Meetings or an emergency debrief as a result of an incident, all relevant workers will be given as much notice as practical.

Safety Meeting Aims:

- ♦ Making relevant workers' more aware of safety at work
- ♦ Bringing together management and relevant workers'
- ♦ Stimulating an interest in safety
- ♦ Educating relevant workers' in safe working practices
- ♦ Accessing a wider range of view points
- ♦ Developing preventive measures not reactive action
- ♦ Sharing incidents and workplace procedural changes

GSI Cleaning Services PTY LTD will ensure effective communication and consultation with other Duty Holders (such as contractors) as relevant for the tasks undertaken at this workplace. All efforts will be made to identify hazards, consult with duty holders, cooperate and co-ordinate with duty holders to ensure health and safety.

Checklist for consultative arrangement with other Duty Holders/Contractors:

(Address any "No" item to ensure health and safety for all relevant persons.)

	Yes	No
Are other Duty Holders/Contractors aware of GSI Cleaning Services PTY LTD's activities?	<input type="checkbox"/>	<input type="checkbox"/>
Have all persons who will be affected/impacted from GSI Cleaning Services PTY LTD activities been identified? (Include relevant workers of contractors, member of public etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Are other Duty Holders/Contractors aware of when and how plant and substances are used?	<input type="checkbox"/>	<input type="checkbox"/>
Are other Duty Holders/Contractors aware of who has decision-making power over activities?	<input type="checkbox"/>	<input type="checkbox"/>
Are other Duty Holders/Contractors aware of how activities will affect the work environment?	<input type="checkbox"/>	<input type="checkbox"/>
Has sufficient information been provided in relation to hazards/risks that may affect Duty Holders/Contractors?	<input type="checkbox"/>	<input type="checkbox"/>
Are Duty Holders/Contractors aware of risk controls that have been implemented?	<input type="checkbox"/>	<input type="checkbox"/>
Are procedures in place for the following:		
Resolving health and safety issues?	<input type="checkbox"/>	<input type="checkbox"/>
Cooperating to ensure use of complimenting controls?	<input type="checkbox"/>	<input type="checkbox"/>
Coordination of activities to reduce risk where possible?	<input type="checkbox"/>	<input type="checkbox"/>
Monitoring the effectiveness cooperation/coordination procedures?	<input type="checkbox"/>	<input type="checkbox"/>

Consultative arrangement for Duty Holders/Contractors:

(Provide a description of the procedure in place to ensure consultation takes place between you and other PCBU's and/or contractors' at the workplace)

Record comments and discussion	
Actions resulting from meeting	
Manager/Supervisor Name	Time
Manager/Supervisor Signature	Date

Note: Complete a Hazard Report Form / Conformance Report for any hazard that cannot be immediately fixed.

1.3 Issue Resolution Policy

GSI Cleaning Services PTY LTD has developed this Issue Resolution Policy in alignment to the requirements of the WHS legislation. This policy will provide guidelines for a consultative, systematic and fair approach to resolving any work health, safety or welfare (WHS) issue that may arise at GSI Cleaning Services PTY LTD.

Objective: The objective of this policy is to ensure that all WHS issues arising in the workplace are resolved in an efficient, timely and suitable manner to enable a safe and healthy work environment to be maintained at GSI Cleaning Services PTY LTD.

Scope: This policy applies to all workers of GSI Cleaning Services PTY LTD when a WHS issue is raised.

Policy: GSI Cleaning Services PTY LTD will adhere to the guidelines and requirements of the WHS legislation and follow a process of natural justice to resolve any WHS issues raised in the workplace.

In attempting to resolve any WHS issue, GSI Cleaning Services PTY LTD will have regard to relevant matters, including, but not limited to:

- ♦ The degree and immediacy of the risk to workers or other persons affected by the WHS issue
- ♦ The number and location of workers and other persons affected by the WHS issue
- ♦ Corrective measures (temporary and/or permanent) that must be implemented to resolve the issue, using appropriate mechanisms to eliminate and control risks
- ♦ Who will be responsible for implementing the resolution measures
- ♦ Consultation between all parties involved and affected by the WHS issue.

Workers will not be penalised in any way due to a safety issue being raised and actioned at GSI Cleaning Services PTY LTD.

1.4 Issue Resolution Procedure

This procedure will provide a practical framework to enable the resolution of any work health, safety or welfare (WHS) issue that may arise at GSI Cleaning Services PTY LTD.

Objective: The objective of this procedure is to outline how WHS issues arising in the workplace are resolved in an efficient, timely and suitable manner, and who will participate in Issue Resolution activities at GSI Cleaning Services PTY LTD.

Scope: This procedure covers GSI Cleaning Services PTY LTD's response to WHS issues when raised and the strategies used to work towards a satisfactory resolution for all persons involved.

Responsibilities:

At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ♦ There is an effective Issue Resolution Procedure and associated mechanisms in place that meet legislative requirements
- ♦ All workers are trained and familiar with, have access to and participate in the Issue Resolution Procedure and associated mechanisms, when required, while working at GSI Cleaning Services PTY LTD
- ♦ Review of the Issue Resolution Procedure is conducted as required.

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The WHS Manager is responsible for:

- ♦ Maintaining and reviewing the Issue Resolution Procedure as required
- ♦ Ensuring all workers have access to adequate Issue Resolution information and mechanisms and that they actively participate in Issue Resolution when required in the workplace
- ♦ Informing and consulting with the PCBU regarding Issue Resolution as necessary
- ♦ Maintaining formal, approved Issue Resolution mechanisms and records required by legislation
- ♦ Seeking assistance from the Regulator when required, as per the Issue Resolution Procedure Flow Chart and the requirements of legislation.

Managers / Supervisors are responsible for:

- ♦ Informing workers & others about the requirement to actively participate in, and follow, the Issue Resolution Procedure and associated mechanisms whilst working at GSI Cleaning Services PTY LTD
- ♦ Ensuring that all relevant workers are adequately trained in how to follow and action the Issue Resolution Procedure in the workplace
- ♦ Conducting, and enabling, Issue Resolution when required with all workers and work groups
- ♦ Maintaining records required by legislation relating to Issue Resolution.

All workers are responsible for actively participating in and following reasonable directions in respect of Issue Resolution whilst working at GSI Cleaning Services PTY LTD, when required.

Informal Issue Resolution Procedure: A worker/s who wishes to raise a WHS hazard / concern should first discuss the issue directly with their manager or supervisor. The supervisor / manager will:

- ♦ Consider and investigate the issue, including contacting other relevant workers at GSI Cleaning Services PTY LTD who may be able to assist with resolving the WHS issue
- ♦ If possible, implement, or arrange to be implemented, actions to address the hazard / issue, as soon as practicable
- ♦ Consult with and inform the worker who raised the issue of the outcome of the investigation and all corrective actions
- ♦ Ensure that a Hazard Report Form has been completed and is retained as a record of the issue and the outcome and resolution
- ♦ Monitor and review the issue at an appropriate and agreed time to ensure there is no repeat of the issue.

If the WHS issue is resolved satisfactorily at this stage, then there is no need for further action.

If the WHS issue is NOT resolved at this stage, it will be progressed to the Formal Issue Resolution Procedure. Refer to the Issue Resolution Procedure - Flow Chart.

In the event of immediate serious risk to workers: In the situation when a definite and immediate safety hazard is perceived, and the issue is considered urgent and serious, the worker or HSR will inform the relevant supervisor, who will call an immediate halt to the work whilst the issue is investigated.

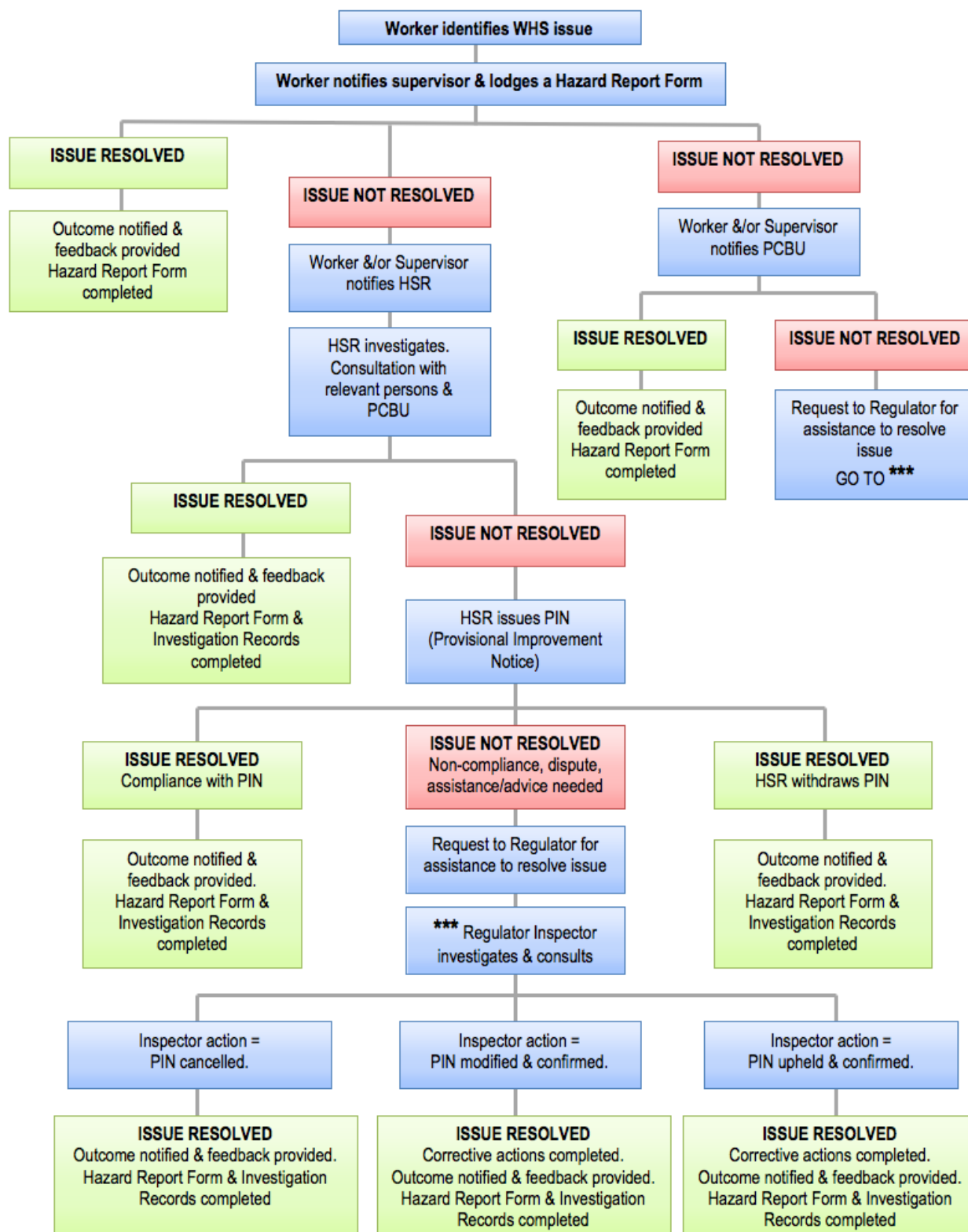
In the event the supervisor/manager fails to agree about the degree of risk present or the supervisor is not available, a HSR or a worker from that work group will direct affected workers (and any other persons who may be affected) to withdraw from the alleged hazard and will then inform the WHS Manager and the PCBU of the actions that have been taken pending a full investigation.

Work will not resume until it has been agreed that the hazard has been controlled and no longer presents an unacceptable risk to the safety and health of workers and others. Alternative duties may be found for those workers affected.

Refer to the Issue Resolution Procedure Flow Chart.

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1.4.1 Issue Resolution Procedure - Flow Chart



1.5 Remote & Isolated Work Policy

This policy outlines the commitment of GSI Cleaning Services PTY LTD to ensure that safe systems of work are in place to reduce the likelihood of workers being injured from hazards associated with remote or isolated work.

Objective: The objective of this policy is to assist GSI Cleaning Services PTY LTD to comply with relevant WHS legislation, including Codes of Practice in respect of working remotely or in isolation and to reduce the risk of worker injuries or incidents.

Scope: This policy applies to all GSI Cleaning Services PTY LTD activities/jobs, on any workplace, where workers are required to work remotely or in isolation. This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces such as commercial or residential property/facilities/sites while carrying out cleaning services, in particular before or after normal working/business hours.

Policy:

The following tasks will form the framework to identify and mitigate risks in respect of remote and isolated work:

- ◆ Identification of situations where a worker may be working in isolation or in remote locations
- ◆ Identification of the associated hazards, such as time, location, nature of the work and outside intervention by members of the general public (for example - risk of physical assault, verbal abuse)
- ◆ Assessment of the extent of the risk associated with the work
- ◆ Establishment of control measures using the hierarchy of controls
- ◆ Determination of how to ensure help and/or emergency services can be summoned quickly as and when required
- ◆ Establishment and maintenance of a reliable, effective communication system for workers who are required to work remotely or in isolation
- ◆ Regular communication and consultation with workers who are working in remote or isolated situations
- ◆ Documented systems to monitor and evaluate the effectiveness of the risk control measures.

GSI Cleaning Services PTY LTD has developed a system to:

- ◆ Identify persons/tasks working remotely or in isolation.
- ◆ Assess the risk to persons working remotely or in isolation. Consideration is given to the following:
 - Duration of task
 - Time
 - Existing communication systems
 - Location
 - Proximity to medical treatment facilities and emergency responders
 - Nature of work
 - Skills and Experience of workers
- ◆ Suitable controls will be selected for remote/isolated workers on a case by case basis:
 - Reducing time spent working remotely / in isolation wherever possible
 - Develop list of tasks that are considered too risky for working in isolation
 - Provision of effective and functional communication equipment
 - Provision of distress alarms/beacons or other equipment as necessary
 - Mobile phones
 - GPS locators
 - Reporting /checking-in procedures
 - Other equipment specific to the tasks as required.
- ◆ All controls will be reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Requested by workers or HSR.

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1.6 Remote & Isolated Work Procedure

GSI Cleaning Services PTY LTD is committed to meeting its obligation to manage risks to health and safety for their workers, including remote or isolated workers, in accordance with the WHS Regulations.

Objective: This procedure provides direction to help manage the risk associated with remote/isolated work for this workplace, including procedures to help identify hazards, work assessment checklists, communication plans, Safe Work Method Statements (SWMS) for High Risk Work, Risk Assessments and selection and review of appropriate controls.

Scope: Remote or isolated work, in relation to a worker, includes work that is isolated from assistance of other persons because of location, time or the nature of the work. Remote or isolated workers include those workers who may not have adequate assistance from rescue or emergency service workers or medical treatments whilst performing duties for GSI Cleaning Services PTY LTD. This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces such as commercial or residential property/facilities/sites while carrying out cleaning services, in particular before or after normal working/business hours.

Responsibilities:

The PCBU is responsible to ensure there is a safe system in place for workers who are required to work remotely or in isolation while undertaking activities for GSI Cleaning Services PTY LTD, in accordance with the requirements of WHS legislation.

Failure to comply with the requirements of this policy and the procedure outlined in the WHSEMS will lead to disciplinary action, which may include possible dismissal, loss of contract and legal action for severe breaches.

At GSI Cleaning Services PTY LTD, the manager / supervisor is responsible to:

- ◆ Determine under which conditions working alone or in isolation is permitted by GSI Cleaning Services PTY LTD workers
- ◆ Determine which types of duties may be undertaken while working in isolation
- ◆ Define limitations and prohibitions on specific activities when working in isolation
- ◆ Consult with workers when determining risk levels, control measures and communication systems
- ◆ Maintain accurate records concerning workers who are on-shift and working remotely or in isolation, including timely completion and monitoring of Remote and Isolated Work Plans
- ◆ Be familiar with and understand the Remote and Isolated Work Policy
- ◆ Be familiar with and follow the Remote and Isolated Work Procedure and Remote and Isolated Work Plans
- ◆ Respond quickly and appropriately to emergency situations and failure to Call-In on schedule by workers.

Workers are responsible to:

- ◆ Ensure they work safely and do not endanger the health and safety of other persons in the workplace when working remotely or in isolation
- ◆ Actively participate and cooperate with consultation processes and mechanisms and follow reasonable directions given by managers/supervisors in respect of working remotely or in isolation
- ◆ Report and monitor any hazards they identify when working remotely or in isolation
- ◆ Be familiar with and understand the Remote and Isolated Work Policy
- ◆ Be familiar with and follow the Remote and Isolated Work Procedure and Remote and Isolated Work Plans
- ◆ Complete and follow a Remote and Isolated Work Plan when appropriate and before undertaking remote or isolated work.

Procedure: It is expected that all persons read and understand this procedure before starting work in relation to this workplace. GSI Cleaning Services PTY LTD requires all relevant persons to adhere to the contents of the procedure. Failure to comply with the requirements of the procedure, and Remote and Isolated Work Plans will lead to disciplinary action, which may include possible dismissal, loss of contract and legal action for severe breaches.

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Risk Assessment and Control

For tasks associated with the remote/isolated work, that require straight-forward controls a Risk Assessment will not be completed. For tasks that are more complex or involve High Risk work, a Risk Assessment will be completed using the Risk Management processes outlined in the WHSEMS. Advice will be sought from competent persons where required.

A generic Risk Assessment will be completed where hazards are the same, however these will be reviewed to ensure they are applicable to each workplace and a specific SWMS will be developed for these tasks. A Safe Work Method Statement (SWMS) for all “High Risk” work will be developed and implemented, including suitable control measures. If risk still remains, administrative controls will be used. Implementation of suitable controls will be supported by the development of procedures, SWMS, information, training, and adequate supervision. If risk still remains, Personal Protective Equipment (PPE) will also be used to reduce risk.

Risk controls will be maintained to ensure they are suitable for the task and that they remain effective for the duration of the task. *The manager* will be responsible for monitoring risk controls associated with remote/isolated work.

GSI Cleaning Services PTY LTD believes that some tasks may be too hazardous to be undertaken in remote/isolated conditions. These tasks include activities defined as “High Risk” work. Refer to Section 6 Hazardous Work, for further information.

GSI Cleaning Services PTY LTD will not permit workers to conduct extremely hazardous works without the following strategies in place:

- ♦ At least 2 workers present at the workplace (Buddy System)
- ♦ 1 Worker will be dedicated to observing the task and no other duties will be assigned
- ♦ Emergency Response & Rescue Procedure
- ♦ Prior communication with local Emergency Response Authority to inform them of the time/location of activities, the risks and potential rescue situations that could occur and expected time for emergency service personnel to arrive when alerted.

A Remote and Isolated Work Plan must be completed for every activity that requires work in remote/isolation. The plan must be agreed between managers/supervisors and workers and signed off by The manager. The Call-in Log section must be completed throughout the duration of the task.

GSI Cleaning Services PTY LTD will ensure all plant and equipment is maintained as per legislative requirements. All equipment will be subjected to a preventative maintenance schedule and confirmation of previous maintenance/ service / pre-use inspections will be required before equipment can be used. The Plant & Equipment Register / Maintenance Log must be completed for all equipment assigned for and used during remote/isolated work.

GSI Cleaning Services PTY LTD will ensure that workers are provided with suitable safety and emergency equipment. This will include Personal Location Beacon (PLB), communication equipment (to be kept on person, not in vehicle), GPS locating devices, vehicle break-down kit (high visibility gear, wet weather gear, reflective/ high visibility cones, spare tyre, tool kits), emergency contact information, First Aid kits, fire protection equipment, and any other items required for specific tasks. *Emergency Contact information must be relevant for the specific workplace. This can be printed and laminated as required.*

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1.6.1 Remote / Isolated Work Plan

A copy of the signed Remote / Isolated Work Plan must be taken by workers to the Remote/Isolated workplace each day and a copy must be kept by the Responsible Supervisor at home base and/or head office.

Workplace Name:	Location:
Date/s of work covered by this plan:	
Names & Contact Details of direct manager/supervisor:	
Names & Contact Details of Remote/Isolation Workers:	
Risk Assessment (RA):	RA Name: RA Number: Date completed: Review Date:
Worker/s consultation, including Risk Assessment:	Date of Consultation: Worker signatures:
Plan Approved by (Responsible Supervisor):	Name: Signature: Approval Date:

Work Assessment Checklist

1. Description of Remote/Isolation Works:

2. Description of identified hazards / Risk Assessment outcomes:

3. Description of applicable risk controls:

4. Indicate any High Risk work that will be undertaken:

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Electricity hazard | <input type="checkbox"/> Slip, trip, falls | <input type="checkbox"/> Night shift | <input type="checkbox"/> Travel |
| <input type="checkbox"/> Chemical handling | <input type="checkbox"/> Manual Handling | <input type="checkbox"/> Money handling | <input type="checkbox"/> NONE |
| <input type="checkbox"/> Animal handling | <input type="checkbox"/> Temporary stall/outlet | <input type="checkbox"/> Outdoor location | <input type="checkbox"/> Other: (specify) |
| <input type="checkbox"/> General public | | | |

Note: Buddy System must be in place for any High Risk work.

5. Select the following items required for remote/isolated activity:

- | | | |
|---|---|--|
| <input type="checkbox"/> Drinking water | <input type="checkbox"/> Sunscreen | <input type="checkbox"/> Wet weather gear |
| <input type="checkbox"/> GPS | <input type="checkbox"/> Torch | <input type="checkbox"/> Personal Locating Beacon |
| <input type="checkbox"/> Buddy System | <input type="checkbox"/> Batteries | <input type="checkbox"/> Mobile phone |
| <input type="checkbox"/> First Aid Kit | <input type="checkbox"/> Car tool kit | <input type="checkbox"/> Car-mounted radio |
| <input type="checkbox"/> Hat (broad brim) | <input type="checkbox"/> Car parts (filters, oils etc.) | <input type="checkbox"/> Satellite phone |
| <input type="checkbox"/> Insect Repellent | <input type="checkbox"/> Spare fuses | <input type="checkbox"/> Extra fuel |
| <input type="checkbox"/> Utility knife | <input type="checkbox"/> Spare tyre | <input type="checkbox"/> Fire extinguisher |
| <input type="checkbox"/> Matches | <input type="checkbox"/> D shackle snatch block | <input type="checkbox"/> Food |
| <input type="checkbox"/> Compass | <input type="checkbox"/> Rope / Chains | <input type="checkbox"/> Shelter equipment |
| <input type="checkbox"/> Area guides | <input type="checkbox"/> Other recovery equipment | <input type="checkbox"/> <i>Add others as required</i> |

6. List relevant Emergency Contact information (including nearest medical facility / hospital, nearest Emergency Responders etc.)

Name of Provider	Address	Distance from work area (km and minutes)	Map Reference	Contact Numbers

Communication Log

Name of Direct Supervisor:					
Exact Address of work site:					
Map reference:					
Vehicle Registration Number:					
Vehicle Make / Model / Colour:					
Vehicle Identification Number/s:					
Expected Task Duration:					
Expected Time of Arrival:					
Indicate start/finish times:					
Type of communication equipment:					
Contact information (numbers/ frequency etc.)					
Agreed Call-in times for Worker to Contact Direct Supervisor					

Call-in Log

Worker must complete the copy at the remote / isolated workplace when the call has been made/ received.

Direct supervisor must complete the copy at home base/ office when the call has been made/received.

Call – in Time:			
Worker comments & sign		Direct Supervisor comments & sign	
Call – in Time:			
Worker comments & sign		Direct Supervisor comments & sign	
Call – in Time:			
Worker comments & sign		Direct Supervisor comments & sign	
Call – in Time:			
Worker comments & sign		Direct Supervisor comments & sign	

Emergency Actions: Where workers fails to call-in at agreed times, the Responsible Supervisor **must** attempt contact. If no contact is established within 1 hour, Responsible Supervisor **MUST** contact agreed Emergency Response Authority (closest).

Provide the following information to Emergency Services:

- ◆ Name of missing person
- ◆ Contact phone number / radio channel
- ◆ Vehicle registration number
- ◆ Vehicle type and colour
- ◆ Time, date & last known location of contact
- ◆ Motel/Hotel last stayed in, if applicable
- ◆ *Add other information as relevant.*



2.1 Risk Management Policy

Risk is inherent in all GSI Cleaning Services PTY LTD functions. All GSI Cleaning Services PTY LTD personnel are responsible for managing the risks that relate to their particular area of work. Risks should be managed in a way that derives the best outcomes for GSI Cleaning Services PTY LTD and its stakeholders.

Objective: To embed principles of effective risk management into existing practices all levels of the organisation.

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

Policy: The following structure for risk management will apply.

- ◆ Where specific Regulations require certain controls:
- ◆ GSI Cleaning Services PTY LTD will ensure compliance with those matters, in consultation with relevant persons (including Duty Holders/Contractors)
- ◆ Hazard Identification:
 - Identify reasonably foreseeable hazards that may pose risks to health and safety
- ◆ Evaluate risks where required:
 - Compare estimated levels of risk against pre-established criteria (including a risk matrix) and consider the balance between potential benefits and adverse outcomes
- ◆ Manage risk:
 - Elimination of risk being the first option investigated and instigated for a control action
 - Where risk cannot be eliminated, it will be minimised so far as is reasonably practicable
- ◆ Implement risk controls:
 - Secondary to Elimination, selection of controls will follow a hierarchy:
 - Substitution with less hazardous options
 - Isolate persons from the hazards
 - Use of engineering controls
 - Where risk still remains:
 - Implement administrative controls
 - Where risk still remains:
 - Use of Personal Protective Equipment
 - Any one or combination of these controls will be used as appropriate.
- ◆ All controls must be fit for purpose, suitable for the nature and duration of task and installed, set-up and used correctly
- ◆ Risk controls will be reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Where requested by workers or a HSR.

2.2 Risk Management Procedure

This procedure will enable the early detection of hazards, the assessment of risks and the implementation of control mechanisms in line with the needs of the workplace and in consideration of the relevant legislative requirements.

Objective: The objective of this procedure is to outline GSI Cleaning Services PTY LTD's procedure on Risk Management in accordance with the requirements of the WHS legislation.

Scope: This procedure encompasses the Risk Management of all hazards in the workplace that may present a risk to the health, safety or welfare of workers and others at GSI Cleaning Services PTY LTD workplaces.

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Responsibilities:

At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ♦ There is an effective Risk Management Procedure and associated mechanisms in place and that they meet WHS and Worker's Compensation legislative requirements
- ♦ All workers are trained and familiar with, have access to, and participate in risk management policies, procedures and activities while working at GSI Cleaning Services PTY LTD
- ♦ Those other persons who are impacted by WHS at GSI Cleaning Services PTY LTD, such as other PCBU's, self-employed persons and visitors, are included in risk management strategies as required
- ♦ Review of the Risk Management Procedure is conducted as required.

Managers / Supervisors are responsible for:

- ♦ Informing workers & others about the requirement to actively participate in risk management strategies and to follow risk management policies and procedures whilst working at GSI Cleaning Services PTY LTD
- ♦ Ensuring that all people are adequately trained in how to participate in risk management activities in the workplace
- ♦ Maintaining records required by WHS legislation relating to risk management.

All workers are responsible for working safely and for following reasonable directions in respect of the WHS Risk Management Procedure and associated mechanisms whilst working at GSI Cleaning Services PTY LTD.

Procedure: GSI Cleaning Services PTY LTD has implemented a step-by-step mechanism to provide the required system and tools to ensure effective risk management in the workplace. As follows:

1. Communication – the Consultation, Cooperation and Coordination Policy and associated procedure is in place.
2. Hazards are identified and reported via the following:
 - a. Consultation – WHS Meetings, Health & Safety Representatives, briefings, direct discussions etc.
 - b. Workplace inspections
 - c. Audits – internal (photos, observations, checklists, reports)
 - d. Reporting – Incident Forms & Incident Register, Hazard Report Form, Hazardous chemicals/DG Register etc.
 - e. Research – information is gathered and interpreted from State & Local Authorities, Manufacturers, Suppliers, Industry groups, other PCBU's & workers.
3. Risk Assessment – site specific, task specific, chemical and plant Risk Assessments and environmental impact Risk Assessments are conducted as required by suitably trained and experienced workers
4. A Risk Matrix which accompanies each Risk Assessment form is used to assist in determining risk levels
5. Actions Prioritised – once risk levels have been assessed, a list of action priorities is determined
6. Risk Control – identified hazards are systematically eliminated or reduced by implementing practical control measures. A Hierarchy of Controls is used
7. Monitor & Review – regular checks are carried out to ensure that suitable control measures have been implemented, that they continue to be adequate, and that no new hazards have been introduced into the workplace either by implemented control actions or by changes to the workplace.
8. Documentation – all risk management activities conducted and the outcome of those activities, in particular, those outlined in this procedure, are fully documented and records maintained.

It is important that workers continue to look for hazards in the workplace at all times, not just during risk management activities. All hazards that cannot be eliminated immediately must be reported to the Person Responsible using hazard-reporting mechanisms. The potential for the introduction of new hazards in the workplace should be considered when planning or changing work tasks, cleaning chemicals, equipment etc. in the workplace.

Environmental Risk Management, including the potential for chemical spillage, is included in all relevant risk management policies and procedures within GSI Cleaning Services PTY LTD.

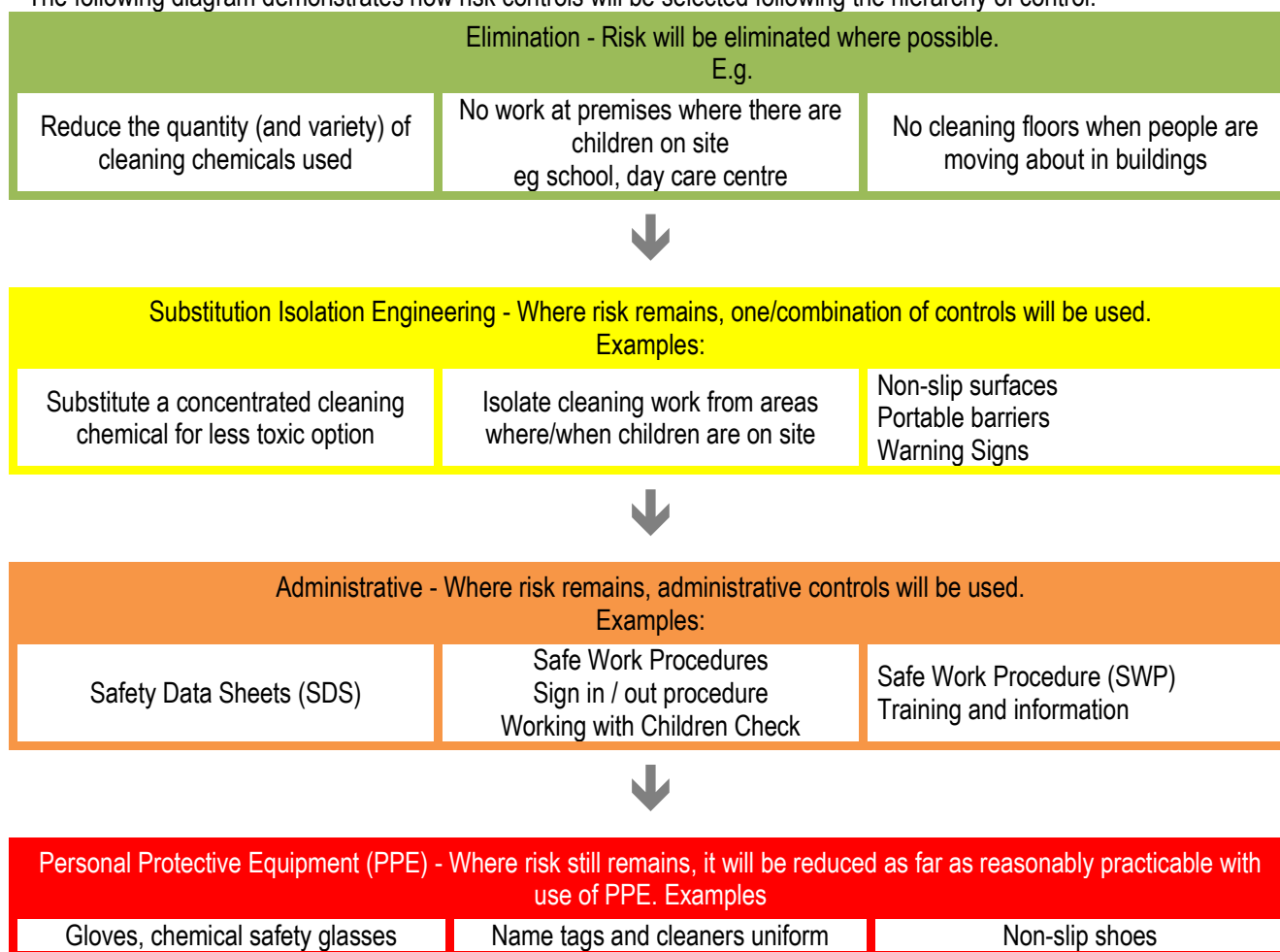
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2.2.1 Risk Management Procedure Flow Chart

WHS legislation requires risk controls to be selected following a “Hierarchy of Control”. As far as reasonably practicable, risk must be eliminated. Where this is not possible, risk can be reduced using substitution, isolation and engineering controls. For remaining risk, administrative controls and PPE should be used. Risk controls must be reviewed and monitored to ensure they remain effective.

It is important to consult with relevant workers during the selection of controls and remember that any changes to the task (including introducing new equipment and ways of doing things) can result in new risks that must be controlled. Ensure sufficient training, information, instruction and supervision is provided where required.

The following diagram demonstrates how risk controls will be selected following the hierarchy of control.



Information sourced from: Work, Health and Safety Regulations 2011, Chapter 3: General Risk and Workplace Management.
Part 3.1 Managing risks to Health and Safety, Section 36: Hierarchy of Control Measures.

All controls will be reviewed and monitored:

- ◆ When/if incident/near miss occurs
- ◆ As per legislative requirements
- ◆ As requested by relevant persons (such as HSR)
- ◆ Other times necessary to ensure effectiveness.

2.2.2 Job Safety Analysis

JSA Guidance Sheet

Introduction: Job Safety Analysis (JSA) is a simple process that means looking at a specific work site and identifying hazards that may be present on that workplace and establish safety control measures (preventative measures) to prevent harm to life, health, property or the environment on each day work is to be undertaken.

The simplest way to carry out a JSA is to get those involved in the work task / activity to break it down into a series of steps. Those involved in the work task / activity could include:

- ☐ Workplace Manager
 ☐ Supervisor
 ☐ Relevant Workers
 ☐ Contractors
 ☐ Health & Safety Representatives

Stage 1 - Complete the Workplace Assessment & Emergency Management sections

Stage 2 - Identify the job tasks, job procedures (including any high risk work), documentation and/or preparation required and who is involved with the work

Stage 3 - Identify the potential hazards associated with each of the tasks, including the environmental conditions, location and human factors for the specific workplace on that day.

- a) A selection of hazards are listed as examples - delete / modify / add hazards to this list as required
- b) Each of the listed hazards must be risk rated using the Risk Matrix. The purpose of this process is to determine the likelihood of occurrence and the seriousness of possible consequences. This will then assist in selecting suitable risk control measures.
- c) The selection of suitable risk control measures is the critical step in completing the JSA.
- d) Determine the residual risk level. This is the level of risk for a hazard once the designated controls are in place.

Stage 4 - Once the control measures are established it is important that the hazards and risks are regularly monitored during the work.

The person responsible for ensuring that this occurs should be listed.

Stage 5 - Hazards and risks should be re-assessed when appropriate and/or as required by legislated requirements. The person responsible for ensuring that this occurs should be listed.

Stage 6 - Worker Sign-Off.

Summary – Key Outcomes:

- ♦ Consult those involved in the work task / activity at this workplace
- ♦ List the work tasks to be performed on this workplace
- ♦ Identify the hazards associated with this workplace that may affect the conduct of safe work
- ♦ Establish the risk levels associated with those hazards
- ♦ Develop effective risk control strategies
- ♦ Establish that the risk has been eliminated / reduced; due to the selection of the risk control measures
- ♦ Ensure all persons involved in the work task / activity are aware of hazards present on this workplace and the control measures that are implemented to reduce associated risks
- ♦ Ensure that any changes in the work task, the workplace, environmental conditions or the working conditions are monitored, re-assessed and updated in the JSA as required
- ♦ Ensure the relevant workers and Persons Responsible sign off as appropriate on the JSA.

JSA No.	DATE JSA COMPLETED	TIME	REVIEW DUE DATE
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STAGE 1 WORKPLACE ASSESSMENT							
JSA CONDUCTED BY:		WORKERS INVOLVED AND CONSULTED WITH DURING THIS JSA:		WORKPLACE DETAILS		PRIMARY CONTRACTOR / WORKPLACE OWNER DETAILS	
Name:		Name/Role:		Name:		Business Name:	
Job Role:		Name/Role:		Address:		Contact Name:	Phone:
Contact Number:		Name/Role:		Location:		Address:	
WORKPLACE MAP							
Workplace description: (layout, features, boundaries of the workplace)				Workplace Plan: (Sketch a plan of the workplace)			
EMERGENCY MANAGEMENT							
EMERGENCY CONTACT NUMBERS:				FIRST AID KIT LOCATION/S:			
EVACUATION POINT / ASSEMBLY AREA:				SAFETY OFFICER/S NAME & PHONE:			
EMERGENCY - In an emergency ➤ Evacuate all persons at the workplace to designated assembly area ➤ Lock down the workplace if possible ➤ Contact Emergency Services							
Determine the risk score						Record risk score on worksheet (Note – Risk scores have no absolute value and should only be used for comparison and to engender discussion.)	
Consequence							
Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic		
Almost certain	3 High	3 High	4 Acute	4 Acute	4 Acute		
Likely	2 Moderate	3 High	3 High	4 Acute	4 Acute		
Possible	1 Low	2 Moderate	3 High	4 Acute	4 Acute		
Unlikely	1 Low	1 Low	2 Moderate	3 High	4 Acute		
Rare	1 Low	1 Low	2 Moderate	3 High	3 High		
						Score	Action
						4A: Acute	DO NOT PROCEED. Requires immediate attention. Introduce further high-level controls to lower the risk level. Re-assess before proceeding.
						3H: High	Review before commencing work. Introduce new controls and/or maintain high-level controls to lower the risk level. Monitor frequently to ensure control measures are working.
						2M: Moderate	Maintain control measures. Proceed with work. Monitor and review regularly, and if any equipment/people/materials/work processes or procedures change.
						1L: Low	Record and monitor. Proceed with work. Review regularly, and if any equipment/people/materials/work processes or procedures change.
HIERARCHY OF CONTROLS							



JOB DESCRIPTION AND WORK PROCEDURES				LIST THE MAIN TASKS THAT WILL BE PERFORMED ON THIS WORKPLACE						
JOB STEPS				WORKERS / WORK GROUP		SAFE WORK METHOD STATEMENTS (SWMS)				
						List of SWMS in use for this job (if applicable):				
						Have all relevant worker read the SWMS? Yes No N/A				
						Have all workers been trained in the SWMS? Yes No N/A				
DOCUMENTS				ELECTRICITY		UNDERGROUND SERVICES				
Work Permit/s completed and signed	Yes	No	N/A	Energised	<input type="checkbox"/>	Dial Before You Dig plan	Yes	No	N/A	
Entry Permit/s completed and signed	Yes	No	N/A	De - Energised	<input type="checkbox"/>	Electrical Services	Yes	No	N/A	
Hazardous Chemicals Register at the workplace	Yes	No	N/A	Isolated	<input type="checkbox"/>	Gas Services	Yes	No	N/A	
Hazardous Chemicals Manifest at the workplace	Yes	No	N/A	Locked Out & Tagged	<input type="checkbox"/>	Water Services	Yes	No	N/A	
Safety Data Sheets at the workplace	Yes	No	N/A	Permit No. (if applicable)	<input type="checkbox"/>	Communications	Yes	No	N/A	

DOES THE WORK INVOLVE ANY OF THE FOLLOWING HIGH RISK WORK? ✓ Tick if applicable			
Work involving: <input type="checkbox"/> General Public on site <input type="checkbox"/> Animals on site <input type="checkbox"/> Isolated / remote work <input type="checkbox"/> Hazardous Manual Tasks	Work adjacent to, near, on / in: <input type="checkbox"/> Confined spaces <input type="checkbox"/> Pressurised gas, chemical, fuel or refrigerant lines <input type="checkbox"/> Roads, railways in use <input type="checkbox"/> Live electricity <input type="checkbox"/> Moving powered mobile plant	Where there is risk of: <input type="checkbox"/> Falling greater > 2m <input type="checkbox"/> Drowning <input type="checkbox"/> Disturbing asbestos <input type="checkbox"/> Artificial extremes of temperature <input type="checkbox"/> Contaminated or flammable atmosphere	
STAGE 3 KEY SITE SPECIFIC SAFETY HAZARDS LIST ALL HAZARDS IDENTIFIED DURING THE JSA			
HAZARD (A)	RISK LEVEL (B)	CONTROLS IN PLACE (C)	RESIDUAL RISK LEVEL (D)
Ground Surfaces / Ground Stability			
Excessive distances			
Workplace access/ egress			
Security			
Underground hazards			
Overhead hazards			
Lighting			
Biological			
Hazardous Substances			
Mobile plant / pedestrians			
Animals			
Is it safe for work to proceed? Have all risks been reduced to the lowest acceptable level? If NO, DO NOT COMMENCE WORK , contact your supervisor		Yes No Yes No Do any workerworkers require additional supervision? If YES, who are they and who will provide the supervision:	

STAGE 4 MONITORING ON-GOING MONITORING OF HAZARDS AND RISKS IS REQUIRED FOR THE DURATION OF THE WORK			PERSON RESPONSIBLE		
STAGE 5 RE-ASSESS ANY NEW HAZARDS IDENTIFIED DURING THE WORK ARE TO BE ASSESSED AND CONTROLS PUT IN PLACE			PERSON RESPONSIBLE		
STAGE 6 WORKER SIGN OFF					
I have read the above JSA and I understand its contents. I confirm that I have the skills and training, including relevant certification to conduct the tasks I have been allocated to complete. I agree to comply with safety requirements within this JSA including identifying and monitoring hazards and adhering to risk control measures, relevant Risk Assessment, SWMS and permit requirements.					
NAME	SIGNATURE	DATE	NAME	SIGNATURE	DATE
SUPERVISOR	NAME:	SIGNATURE:			DATE:

2.2.3 Risk Assessment Form

RAF Guidance Sheet

Stage 1. Introduction.

The Risk Assessment Form (RAF) is a tool used when looking at jobs / tasks to identify hazards that may be present and establish safety control measures (preventative measures) to prevent harm to life, health, property or the environment.

The Risk Assessment should be carried out when hazards may create a risk to workers and others in the workplace. Those who may be involved in the Risk Assessment could include:

- ◆ WHS Manager
- ◆ Manager / Supervisor
- ◆ Relevant Workers
- ◆ Contractors
- ◆ Health and Safety Representatives.

Enter information the persons completing the RAF.

Add the scope, job description and indicate if High Risk work is being carried out by the workers, or at the workplace.

Stage 2. Hazard Identification.

Sources which are used to identify hazards are:

- ◆ Consultation with workers
- ◆ Shift records, incident and injury records
- ◆ Legislative information e.g. Regulations, Codes of Practice etc.
- ◆ Relevant Australian Standards
- ◆ Industry guides, educational materials and training courses
- ◆ Industry professionals.

This RAF assists those involved to identify hazards that may be relevant / applicable to the job / task being undertaken. Tick any / all the relevant hazards listed in Column 1.

Each of the listed hazards must be risk rated using the matrix (found on the final page of this RAF) and listed in Column 2. The purpose of this process is to determine the likelihood of occurrence and the seriousness of possible consequences. This will then assist in selecting suitable risk control measures.

Stage 3. Risk Control.

The selection of suitable risk control measures is the critical step in completing a RAF. The information contained in the Hierarchy of Risk Control, relevant Codes of Practice and industry guidelines and/or Regulations will assist in establishing the most suitable measures.

The selected Risk Control measures must be listed in Column 3. Once the measures are established it is important that the risk is re-assessed and listed in Column 4. The person responsible for ensuring that the relevant step is implemented / monitored should be listed in Column 5.

Stage 4. Monitor and review.

Monitor and review this Risk Assessment as required and keep a record of all reviews. (See Part 2).

Summary - Key Outcomes:

1. Consult those involved in work tasks / jobs where hazards may exist
2. Identify the hazards associated with the work task / job
3. Establish the risk associated with those hazards
4. Develop effective risk control strategies
5. Establish that the risk has been eliminated / reduced; due to the selection of the risk control measures
6. Train all persons involved in the work
7. Ensure that any changes in the task / job or work practices are assessed and updated in the RAF
8. Regularly monitor and review the effectiveness and currency of this Risk Assessment as required.

RISK ASSESSMENT FORM

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ACTIVITY:		RAF #:	PROJECT NAME:	
COMPANY NAME:		ABN:	PROJECT ADDRESS:	
COMPANY ADDRESS:		JOB DESCRIPTION:		
COMPANY CONTACT:				
NOTE: RELEVANT WORKERS MUST BE CONSULTED IN THE DEVELOPMENT, APPROVAL AND COMMUNICATION OF THIS RISK ASSESSMENT				
NAME OF ASSESSOR		SIGNATURE:	JOB TITLE:	DATE:
NAMES OF WORKERS CONSULTED WITH DURING DEVELOPMENT OF THIS RISK ASSESSMENT		SIGNATURE/S:	JOB TITLE:	DATE:
PERSON RESPONSIBLE FOR ENSURING COMPLIANCE WITH RISK ASSESSMENT		SIGNATURE:	JOB TITLE:	DATE:
RISK ASSESSMENT APPROVED BY		SIGNATURE:	JOB TITLE:	DATE:

ELIMINATION - Risk will be eliminated where possible

➔

SUBSTITUTION ISOLATION ENGINEERING - Where risk remains, one/combination of controls will be used

➔

ADMINISTRATIVE - Where risk remains, administrative controls will be used.

➔

PERSONAL PROTECTIVE EQUIPMENT (PPE) - Where risk still remains, it will be reduced as far as reasonably practicable with use of PPE.

OVERALL RISK RATING AFTER CONTROLS	4 ACUTE	3 HIGH	2 MODERATE	1 LOW
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Determine the risk score					
	Consequence				
Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	3 High	3 High	4 Acute	4 Acute	4 Acute
Likely	2 Moderate	3 High	3 High	4 Acute	4 Acute
Possible	1 Low	2 Moderate	3 High	4 Acute	4 Acute
Unlikely	1 Low	1 Low	2 Moderate	3 High	4 Acute
Rare	1 Low	1 Low	2 Moderate	3 High	3 High

Record risk score on worksheet (Note – Risk scores have no absolute value and should only be used for comparison and to engender discussion.)	
Score	Action
4 A: Acute	DO NOT PROCEED. Requires immediate attention. Introduce further high-level controls to lower the risk level. Re-assess before proceeding.
3 H: High	Review before commencing work. Introduce new controls and/or maintain high-level controls to lower the risk level. Monitor frequently to ensure control measures are working.
2 M: Moderate	Maintain control measures. Proceed with work. Monitor and review regularly, and if any equipment/people/materials/work processes or procedures change.
1 L: Low	Record and monitor. Proceed with work. Review regularly, and if any equipment/people/materials/work processes or procedures change.

RISK ASSESSMENT SCOPE

DOES THE WORK INVOLVE ANY OF THE FOLLOWING HIGH RISK WORK? (TICK IF APPLICABLE)

	WORK INVOLVING: <ul style="list-style-type: none"> <input type="checkbox"/> Isolated / remote work <input type="checkbox"/> Hazardous Manual Tasks <input type="checkbox"/> Money Handling <input type="checkbox"/> Cash in Transit <input type="checkbox"/> General public or animals on site <input type="checkbox"/> Working with/near children / elderly / persons with disabilities 	WORK ADJACENT TO, NEAR, ON / IN: <ul style="list-style-type: none"> <input type="checkbox"/> Confined spaces <input type="checkbox"/> Pressurised gas, chemical, fuel or refrigerant lines <input type="checkbox"/> Roads, railways in use <input type="checkbox"/> Live electricity <input type="checkbox"/> Moving powered mobile plant 	WHERE THERE IS RISK OF: <ul style="list-style-type: none"> <input type="checkbox"/> Falling greater > 2m <input type="checkbox"/> Drowning <input type="checkbox"/> Disturbing asbestos <input type="checkbox"/> Artificial extremes of temperature <input type="checkbox"/> Contaminated or flammable atmosphere
--	---	---	--

NOTE: RB = Risk Rating before controls implemented - RA = Risk Rating after controls are implemented

Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		

NOTE: RB = Risk Rating before controls implemented - RA = Risk Rating after controls are implemented					
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		

NOTE: RB = Risk Rating before controls implemented - RA = Risk Rating after controls are implemented					
					Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		
Job Step -					
Hazards	Risk	RB	Control Measures	RA	Person Responsible
			ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT –		

MONITOR AND REVIEW: PERSON RESPONSIBLE

To ensure control measures are implemented and monitored effectively:

- ◆ **Toolbox /pre-work** meetings will undertaken
- ◆ Relevant persons will be consulted on the contents of this Risk Assessment
- ◆ Control measures will be monitored throughout work activities:
 - Spot checks
 - Consultation
 - Scheduled audits
- ◆ Corrective actions will be recorded and rectified in a timely manner
- ◆ This Risk Assessment will be reviewed and updated accordingly (in consultation with relevant persons)

This Risk Assessment will be reviewed:

- ◆ If controls fail to reduce risk adequately
 - ◆ When changes to the workplace or work activity occur that create new / different risks, or risk levels, where controls may no longer be effective
 - ◆ New hazards or risks are identified
 - ◆ After an incident involving work activities relevant to this Risk Assessment
 - ◆ During consultation with relevant persons indicate review is needed
- A Health and Safety Representative (HSR) requests a review in line with the requirements of the legislation.

RISK ASSESSMENT - PART 2

PLANT/TOOLS/EQUIPMENT: (LIST PLANT AND EQUIPMENT TO BE USED ON THE JOB.)	REGULATORY PERMITS/LICENSES / ENGINEERING DETAILS / CERTIFICATES / WORKCOVER APPROVALS:	WORKPLACE SPECIFIC SAFETY NOTES
Example: Ladder , pressure cleaner, vacuum cleaner	Example: <ul style="list-style-type: none"> ♦ Local council permits ♦ Environmental Protection Authority approvals/permits ♦ PPE to comply with relevant Australian Standards 	
FORMAL TRAINING, LICENCES REQUIRED FOR EMPLOYEES UNDERTAKING THIS TASK:		REFERENCE DOCUMENTS
Example: <ul style="list-style-type: none"> ♦ University, TAFE or other recognised training organisation ♦ Trade qualification ♦ Working with Children Card/Check ♦ Working with Persons with Disabilities Card/Check 		

RISK ASSESSMENT FORM - PART 3

This risk assessment has been developed in consultation and cooperation with *employee/workers* and relevant *Persons Conducting Business or Undertaking (PCBU)*. I have read the above risk assessment and I understand its contents. I confirm that I have the skills and training, including relevant certification to conduct the task as described. I agree to comply with safety requirements within this risk assessment including risk control measures, safe work instructions and Personal Protective Equipment described.

WORKER NAME	JOB ROLE / POSITION	SIGNATURE	DATE	TIME	PCBU / SUPERVISOR

REVIEW NO.	1	2	3	4	5	6	7	8
NAME								
INITIAL								
DATE								

2.2.4 Risk Register

Workplace Name:	Date:
Location:	Review Date:

Hazard	What can happen?	Risk Level	Current Controls	Further Actions	Responsible Persons	Due Date	Management sign off when complete
E.g.: Metal ladder used to clean light fittings	Electric shock. Possible fatality	<input type="checkbox"/> Acute <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low	Switch off power	- Lockout program to be implemented. - Danger Tags, power-isolation padlocks etc. purchased - Persons trained in new procedure - Metal ladder not used for any electrical work	Name of Supervisor, Workers etc.?	Reasonable timeframe for controls?	
		<input type="checkbox"/> Acute <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low					
		<input type="checkbox"/> Acute <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low					
		<input type="checkbox"/> Acute <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low					

2.3 Roles, Responsibilities & Accountabilities Policy

Successfully managing health and safety in the workplace and environmental protection relies on commitment, consultation and co-operation.

Objective: Everyone in the workplace understands the need for health and safety, what their role is in making the workplace safer, and how they can fulfill their responsibilities and duties.

Scope: This policy applies to all workers of GSI Cleaning Services PTY LTD.

Policy:

Successfully managing health and safety in the workplace and environmental protection relies on commitment, consultation and co-operation. GSI Cleaning Services PTY LTD allocates the following roles and responsibilities:

PCBU:

- ◆ Approval of WHS documentation
- ◆ Communication of WHS policies and objectives
- ◆ WHS Leadership
- ◆ Allocating sufficient WHS resources
- ◆ Reviewing WHS performance
- ◆ Providing direction for increasing WHS performance
- ◆ Establishing and promoting a WHS culture
- ◆ Legal obligations to provide and maintain a safe work environment at GSI Cleaning Services PTY LTD workplaces
- ◆ Establish and implement an Environmental Management Plan.

WHS Manager and/or managers/supervisors:

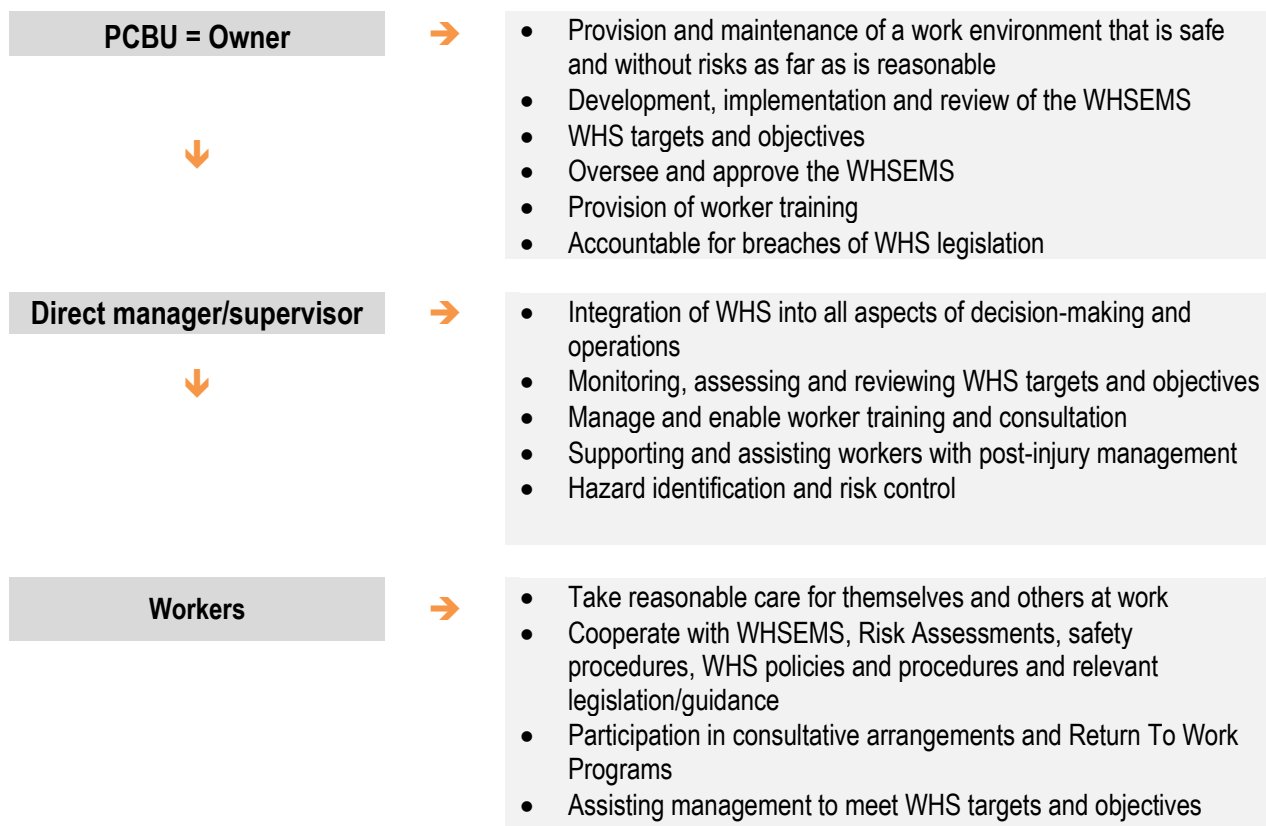
- ◆ Integration of WHS into all decision making
- ◆ Consult with workers and other duty holders/contractors
- ◆ Plan, develop, implement, monitor and review WHS and Environmental Management policies, procedures and programs
- ◆ Control risks
- ◆ Provide WHS Communication
- ◆ Discuss WHS at meetings
- ◆ Identify training needs and enable training as required
- ◆ Reporting and recording
- ◆ Liaise with relevant Regulatory Authorities
- ◆ Legal obligations to provide and maintain a safe work environment at GSI Cleaning Services PTY LTD workplaces
- ◆ Protection of the environment.

All workers:

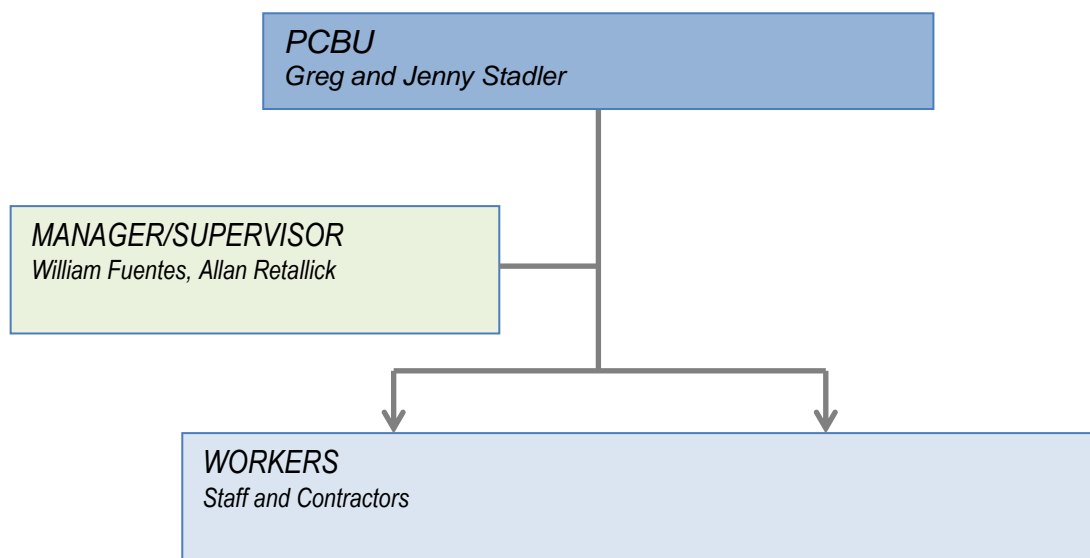
- ◆ Comply with WHS policies, procedures and programs
- ◆ Work in a manner that is safe and does not create risks to themselves or others
- ◆ Report and assist to rectify hazards
- ◆ Participate in consultative arrangements
- ◆ Legal obligations to not endanger others by their acts or omissions
- ◆ Adhere to Environmental Management policies and procedures at GSI Cleaning Services PTY LTD workplaces.

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2.4 Roles, Responsibilities & Accountabilities Procedure



2.5 Organisational Chart



2.6 Work Health & Safety Policy

GSI Cleaning Services PTY LTD is a commercial cleaning services business that recognises its moral and legal responsibility to provide a safe and healthy work environment for workers (including contractors and workers of contractors), customers and visitors to the workplace.

Objective: Our WHS objective is to actively work towards elimination of injuries and fatalities. *Our target is to remain injury and incident free.*

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This procedure covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

Policy: The PCBU is committed to:

- ♦ Integrating WHS into all aspects of GSI Cleaning Services PTY LTD operations
- ♦ Compliance with legislative requirements, current industry WHS standards and co-operation with Regulatory bodies, as far as is reasonably practicable
- ♦ Identifying any hazards in the workplace(s) that may be a risk to health and safety and eliminating or controlling those hazards
- ♦ Exceeding legislative requirements and aiming for best practice systems of work
- ♦ Provision and maintenance of a work environment that is safe and without risks to health
- ♦ Consultation with workers and other parties to improve decision making on WHS and environmental matters
- ♦ Information, training and supervision to workers, customers and visitors to ensure safety
- ♦ Support and assist workers in effective injury management and rehabilitation.

2.7 Work Health & Safety Procedure

GSI Cleaning Services PTY LTD's commitment to work, health and safety extends to ensuring that operations do not place its workers (including contractors), customers or the local community at risk of injury or illness. This also includes the protection of buildings, property and the natural environment.

Objective: The objective of this procedure is to provide guidance to assist with providing a safe and healthy work environment for workers, customers and visitors at workplaces.

Scope: This procedure covers all work, health and safety management systems, plans, strategies and practical mechanisms designed and implemented by GSI Cleaning Services PTY LTD.

Responsibilities: The PCBU is responsible to:

- ♦ Do everything reasonably practicable to ensure the health, welfare and safety of its workers
- ♦ Ensure compliance with legislative requirements, current industry WHS standards and co-operation with Regulatory bodies, as far as is reasonably practicable
- ♦ Identify any hazards in the workplace that may be a risk to health and safety and eliminate or control those hazards
- ♦ Consult with workers and other parties on WHS and environmental matters
- ♦ Develop, implement and review written Safe Work Procedures and SWMS
- ♦ Provide information, training and supervision to workers, customers and visitors
- ♦ Support and assist workers in effective injury management and rehabilitation
- ♦ Review and assess of WHS systems.

Workers are expected to:

- ♦ Take reasonable care for the health and safety of themselves and others at work
 - ♦ Cooperate with GSI Cleaning Services PTY LTD to enable compliance with WHS legal obligations
 - ♦ Participate in consultative arrangements
 - ♦ Participate in Return To Work programs, as required
 - ♦ Comply with all reasonable instructions from managers in relation to health and safety issues at work
- Ensure that they know how to use equipment safely and that they use all equipment in a correct manner.

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2.8 Contractor Management Policy

All contractors, sub-contractors and workers of contractors, engaged to perform work on GSI Cleaning Services PTY LTD premises or other nominated locations, are required to comply with relevant Legislation, Standards, Codes of Practice, GSI Cleaning Services PTY LTD's health and safety policies, procedures and programs and to maintain current Public Liability and Worker's Compensation insurance (if required).

Objective: To incorporate WHS requirements into every stage of contractor selection, approval, work processes and completion.

Scope: This policy applies to all contractors, sub-contractors and workers of contractors, engaged to perform work on GSI Cleaning Services PTY LTD premises or other nominated locations.

Policy: It is expected that all contractors and workers of contractors read and understand this WHSEMS before starting work on GSI Cleaning Services PTY LTD workplaces.

GSI Cleaning Services PTY LTD requires all relevant persons to adhere to the contents of the WHSEMS. Failure to comply with the requirements of the WHSEMS will lead to disciplinary action, which may include possible dismissal, loss of employment (contract) and legal action for severe breaches.

GSI Cleaning Services PTY LTD is committed to ensuring that all plant, equipment, chemicals and materials brought to the workplace by contractors and workers of contractors meet relevant Australian Standards and/or other accepted industry or legislative criteria.

Contracts and methods to conduct work from the planning stages, to completion, and all stages in between, will be designed to incorporate best practice principles of risk management.

Contractors are required to comply with applicable environmental legislation and Codes of Practice and minimise the potential impacts on the environment of their activities.

2.9 Contractor Management Procedure

GSI Cleaning Services PTY LTD will ensure that all subcontractors and workers of subcontractors are provided with sufficient information and instruction to ensure their health and safety throughout this workplace. The parties will have access to workplace rules, workplace-specific inductions, consultative arrangements, relevant Risk Assessments, SWMS and other safety procedures, first aid facilities, amenities and emergency procedures.

Objective: This procedure describes processes in place for the management of WHS for work being performed by contract workers whilst engaged by GSI Cleaning Services PTY LTD.

Scope: This procedure provides the outline of contractor management systems for GSI Cleaning Services PTY LTD workplaces.

Responsibilities:

GSI Cleaning Services PTY LTD Contract Managers:

- ◆ Review WHS considerations for job
- ◆ Review contract to ensure WHS requirements are met
- ◆ Provide contractors with the GSI Cleaning Services PTY LTD WHSEMS and access to all relevant documentation and systems to enable them to operate safely while at the workplace.

GSI Cleaning Services PTY LTD management:

- ◆ Induction for contractors
- ◆ Licences, competencies
- ◆ Safe Work Method Statements, hazard identification, Risk Assessments and risk controls
- ◆ Supervision
- ◆ Complete a Contractor Evaluation Form and ensure contractor requirements have been met
- ◆ Periodically conduct spot inspections and complete a Spot Inspection Form.

Contractor/ Sub Contractor/Workers of Contractor:

- ◆ Provide evidence of WHS management system in place, before commencement of work
- ◆ Provide evidence of licenses, training and competency to perform work
- ◆ Development and implementation of Safe Work Method Statements, Risk Assessments and environmental protection procedures

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- ◆ Compliance with above
- ◆ Compliance with WHS legislation, workplace rules and participate internal or external inspections and investigations where required
- ◆ Participate in workplace WHS/toolbox meetings and workplace consultative arrangements.

Procedure:

Prior to the allocation of contracts, prospective Contractors must supply:

- ◆ Copies of relevant permits, licences, certificates
- ◆ Public liability insurance information and other insurances as relevant
- ◆ Safe Work Method Statements or documented safety instructions for intended tasks
- ◆ Evidence of an adequate WHS Management System in place and job ready.

On award of contract:

- ◆ Copies of site-specific Safe Work Method Statements, Risk Assessments and other documented safety information relevant to the workplace
- ◆ SWMS must meet the criteria outlined in the SWMS Checklist
- ◆ Relevant training records for any person working at the workplace
- ◆ Evidence of the method of supervision for all workers
- ◆ Existing health and safety consultative arrangements (including any existing work groups, elected HSR's and Deputy HSR's)
- ◆ Contact numbers for management representatives.

During project work all Contractors, Subcontractors and their workers must:

- ◆ Follow workplace safety rules
- ◆ Follow traffic management plans for workplaces
- ◆ Follow site-specific SWMS and Safe Work Procedures
- ◆ Ensure all activities performed are in line with WHS legislation
- ◆ Conduct their work in a manner that does not put others at risk from their action or inactions
- ◆ Participate in consultative arrangements and inform others of potential WHS hazards that may arise from their activities
- ◆ Cooperate with spot checks and internal or external inspections and / or investigations
- ◆ Report any near-miss, injury or illness that occurs as part of their work
- ◆ Not bring any items onto the workplace that are not maintained adequately or are unsafe in any way
- ◆ Complete all documentation as and when required
- ◆ Treat all shared amenities with respect
- ◆ Behave in an appropriate manner at all times when on the workplace, being aware that GSI Cleaning Services PTY LTD has a ZERO tolerance policy for Workplace Bullying, Harassment and Discrimination.

All non-conformances issued or identified will be documented and actioned.

All non-conformances will be reported and recorded on the Incident Report Form. Corrective actions to be taken will be submitted to the Workplace Manager before the end of the shift. The worker/s and/or management, towards which the action applies, must sign and acknowledge the corrective action direction.

In circumstances where there is a high or extreme risk associated with the non-conformance, work must cease and the issue reported immediately to management.

The following steps will be followed in the case of receiving a Non-Conformance directive:

IDENTIFY

- ◆ Identify exact issue
- ◆ Verify non-conformance



CONSULTATION

- ◆ Consult with all parties (workers, management, principal)
- ◆ Discuss required outcomes and expectations with all workers



ACTION

- ◆ Develop and implement corrective action (including time frames for implementation)
- ◆ Develop and implement preventative action e.g. training, SWMS, toolbox talks



MONITOR

- ◆ Develop monitoring procedure for implementation (Supervisor checks)
- ◆ Implement monitoring program to ensure no further non-conformance on task

2.9.1 Workplace Contractors Register

[illegible]

2.9.2 Contractor Evaluation Form

Name of Contractor:	Position:	
Organisation Name:	ABN:	
E-mail:	Phone:	Mobile:
Work to be undertaken:		

PRIOR TO GETTING ONTO THE WORKPLACE:

Criteria	Yes	No	Comments
Is the contractor appropriately trained to conduct this work?	<input type="checkbox"/>	<input type="checkbox"/>	Please attach copies of licences, training certificates.
Does the contractor's WHS System cover: <ul style="list-style-type: none"> ◆ WHS Policy ◆ Drug and Alcohol Use ◆ First Aid ◆ Fire and evacuation ◆ Workplace Harassment ◆ Sun protection ◆ Incident Reporting ◆ Risk Assessment ◆ Mobile phone usage 	<input type="checkbox"/>	<input type="checkbox"/>	
Does the contractor have appropriate SWMS for the work to be conducted onsite?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the contractor have: <ul style="list-style-type: none"> ◆ Public Liability Insurance ◆ Workers' Compensation ◆ Professional Indemnity ◆ Working with Children Card/Check 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Has contractor conducted a Risk Assessment for the work?	<input type="checkbox"/>	<input type="checkbox"/>	Please attach a copy
Has the contractor undertaken a WHS Induction?	<input type="checkbox"/>	<input type="checkbox"/>	Date of induction:
Has contractor undertaken a workplace induction?	<input type="checkbox"/>	<input type="checkbox"/>	Date:
Has the contractor fulfilled all requirements to conduct the work described above, at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	
Is any further information or action required from contractor prior to working at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	

Name of Evaluator:

Signature:

Date:

ONCE ON THE WORKPLACE:

Criteria	Yes	No	Comments
Has an on the spot workplace inspection been conducted to check contractor is following correct workplace procedures and safety requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
Does any action resulting from the spot inspection need to be undertaken for contractor to remain at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	

Name of Evaluator:

Signature:

Date:

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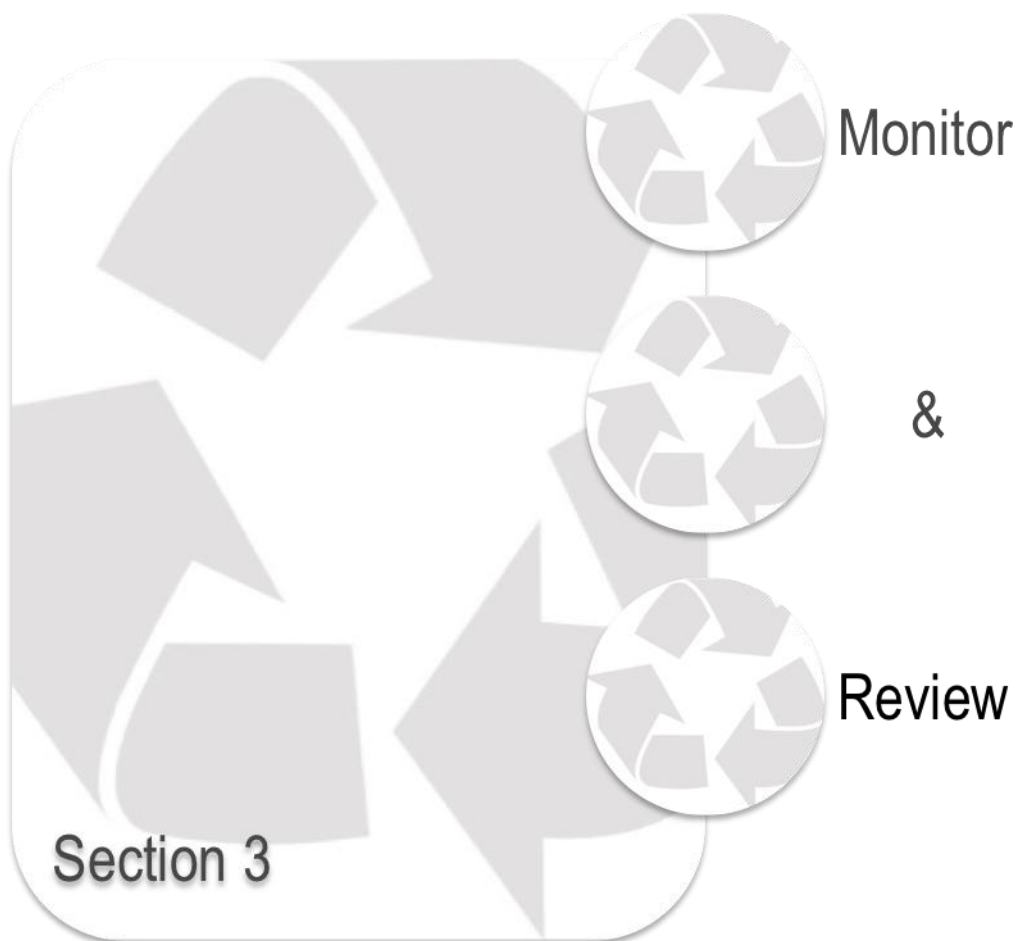
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2.9.3 Conformance Report

Complete the table, **Conformance Report**. Detail actions as per steps listed in Contractor Management Procedure Diagram.

Workplace Name:	Date:
Location:	Time:
Representative issuing Non-conformance notice:	
Representative's contact Phone:	Representative's Signature:
Representative's email:	

Description of Non-conformance		
Corrective Action	Completed:	Date:
Preventative Action	Completed:	Date:
Monitoring Action	Completed:	Date:



3.1 Compliance Evaluation Policy

In addition to striving for a safe and healthy workplace for all persons, GSI Cleaning Services PTY LTD is committed to the continual development, improvement and implementation of work health and safety management systems to ensure it is compliant with relevant WHS and Worker's Compensation legislation.

Objective: GSI Cleaning Services PTY LTD will establish an annual audit program to identify any areas for improvement and embrace any legal obligations that may arise from inspections undertaken by Regulatory bodies.

Scope: This policy applies to all GSI Cleaning Services PTY LTD workers who are WHS Managers, HSR's and relevant managers/supervisors responsible for undertaking compliance evaluation tasks and reporting.

Policy: At GSI Cleaning Services PTY LTD, compliance with legislation is evaluated using several strategies including, but not limited to:

- ◆ Review of internal and external audit results, inspection and other compliance programs
- ◆ Evaluation of legal compliance issues
- ◆ Results of consultation from all levels - management, workers and contractors
- ◆ Performance evaluation of the WHSEMS and work, health and safety objectives
- ◆ Status of incident reports, investigations, corrective and preventive actions
- ◆ Communication from interested parties, complaints - action taken, status and suggestions
- ◆ Corrective Actions, Accountability and Timeframes
- ◆ Follow-up on previous compliance reviews.

Reports detailing compliance evaluations, including audit and workplace inspection results will be recorded and results of these will be provided to the PCBU at regular intervals.

3.2 Compliance Evaluation Procedure

It is important to evaluate performance and compliance against the WHS legislation and the Worker's Compensation legislation to create benchmarks for continual improvement of workplace safety.

Objective: This procedure will assist GSI Cleaning Services PTY LTD management to evaluate WHS performance and to ensure it is compliant with relevant WHS and Worker's Compensation legislation.

Scope: This procedure covers the inspections, audits, monitoring and evaluation of work health and safety systems and mechanisms at GSI Cleaning Services PTY LTD, in alignment with the relevant WHS and Worker's Compensation legislations.

Procedure: GSI Cleaning Services PTY LTD will implement the following:

- ◆ In-house inspections as required:
- ◆ Routine maintenance programs
- ◆ Internal audits
- ◆ Health Surveillance Monitoring where required
- ◆ Resourcing for Inspections by Regulatory bodies.

Audits to evaluate compliance will be undertaken in line with:

- ◆ Legal obligations
- ◆ WHS legislation
- ◆ GSI Cleaning Services PTY LTD WHS policies and procedures
- ◆ AS/NZS 4801: 2000 Work Health and Safety Management Systems
- ◆ WHSAS 18001:2007 Work Health and Safety Management Systems Requirements.

Results of audits/inspections will be analysed, corrective actions identified and rectified in a timely manner.

Results of audits, inspections and any corrective actions will be communicated to workers and relevant contractors.

Regular meetings will take place with management to report on progress of Corrective Actions and to identify trends/areas for improvement.

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3.3 Internal Auditing Procedure

Auditing is an important and useful tool for assessing WHS compliance in a retail workplace.

Objective: This procedure provides a framework for the conduct of internal audits at GSI Cleaning Services PTY LTD.

Scope: This procedure covers internal WHS audits conducted by nominated and approved GSI Cleaning Services PTY LTD workers on behalf of the management of GSI Cleaning Services PTY LTD.

Responsibilities: At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ♦ GSI Cleaning Services PTY LTD carries out adequate and regular Internal Audits as per legislative requirements
- ♦ There is an effective Internal Auditing Procedure and supportive mechanisms in place
- ♦ The workers who are required to coordinate, conduct and document audits are adequately trained and qualified to undertake such tasks
- ♦ Review of the Internal Auditing Procedure is conducted as required.

The *WHS Manager* is responsible for:

- ♦ Maintaining and reviewing the Internal Auditing Procedure as required
- ♦ Conducting Internal Audits including response to Corrective Actions as identified during the audit process
- ♦ Assisting workers to participate in audits and/or Corrective Actions when required
- ♦ Informing and consulting with the PCBU regarding audits, in particular, the scheduling of audits, audit outcomes, and the address of Corrective Actions
- ♦ Maintaining adequate records in respect of all Internal Audits.

All workers are responsible for participating in and co-operating with Internal Audits when required by the *Manager/WHS Manager* in respect to being interviewed and providing information as required.

Procedure:

1. The *Manager/WHS Manager* conducts an Internal Audit at 4 monthly.
2. The *Manager/WHS Manager* must be suitably trained and experienced in the conduct of WHS audits
3. The *Manager/WHS Manager* will consult with relevant workers to schedule in the audits and to arrange for workers to be allocated time to participate in the audit process as required
4. Information will be collected via:
 - a. Interviews with a cross section of workers, desk top auditing and workplace safety inspections
 - b. Observation of Activities. This may involve taking photographs for inclusion in audit reports
 - c. Review of documents, including Workers' Compensation records, Incident / Hazard Reports & Registers
5. Information gathered during audit will be categorised into levels of compliance:
 - a. Compliant – minimum requirement met
 - b. Non-Compliant – legislative requirement is NOT met, corrective action required
 - c. Unknown – lack of evidence or information to enable verification during the audit
 - d. Not Applicable – not applicable for this workplace / task
6. The auditor will document and include information, notes, photographs and evidence collected during the audit in an Internal Audit Report
7. The Internal Audit Report will be submitted to the PCBU inclusive of a list of Recommended Corrective Actions for management to address
8. Follow up meetings between the PCBU and relevant workers will occur to ensure the Corrective Actions are completed in a suitable timeframe.

Note: Should any evidence collected during the Internal Audit suggest an extreme risk exists, this information must be communicated directly to the PCBU immediately. Work tasks involving the identified extreme risk must stop until effective control measures have been implemented.

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3.3.1 Workplace Inspection Checklist

Organisation Name:		Auditor:	
Location:		Name of Organisation Representative/s Present"	
Date:	Time:		

Checklist	Satisfactory		Comments
	Y	N	
1.0 Previous Inspection			
1.1 Has the last inspection been reviewed?			
1.2 Are there any outstanding actions?			
2.0 Emergency Management			
2.1 Evacuation plan displayed and understood by all relevant workers?			
2.2 Evacuation procedures discussed and tested regularly via drills?			
2.3 Designated assembly points?			
2.4 Do relevant workers know where the assembly points are?			
2.5 Trained wardens?			
2.6 Supervisor or other worker responsible for managing visitors during an emergency?			
2.7 Fire extinguishers in place, clearly marked for type of fire?			
2.8 Extinguishers recently serviced? (Check 6 monthly punch mark on tabs.)			
2.9 No obstructions in front of extinguishers?			
2.10 Extinguisher no more than 1200 mm max height & base not lower than 100 mm?			
2.11 Indicator signs 2.1 m above floor level?			
2.12 Adequate direction notices for fire exits?			
2.13 Exit doors easily opened from inside?			
2.14 Exits clear of obstructions?			
2.15 Emergency alarm system functioning correctly?			
2.16 Emergency exit lighting operable?			
2.17 Testing program for smoke detectors?			
2.18 Testing program for fire extinguishers, hydrants and hose reels?			

Checklist	Satisfactory		Comments
	Y	N	
3.0 First Aid and Medical			
3.1 Emergency contact names and numbers displayed?			
3.2 Number of first aid officers appropriate to the size of the workplace?			
3.3 First aid officer accessible on each shift?			
3.4 Training of the first aid officer appropriate to the risks in the workplace and current?			
3.5 Relevant Workers aware of location of first aid kits (FAK's)			
3.6 FAK's appropriate for the workplace?			
3.7 Is there easy access to FAK's?			
3.8 Designated person responsible for upkeep and inspection of FAK's?			
3.9 Contents of FAK within expiry date and in good condition?			
3.10 Has the first aid register/log book been used to record first aid administered?			
4.0 Building Safety			
4.1 Floor surfaces even and uncluttered?			
4.2 Entry and walkways kept clear?			
4.3 Walkways adequately and clearly marked?			
4.4 Intersections kept clear of boxes etc.?			
4.5 Stair and risers kept clear?			
Mezzanine Floors			
4.6 Are railings in good condition?			
4.7 Are fall preventive measures in place and used where gaps occur in railings?			
Exterior of Building			
4.8 Are footpaths in good condition?			
4.9 Loading area clean and tidy			
5.0 Storage Design and Use			
5.1 Materials stored in racks and bins wherever possible?			
5.2 Storage designed to minimise lifting problems?			

Checklist	Satisfactory		Comments
	Y	N	
5.3 Floors around shelving clear of rubbish?			
6.0 Machinery (vacuums, pressure cleaners etc)			
6.1 Risk Assessments done for all machinery?			
6.2 SWMS in place for all tasks involving use of machines?			
6.3 Manufacturer's instruction manual available?			
6.4 Maintenance schedules in place?			
6.5 Are machines kept clean			
6.6 Machine used for its designed purpose?			
6.7 Adequate lighting (including task lighting)			
6.8 Safety guards in place?			
6.9 Machine controls are labelled clearly and correctly?			
6.10 Noise levels controlled?			
6.11 Operators trained/inducted into the machine?			
7.0 Hazardous Manual Tasks			
7.1 Hazardous Manual Tasks Policy in place?			
7.2 Hazardous Manual Tasks identified?			
7.3 Risk Assessments completed where required?			
7.4 Risk controls selected using hierarchy of controls?			
7.5 Suitable controls for high force / awkward postures?			
7.6 Suitable controls for repetitive tasks?			
7.7 Documented procedures in place for risk controls?			
7.8 Compliance observed with procedures?			
7.9 Relevant workers trained in controls?			
7.10 Has the training been documented?			
8.0 Personal Protective Equipment (PPE)			
8.1 PPE is not relied on to control risk where higher order controls should be used?			
8.2 PPE correct for task?			

Checklist	Satisfactory		Comments
	Y	N	
8.3 Suitable procedures implemented on the use, storage, cleaning, maintenance and replacement of PPE?			
8.4 Is PPE readily accessible to all relevant workers?			
8.5 Is PPE stored correctly?			
9.0 Electrical Safety			
9.1 Safety switches installed?			
9.2 Safety switches tested every 6 months and tests recorded?			
9.3 Outlets are not overloaded / No double adapters in use?			
9.4 Portable equipment tested and tagged?			
9.5 No broken plugs, sockets or switches?			
9.6 No power leads across walkways?			
9.7 No frayed or damaged leads?			
9.8 No strained leads?			
9.9 Portable appliances in good condition?			
9.10 Where required are emergency shut-down procedures in place?			
9.11 Procedures in place for regular visual inspection?			
10.0 Chemical Safety			
10.1 Hazardous Chemical Register complete and available?			
10.2 Current Safety Data Sheets (SDS) obtained for all chemicals (within 5 year issue date)?			
10.3 SDS stored in accessible location, which is known to relevant workers?			
10.4 Risk Assessments completed for hazardous chemicals?			
10.5 Less hazardous chemicals used where possible?			
10.6 Least amount as possible stored at the workplace?			
10.7 All containers appropriate for chemical type and labelled correctly?			
10.8 Cylinders/containers stored safely (outside, restrained, empty's not upside down)			
10.9 Unused substances disposed of as per SDS?			
10.10 Do special storage conditions apply?			

Checklist	Satisfactory		Comments
	Y	N	
10.11 If applicable are special storage conditions followed?			
10.12 Relevant Workers trained in the use of hazardous chemicals?			
10.13 Is required PPE provided?			
10.14 Is adequate ventilation provided?			
10.15 Are eyewashes and showers easily accessed?			
10.16 Are spill kits or other clean up arrangements available?			
10.17 Suitable fire protection equipment?			
10.18 Signage in place where required			
10.19 Procedures in place for safe transport?			
12.0 Ladders			
12.1 Are all ladders Industrial strength?			
12.2 Are ladders in good condition?			
12.3 If used near electrical equipment are they non-conductive? (Wood or fibre glass.)			
12.4 Used according to instructions?			
12.5 For extension ladders are ropes, pulleys and treads in a good state of repair?			
12.6 Ladders are not used to access heights when higher order controls should be used?			
13.0 Work Environment			
13.1 Good natural lighting?			
13.2 Adequate lighting where tasks undertaken			
13.3 Is there adequate ventilation?			
13.4 Is the temperature suitable for tasks being undertaken?			
13.5 Is there excess dust?			
13.6 Is there excess noise?			
13.7 Fume prevention measures in place, where applicable?			
13.8 Are there provisions for smoking and non-smoking workers?			
13.9 Are toilet facilities adequate and well maintained?			

Checklist	Satisfactory		Comments
	Y	N	
14.0 Kitchen/lunch room			
14.1 Cleanliness of appliances and work areas?			
14.2 Cupboard counter tops, benches constructed of metal, solid core timber or similar timber sheeting?			
14.3 The cupboard surfaces and counter tops free of cracks, crevices or cavities and all exposed surfaces including tops and exposed edges lined with a smooth impervious material?			
14.4 Electrical appliances (fixed/ portable) in good condition, operation manual available, correctly position and are tested and tagged?			
15.0 House Keeping			
15.1 Bins located at suitable points?			
15.2 Bins appropriate?			
15.3 Recycling Program in place?			
15.4 Pest controls in place – fly screens and pest treatments where necessary			
15.5 Areas clear of trip hazards?			



4.1 Incident Reporting Policy

GSI Cleaning Services PTY LTD is committed to reducing the frequency, impact and severity of incidents in the workplace, and to comply with legislative requirements in regard to the notification and management of incidents.

Objective: GSI Cleaning Services PTY LTD will identify and record all WHS incidents, whether or not these cause injury or damage, to ensure potential for harm is minimised and to prevent recurrence.

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

In addition, visitors and any other PCBU's that are involved with or impacted by an incident at a GSI Cleaning Services PTY LTD workplace, will be included in consultation and communication in respect of the incident as and when required.

Policy: An incident can include injury, illness, fatality, near miss or dangerous occurrence.

GSI Cleaning Services PTY LTD will ensure the provision of coordinated Incident reporting by implementing procedures for:

- ◆ Notification to relevant Authorities for serious incidents/dangerous occurrence
- ◆ Incident reporting
- ◆ Responsible persons
- ◆ Incident investigation
- ◆ Consultation with relevant persons (confidential where applicable)
- ◆ Identification of root causes
- ◆ Corrective and Preventative Actions
- ◆ Review of effectiveness of corrective/preventative actions
- ◆ Regular review of all incidents to identify any trends
- ◆ Report and action identified trends
- ◆ Meet legislative requirements for record keeping.

Comprehensive Incident Reporting and Incident Investigation forms will be provided.

4.2 Incident Reporting Procedure

GSI Cleaning Services PTY LTD is obligated to notify, manage and investigate any Notifiable Incidents in the workplace as determined by WHS legislation. GSI Cleaning Services PTY LTD is also obligated under WHS legislation to identify, manage, record and investigate all non-notifiable incidents in the workplace with the aim of reducing the frequency, severity and impact of incidents on workers and others.

Objective: GSI Cleaning Services PTY LTD will identify and record all WHS incidents, whether or not these cause injury or damage, to ensure potential for harm is minimised and to prevent recurrence.

Scope: This policy covers all incidents that occur at GSI Cleaning Services PTY LTD workplaces, including Dangerous Occurrences and Notifiable Incidents as defined in the WHS Act and all other incidents, whether or not they involve illness or injury of a worker/s.

Responsibilities: At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ◆ There is an effective procedure in place for the immediate response to and management of incidents
- ◆ There is an Incident Reporting Procedure in place for the notification and management of incidents
- ◆ All workers are trained and familiar with the Incident Reporting Procedure and have easy access to the report forms and procedure
- ◆ State Authority is notified immediately after becoming aware that a Notifiable Incident has occurred
- ◆ So far as is reasonably practicable, that the workplace where any Notifiable Incident has occurred is not disturbed until an inspector arrives at the workplace or any earlier time that an inspector directs
- ◆ Review of the Incident Reporting procedure is conducted as required.

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The Area Manager is responsible for:

- ♦ Maintaining and reviewing the Incident Reporting Procedure as required
- ♦ Ensuring all workers know about the procedure and are trained in how to follow the procedure
- ♦ Assisting managers, supervisors and workers to follow the procedure when required
- ♦ Informing and consulting with the PCBU regarding incidents, in particular, Notifiable Incidents
- ♦ Notification of Notifiable Incidents to the relevant Regulator, within the prescribed timeframes
- ♦ Ensure, so far as is reasonably practicable, that the workplace where the incident occurred is not disturbed until an inspector arrives at the workplace or any earlier time that an inspector directs
- ♦ Maintaining records required by legislation relating to incidents, including the Register of Injuries.

Managers / Supervisors are also responsible for:

- ♦ Informing workers & others (when applicable) about the requirement to report incidents promptly
- ♦ Ensuring that the Incident Report Forms are readily accessible for workers
- ♦ Complying with the Incident Reporting Procedure for incidents reported to them.

All workers are responsible for the initial reporting of incidents.

Procedure:

- ♦ Follow the Emergency Response Procedure to ensure that workers are cared for and the incident area is cleared of people and secured to prevent further incident
- ♦ Report all incidents as soon as possible to *your manager*
- ♦ When a Reportable Incident has occurred, *your manager* determines whether the workplace needs to be preserved for investigation by the relevant Regulator
- ♦ Person involved with the incident completes an Incident Report Form
- ♦ If the person involved with the incident is not able to complete the form, *your manager* will complete the form, in consultation with the involved person, if possible
- ♦ A copy of the Incident Report form is provided to – the person involved and to *Head office*.
- ♦ *Your Manager* records the incident on the Incident/Near Miss/Hazard Register
- ♦ A copy of the Incident Report is provided to any Principal Contractor, as required
- ♦ *Head Office* reports all Notifiable Incidents to the relevant Authority, within the timeframe required by legislation
- ♦ *Head Office* keeps records of incidents and injuries in accordance with Statutory requirements
- ♦ Follow the Incident Investigation procedure, if required.

4.3 Incident Investigation Procedure

Incident Investigation is an essential tool that is used to determine the causal factors of incidents in workplaces. A comprehensive, systematic Incident Investigation carried out with effective consultation can greatly assist to implement pro active prevention and intervention strategies to reduce the potential for further incidents of the same or similar nature.

Objective: The primary objectives of an incident investigation are to:

- ♦ Identify the factors that contributed to the incident so that action and control procedures can be implemented to prevent the recurrence of a similar incident
- ♦ Identify the “change” in systems or processes that lead to the error
- ♦ Establish a systematic method of recording causation of serious incidents
- ♦ Determine compliance with legislation
- ♦ Use a process, which encompasses the principal of Natural Justice to determine the causation of incidents.
- ♦ Improve systems of work, policy and procedures to eliminate or at least lower the number and severity of workplace incidents.

The intent of the investigation is to determine what happened and what it was that went wrong to allow the incident to occur. The intent is not to establish blame of any person but to identify any causal factors and their effects.

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Scope: This procedure covers the formal investigation of incidents at GSI Cleaning Services PTY LTD. In the event of a Serious Incident or Dangerous Occurrence, an Incident Investigation is carried out “internally” by *Greg Stadler* at GSI Cleaning Services PTY LTD on behalf of the PCBU.

When an investigation shall take place: The requirement and the circumstances in which it is necessary to conduct an incident investigation is aligned to the Incident Reporting Policy, Incident Reporting Procedure and legislative requirements. Incident Investigations may be required to start immediately and be completed within 24 hours after a notifiable incident. Note: incidents include Near misses / near hits.

The Incident Investigation Team: The size and makeup of the Incident Investigation Team will depend upon the type and seriousness of the incident and injury. It is the responsibility of the PCBU directly involved to establish an Incident Investigation Team. The size and makeup of the team will be influenced by, but not limited to:

- ◆ Type of incident
- ◆ Type of injury/ injuries
- ◆ Seriousness of injury/ injuries (severity)
- ◆ Number of persons injured
- ◆ Number of persons in that workplace
- ◆ Size of the workplace
- ◆ Types and complexities of the activities undertaken
- ◆ Types of hazards and risks.

In the case of a notifiable incident involving a permanent injury, illness or death of a person an indicative Incident Investigation Team would be composed of the following persons;

- ◆ The PCBU
- ◆ The Area Manager
- ◆ The person(s) involved (if possible)
- ◆ The person(s) manager/supervisor
- ◆ The Workplace Supervisor
- ◆ A Health & Safety Representative
- ◆ A person with specialised knowledge of hazards involved with the incident. E.g. a person with chemical training & qualifications if the incident involves chemicals, an electrician if the incident involves electricity.

How to conduct the investigation: Investigators shall avoid any emphasis on identifying any individual who could be blamed for the incident. The level of effort involved in the investigation will depend largely on the severity or potential severity of the incident. Regular and supportive consultation between management and the members of the Incident Investigation Team members will be an essential part of the investigation process.

The investigation shall be conducted with full cooperation with officers and Inspectors from relevant State Authorities (e.g. WorkSafe, Police, Emergency Services etc) and in accordance with legislative requirements and the principals of Natural Justice.

The investigators shall:

1. Visit the scene of the incident before the physical evidence is disturbed
2. Collect samples of any substance, which may have contributed, to the incident, noting conditions that may have affected the sample. (Using Personal Protective Equipment if required)
3. Make comprehensive visual records e.g. video, photos, diagrams
4. Determine which incident-related items should be preserved
5. Identify and interview the people who were involved in the incident including eye witnesses
6. Review all sources of potentially useful information. These may include original designs, design specifications, drawings, operation records, purchasing records, previous reports, maintenance records, safe work method statements, standard operational procedures, inspection and testing records, worker training records
7. Identify and analyse all of the contributing (causal) factors as evidenced by the facts. Keep an open and objective mind

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8. Determine and document interim and long-term control measures, which will be aimed at preventing the recurrence of similar incidents. The determination and implementation of control measures should be based on the hierarchy of control principles and should be made in consultation with all members of the investigation team, and when appropriate, the Principal Contractor
9. Complete the relevant sections on an Incident Investigation Form
10. Maintain a high level of confidentiality and professionalism before, during and after the investigation.

Evaluation: When the investigation is completed, the PCBU, Senior Managers and Investigating Officers will have completed an Incident Investigation Report form. This report will then be submitted for evaluation and action to:

1. The PCBU
2. The Area Manager
3. The relevant manager/ supervisor
4. Any relevant Workplace Supervisor (shopping mall, school etc)
5. The relevant investigating Regulator, if required.

Corrective Measures (Control Actions): Any hazardous situation and/or causal factor identified during the investigation must not be allowed to remain, without attention, while the proposed control actions are pending.

It is the responsibility of the relevant manager to ensure that any interim and long term corrective measures identified by the Incident Investigation are carried out, are effective, and are communicated to all relevant persons. Interim and long term corrective measures and any preventative measures must be signed off by the relevant manager on an Incident Investigation Form once completed.

Records: The Investigation Report form will be filed and kept in the PCBU's Head Office in a secure, confidential and appropriate environment. Review of the Incident Investigation file shall be conducted on a regular basis to ensure that all corrective and preventative measures have been addressed. The records will be maintained by GSI Cleaning Services PTY LTD for a minimum of thirty-(30)-years.

4.3.1 Hazard Profile

The following hazards have been identified as applicable to this workplace.

✓ Tick applicable hazards

Identified Workplace Hazards		
<input type="checkbox"/> Access & egress to workplace	<input type="checkbox"/> Flammable and combustible substances	<input type="checkbox"/> Temperature extremes
<input type="checkbox"/> Asbestos	<input type="checkbox"/> Hazard Manual Tasks	<input type="checkbox"/> Utilities (underground/ overhead services and electric lines)
<input type="checkbox"/> Atmospheric contaminants	<input type="checkbox"/> Animals on site	<input type="checkbox"/> Work near water
<input type="checkbox"/> Confined spaces	<input type="checkbox"/> General Public	<input type="checkbox"/> Work Outdoors
<input type="checkbox"/> Electrical (equipment and/or installations)	<input type="checkbox"/> Working near children/elderly	<input type="checkbox"/> Young workers/Apprentices
<input type="checkbox"/> Falling objects	<input type="checkbox"/> Lighting (Day / Night work)	<input type="checkbox"/> High Risk work
<input type="checkbox"/> Falls – on same level	<input type="checkbox"/> Vehicles	<input type="checkbox"/> Other.....
<input type="checkbox"/> Falls – from one level to another	<input type="checkbox"/> Noise	
<input type="checkbox"/> Money Handling	<input type="checkbox"/> Tools / equipment	
<input type="checkbox"/> Cash in transit		
Identified Environmental Hazards		
<input type="checkbox"/> Chemical product disposal	<input type="checkbox"/> Spills of hazardous/toxic chemicals	<input type="checkbox"/> Traffic & parking
<input type="checkbox"/> Biological hazards		<input type="checkbox"/> Other.....

Where identified hazards and risks are well known and subjected to accepted risk control measures, no Risk Assessment will be required and risk controls can be implemented. These controls however will be monitored and reviewed accordingly.

4.3.2 Hazard Report Form

This form is to be completed where a hazard has been identified but no incident or injury has occurred.
If incident or injury has occurred please complete the Confidential Incident/Injury Report Form.

Name	Date	Phone
Worker/Contractor		
Department/Organisation		
Description of the hazard / safety issue:		
Exact location of the hazard:		
When was the hazard identified?	Date:	Time:
Recommended action to ensure safety:		
Recommended action completed by:		
Signature:		Date:
Comments:		

4.3.3 Incident / Injury Report Form

To be completed by the person or persons directly involved.

PART 1: INSTRUCTIONS

The person reporting is to follow the Incident and Accident Policy. Then complete this report and provide it to the workplace manager within one hour or as soon as practical.

Section A: PERSONAL and INCIDENT DETAILS (Circle or complete responses)

Title:	Last Name:	Other Name/s:
Date of Birth:	Are you? Relevant Worker / Contractor / Visitor	
Sex: Male / Female	Occupation:	
Email address:	Phone (W):	Phone (H):
Home address:		
Date and time of incident: __/__/__ am/pm	Location:	
How did the incident happen?		
Signed:	Date:	
Name/s of Witness/es:	Phone:	

Section B: SUPERVISOR or WORKPLACE MANAGER NOTIFICATION

Name of WHS Manager:	Date and time of incident: __/__/__ am/pm	
Signed:	Date:	Phone:
Name of Supervisor:	Date and time of incident: __/__/__ am/pm	
Signed:	Date:	Phone:

Section C: INJURY DETAILS (If applicable) Use this section to also report workplace disease.

Type of injury or disease (e.g. burn)	
Part/s of the body affected:	
Date and time when symptoms noticed: __/__/__ am/pm	
Was medical treatment given?	No / First Aid / Nurse / Doctor / Hospital
Name of person giving initial treatment:	
Date and time initial treatment given: __/__/__ am/pm	
Time lost due to injury? Yes / No	How many hours / days?

PART 2: INVESTIGATION CHECKLIST AND ACTION REPORT FORM

Who is involved in completing this investigation?
Incident / Injury: How do you think the incident / injury happened and what were you doing at the time?
Investigation Checklist:
How long had you been working prior to the incident / injury?
How long had you been working on this task?
Is this task part of your normal duties?
Have you been instructed / trained in this task?
What were you doing in the time prior to the incident / injury?
Are there any other factors involved (e.g. management, the work environment, equipment, maintenance, individual)?
What do you think could have been done to prevent this incident from occurring?
Any other comments or observations?

Please answer / circle the most appropriate response/s:

What sort of incident / injury occurred? <i>Manual Handling / Occupational Overuse Syndromes (OOS) / cuts / bruises / burns / falls / slips / trips / vehicles / bicycles / chemicals / insects / animals / foreign body / plant / stress / other...</i>
Location where incident occurred?
Type of injury: <i>Sting / bite / kick / puncture / strain / sprain / chemical / slip / trip / fall/ other...</i>
Safe Work Method Statements followed? Yes / No / NA
Identification of equipment/object/insect involved:
Equipment in good condition? Yes / No / NA
Date of last service of equipment:
Appropriate safety equipment (PPE) used? Yes / No / NA
Lighting adequate? Yes / No / NA
Housekeeping issues contributed? Yes / No / NA
Surface type: <i>Cement / tile / grass / dry / wet / damaged / torn / sand / footpath / carpet / gravel / rocks / road / other...</i>

Type of shoes worn: <i>Open / closed / boots / high heels / sandals / none / other...</i>
Workload excessive? <i>Yes / No / NA</i>
Workload boring and repetitive? <i>Yes / No / NA</i>
If it was a slip or trip:
Height of fall / slip / trip?
Were you <i>running / walking / turning a corner / jumping / other?</i>
If stairs – <i>going up / going down?</i>
Did you fall on your <i>front / back / side?</i>
What were you carrying (if anything) at the time?
If the incident involved chemicals:
Was a Safety Data Sheet (SDS) available? <i>Yes / No / NA</i>
Disposal / handling / storage of chemical product adequate? <i>Yes / No / NA</i>
If the incident involves manual handling:
Were work items within easy reach? <i>Yes / No / NA</i>
Ergonomic equipment available? <i>Yes / No / NA</i>
Was the equipment being used correctly? <i>Yes / No / NA</i>
Repetitive and/or forceful movements used? <i>Yes / No / NA</i>
Action involved: <i>Reaching / bending / stooping / sitting / kneeling / twisting / pushing / pulling / lifting / catching / lowering / carrying</i>
Weight of object?
Distance carried / position of object moved from / to?
Height of load?
If the incident involves a vehicle or bicycle:
Traffic conditions:
Weather conditions: <i>Dry / wet / foggy / night / day</i>
Any of the following: <i>Intersection / turning right or left / driveway / straight road</i>
Speed prior to accident?
Travelling to: <i>Work / lunch time / after work / to course / work related travel</i>
Any other factors involved?

PART 3: TO BE COMPLETED BY DIRECTOR OR AREA MANAGER

Investigator's comments and observations from part 2:

RECOMMENDATIONS: A hierarchy of control should be used to assist with the prevention of future similar injuries. The 'hierarchy of control' depicts the most to the least effective methods, as shown in the table below.

This is the most important part of the investigation process! Do not leave blank.

Risk Control Options	Action Required	By Whom	By When
Elimination – do you have to do the task?	↓		
Substitution – is there another way you can do the task?			
Engineering – can you engineer a way to make the job safer?			
Administration – can you improve work practices? E.g. limit time of exposure.			
Personal Protective Equipment (PPE)			
Date feedback provided to person reporting the injury/incident: / /			
Signed:	Print Name:	Ph.:	
Position:		Date:	

Office Use Only (Health and Safety Recommendations)

OT	Date Part 2 received: / /	Date Completed: / /

4.3.4 Incident / Near Miss / Hazard Report Register

[illegible]

4.4 Reporting Policy

GSI Cleaning Services PTY LTD is committed to the provision of a functional and effective WHS management system and as such, understands the value in seeking feedback on certain elements of this.

Objective: To provide direction for nominated persons to provide feedback to Senior Management on selected WHS management system elements.

Scope: This policy applies to all workers at GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangements.

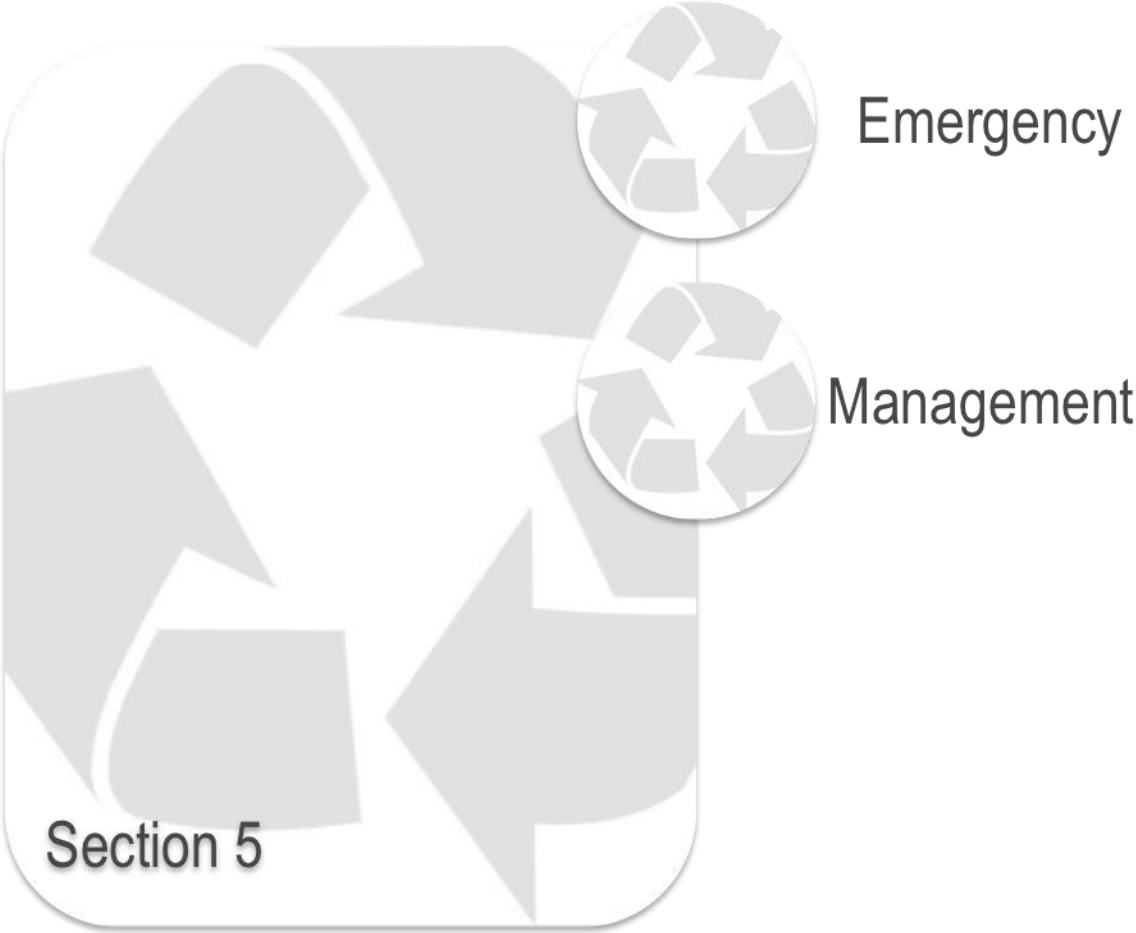
Policy: GSI Cleaning Services PTY LTD will ensure effective reporting will take place via relevant persons, including Health and Safety Representatives, affected workers, other Duty Holders/Contractors) to manage hazards and risks at this workplace.

A proactive, planned and systematic approach to WHS reporting will help the PCBU to respond to change and improve health, safety and welfare outcomes for workplaces. Reporting is an on-going process and will be conducted in line with the requirements of WHS and Worker's Compensation legislation.

4.5 Reporting Procedure

GSI Cleaning Services PTY LTD requires all Area Managers, workers and contractors to report on all identified WHS issues, hazards, risks and legislated reportable WHS and Worker's Compensation incidents, actions and WHS performance.

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5.1 Emergency Management Plan

GSI Cleaning Services PTY LTD has developed an Emergency Management Plan (EMP) to ensure emergency preparedness is appropriate, implemented, effective, monitored and tested at all GSI Cleaning Services PTY LTD workplaces. The EMP will also assist with emergency management compliance in accordance with the WHS legislation.

Objective: The objective of the Emergency Management Plan (EMP) is to provide important information and relevant supportive procedures to be used to ensure an effective and timely response to any emergency event or situation that may occur at an GSI Cleaning Services PTY LTD workplace.

Scope: The Emergency Management Plan (EMP) includes the following information, policies and procedures that will be enacted during emergency & evacuation events:

- ♦ Emergency Management Policy
- ♦ Emergency contact numbers
- ♦ Emergency Management Personnel
- ♦ General Emergency Response Procedure
- ♦ Emergency Evacuation Procedure
- ♦ Evacuation Communication Procedure
- ♦ Fire Fighting Equipment Procedure
- ♦ Fire Extinguisher Use instructions
- ♦ Chemical Emergency Management
- ♦ Environmental Incident Procedure (including hazardous chemical spill) - if applicable
- ♦ Emergency Response Drill records
- ♦ First Aid Policy
- ♦ First Aid Procedure
- ♦ Medical Emergency Response Procedure
- ♦ Environmental Incident Procedure (including chemical spill) - if applicable
- ♦ First Aid Staff Register
- ♦ Workplace description & Workplace Evacuation Plan.

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5.2 Emergency Management Policy

GSI Cleaning Services PTY LTD has an obligation to provide and maintain a safe environment for all people at the workplace, whether they are workers or not.

Objective: GSI Cleaning Services PTY LTD and its workers endeavor to undertake the best possible actions to protect the health and safety of all persons during emergency situations and events.

Scope: The Emergency Management Policy applies to all persons on GSI Cleaning Services PTY LTD workplaces. Persons on adjoining work workplaces or private residences may also be encompassed in GSI Cleaning Services PTY LTD emergency procedures and / or emergency responses (including evacuations) during major or critical emergency situations or events.

Responsibilities: All workers employed or engaged by GSI Cleaning Services PTY LTD are responsible to ensure that they are familiar with the content of the Emergency Management Policy and the Emergency Management Plan (EMP); that they are competent in carrying out the emergency response procedures contained within the EMP; and that they participate in consultation and emergency response drills and training when required to maintain a high level of emergency preparedness at all times.

Policy: GSI Cleaning Services PTY LTD will determine likely emergency situations and develop and implement an EMP for action in the event of an incident or situation that could pose a threat to life, health or property. Including:

- ◆ Fire and/or explosion
- ◆ Dangerous chemical release
- ◆ Floods or dangerous storms
- ◆ Medical Emergency
- ◆ Bomb Threats
- ◆ Violence or Robbery
- ◆ Environmental Incidents
- ◆ Other relevant matters based on the nature of the work, hazards, size and location and number and composition of persons at the workplace.

The EMP will ensure the health and safety of persons by including the following:

- ◆ Written instructions to ensure emergency service organisations are contacted at the earliest opportunity
- ◆ Written instructions for specific emergencies
- ◆ Facility / workplace Plan displayed and accessible to all persons on workplace
- ◆ Evacuation procedures and assembly points, fire fighting & emergency equipment clearly marked on workplace plan
- ◆ Building evacuation plans displayed
- ◆ Alert /Warning Alarms/Systems
- ◆ Emergency Exits well lit and clear of obstructions
- ◆ Fire Protection equipment that is accessible and in working order
- ◆ Chemical spill containment equipment and clean up materials as appropriate
- ◆ Safety Data Sheets for all chemicals plus the chemical register / manifest accessible and current
- ◆ Trained First Aid personnel and First Aid equipment
- ◆ Roles/Responsibilities designated and known, such as Area Wardens
- ◆ Specialised training if required
- ◆ Specific procedures for mobility impaired persons
- ◆ Contact details for Emergency Services
- ◆ Reliable and functional communication equipment
- ◆ Instructions for notifying relevant Authorities
- ◆ Involvement with Emergency Response Organisations
- ◆ Consultation and co-operation with neighbours as relevant.

The EMP will be reviewed and tested on a needs basis to ensure its effectiveness.

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5.2.1 Facility Description - SAMPLE

Workplace/Facility Details

Building/Organisation name		
Building/Organisation Address		
1. Building/Organisation Contact Person		
Phone		Email:
Mobile Phone Number		Fax:
2. Building/Organisation Contact Person		
Phone		Email:
Mobile Phone Number		Fax:
Building/Facility Owner		
Owner Address		
Phone		Email:
Mobile Phone Number		Fax:
Body Corporate Name		
Body Corporate Address		
Contact person		
Phone		Email:
Mobile Phone Number		Fax:

Facility Image

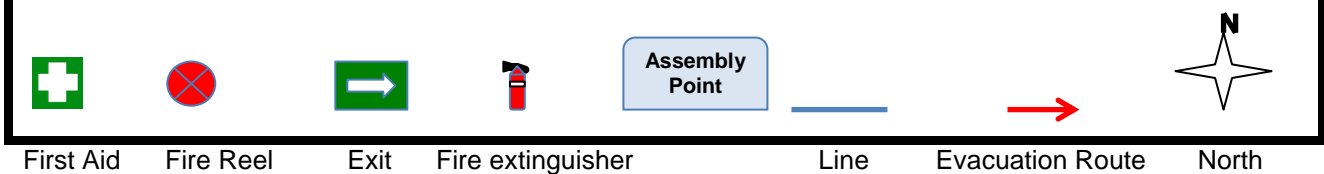


5.2.2 Workplace / Facility Plan

Map indicating location of First Aid equipment, fire protection equipment, access/egress, chemical storage, etc., as relevant. Add in Hazardous areas, Pedestrian No Go Zones, PPE areas and other applicable information. Insert floor plan here. Include North arrow, scale bar, legend, nearest intersections etc.

LAYOUT OF WORKPLACE

THIS IS PROVIDED ON SITE – AS PER SITE INDUCTION



5.2.3 Evacuation Plan

Provide accurate scaled map clearly showing location of First Aid equipment, fire protection equipment, access/egress, chemical storage, etc. as relevant. Include hazardous areas, pedestrian No Go Zones, PPE areas and other applicable information.

Insert floor plan here. Include North arrow, scale bar, legend, nearest intersections etc.

If situated in a commercial complex insert a copy of Centre Management Evacuation Plan.

AS PER SITE INDUCTION



Assembly
Point



Fire Reel

Exit

Fire extinguisher

Line

Evacuation Route

North

5.3 Evacuation Communication Procedure

1. All workers and other personnel on workplace will be informed of an emergency by
 - a. *(Insert method here e.g. siren, horn etc.)*
2. Emergency communication will be initiated by *(insert applicable worker here e.g. all workers)*
3. Backup measures for communication will be *(insert alternate communication method here)*
 - a. *(E.g. Radios, worker verbally communicate)*
4. Emergency services will be contacted by *(insert method here e.g. telephone)* from *(insert location here)*

5.4 Emergency Evacuation Procedure

R

- *Rescue or Relocate* people in immediate danger if you can do so without endangering yourself.
- Assist persons with special requirements e.g. disabled persons, small children
- Exit via a safe fire exit
- Do not use elevators

A

- Sound the *Alarm*. Advise others of the situation
- Call the *Emergency Service required* by dialing **000** from a safe distance
- If in doubt whether the situation is serious Emergency Services should still be called
- Utilise appropriate protective equipment e.g. coloured hard hats for wardens, protective clothing for chemical spills

C

- *Confine* the dangerous situation, fire or hazardous material by closing all doors, windows and other openings, and shutting off the piped and compressed gas as you are EVACUATING.
- *Contain hazardous material* spill/escape if possible or utilise absorbent materials
- *Contain hazardous material - only if you have been trained and feel competent and safe to do so*
- Ensure no personnel (emergency service personnel excluded) re-enter the building / facility until safe

E

- *Evacuate* the area on direction from the Workplace Manager or when it is unsafe to remain in the area. (*Extinguish* fire or *contain* hazardous material *only if you have been trained and feel competent and safe to do so*. Only small fires are possible to extinguish, so always be prepared to evacuate).
- Ensure all occupants of the building have been evacuated to assembly area
- First aid personnel to organise for first aid equipment to be brought to assembly areas
- Account for all personnel at the designated assembly areas

Evacuation Assembly Area

A	Assembly location description (key to workplace plan)
B	Assembly location description (key to workplace plan)
C	Assembly location description (key to workplace plan)
Notes:	

5.4.1 Emergency Contact Numbers

Police	000	Local police numbers Enter contact number here
Fire	000	Local fire Brigade numbers Enter contact number here
Ambulance	000	Local Ambulance station Enter contact number here

If mobile phone is out of range dial 112

Poison Information Centre (Australia wide)	13 11 26
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Key personnel (24 hour contact)

Name	Phone Number	Email

Local Government Authority

Name	Phone Number	Email

State Government Authority

Name	Phone Number	Email
EPA	(State government website for details)	
SES		
WHS Department	(State government website for details)	

Nearby facilities/neighbours

Name	Phone Number	Email

Utilities Authorities

Name	Phone Number	Email
E.g. gas provider		

5.4.2 Emergency Management Personnel

Emergency Management Managers

Name		
Title		
Phone		Email:
Mobile Phone Number		Fax:
Name		
Title		
Phone		Email:
Mobile Phone Number		Fax:

Person responsible for management and revision of Emergency Management Plan

Name		
Title		
Phone		Email:
Mobile Phone Number		Fax:

Person responsible for management and maintenance of Emergency equipment

Name		
Equipment		
Task		Email:
Phone		Fax:
Mobile Phone Number		
Name		
Equipment		
Task		
Phone		Email:
Mobile Phone Number		Fax:

Evacuation coordination /controllers

Name		
Evacuation Role/Responsibility		
Phone		Email:
Mobile Phone Number		Fax:
Name		
Evacuation Role		
Phone		Email:
Mobile Phone Number		Fax:

5.5 General Emergency Response Procedure

1. **Call 000 (Mobile112)**
2. State type and scale of emergency
3. State workplace name and location
4. Number of casualties if applicable
5. Hazards that may be involved such as chemicals
6. Specific access point on site e.g. street or side entrances
7. Provide contact name and phone number
8. Answer all questions and follow instructions given by Emergency Services operator
9. DO NOT hang up until instructed

5.6 Fire Fighting Equipment Procedure

1. Fire extinguishers, hose reels and manual call points located at appropriate locations at the workplace as shown on Workplace / Facility map
2. Fire extinguishers / hose reels appropriate for purpose
3. Fire extinguishers / hose reels tested and tagged in accordance with relevant Australian Standard
4. Fire extinguishers restrained to prevent falling by means of a hook, strap, cage or chain
5. A one (1)-metre clearance will be maintained around fire-fighting equipment and fire exits
6. Evacuation procedures will be discussed during WHS Meetings and drills will be conducted at regular intervals
7. There will be an alarm mechanism developed and promoted such as use of an air horn
8. Extinguish fire or contain hazardous material only if you have been trained and feel competent and safe to do so

5.7 Fire Extinguisher Use

1. Only attempt to extinguish fire if it can be put out quickly. If unsure EVACUATE
2. Consider if electricity is involved (Do not use water)
3. Select the appropriate fire extinguisher for the material burning
4. Pull pin from handle
5. Quickly test by squeezing the handle
6. Aim the nozzle at the base of the fire
7. Squeeze handle and move nozzle in a sweeping motion until fire is extinguished.

5.8 Chemical Emergency Management

What is a chemical emergency?

A chemical emergency is any incident, which involves the accidental and/or uncontrolled release of a hazardous chemical or mixture of chemicals into the workplace or the natural environment. Hazardous chemicals or materials accidentally released may be in the form of liquids, solids, dusts, gases or vapours.

Some chemical substances found in workplaces may include, but are not restricted to:

- ♦ Oils and fuels
- ♦ Toxic metals
- ♦ Asbestos
- ♦ Cleaning chemicals (detergents, surfactants etc)
- ♦ Agricultural Chemicals (pesticides, herbicides, insecticides, fertilisers etc)
- ♦ Sediment (earthworks)
- ♦ Organic wastes (domestic sewage, plant and animal products)
- ♦ Radioactive chemicals.

Many of the basic steps involved in cleaning up emergency and non-emergency spills and leaks are similar. The primary difference is the type and degree of hazard, location of the spill, level of worker training and types of PPE necessary to clean up the spill safely. Even non-emergency spills and leaks take knowledge and training to clean up safely and effectively. Chemical Emergency Response drills are carried out periodically as part of GSI Cleaning Services PTY LTD's Emergency Management Plan.

Minor Chemical Spills

- ♦ Covers less than 2m² and can be contained and cleared up by the person who created the spill without assistance
- ♦ Less than 20 litres of chemical is spilled
- ♦ Less than 2 litres of a high risk chemical such as a restricted/controlled/regulated chemical is released

Major Chemical Spills

- ♦ Is any spill which covers (or could cover) an area greater than 2m²
- ♦ More than 20 litres of chemical is spilled
- ♦ More than 2 litres of a high risk chemical such as a restricted/controlled/regulated chemical is released
- ♦ Any accidental release of Radioactive materials or chemicals
- ♦ Emergency services will be required including specialist chemical response personnel
- ♦ A major spill must be reported immediately to the relevant Authority. (eg: EPA, WorkCover)

(Refer to WHS Regulations and relevant Code of Practice for further details and list of regulated chemicals)

Prevention Strategies

Help prevent chemical emergencies by:

- ♦ Providing the correct storage areas and having appropriate equipment such as drip trays or bunded spill containment pallets for collecting chemicals that could spill or leak into the environment
- ♦ Having a non-smoking workplace, especially if you use flammable chemicals
- ♦ Knowing where the stormwater and sewer drains are and ensuring only rain goes into the stormwater drains
- ♦ At all times keeping the workplace clean and tidy
- ♦ Being prepared to cope with a spill or accidental release by providing equipment and worker training in the correct use of spill / chemical release procedures and emergency response equipment
- ♦ Ensuring all workers are trained how to handle, store, use, dispose of and transport hazardous materials and chemicals properly
- ♦ Following SWMS, Safe Work Procedures at all times
- ♦ Following the internal Hazardous Chemicals / Dangerous Goods policies and procedures
- ♦ Report any new chemical hazards you identify at the workplace to the WHS Manager.

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5.9 Chemical Emergency Response Equipment

The chemical emergency response equipment at may be located on site. This includes:

- ♦ Fire Extinguishers
- ♦ Spill Kits
- ♦ Other:

Spill Kits contents include:

- ♦ Emergency contacts and telephone numbers
- ♦ PPE – Disposable - chemical resistant gloves, coveralls
- ♦ PPE – Boots, Goggles, Breathing Apparatus
- ♦ Stormwater Drain Cap / Mat
- ♦ Portable Bunds
- ♦ Portable Booms
- ♦ Socs
- ♦ Absorbent pillows / pads
- ♦ Absorbent Material
- ♦ Disposal plastic bags
- ♦ Brush and dustpan
- ♦ Hazardous Waste Container
- ♦ Laminated spill procedure chart

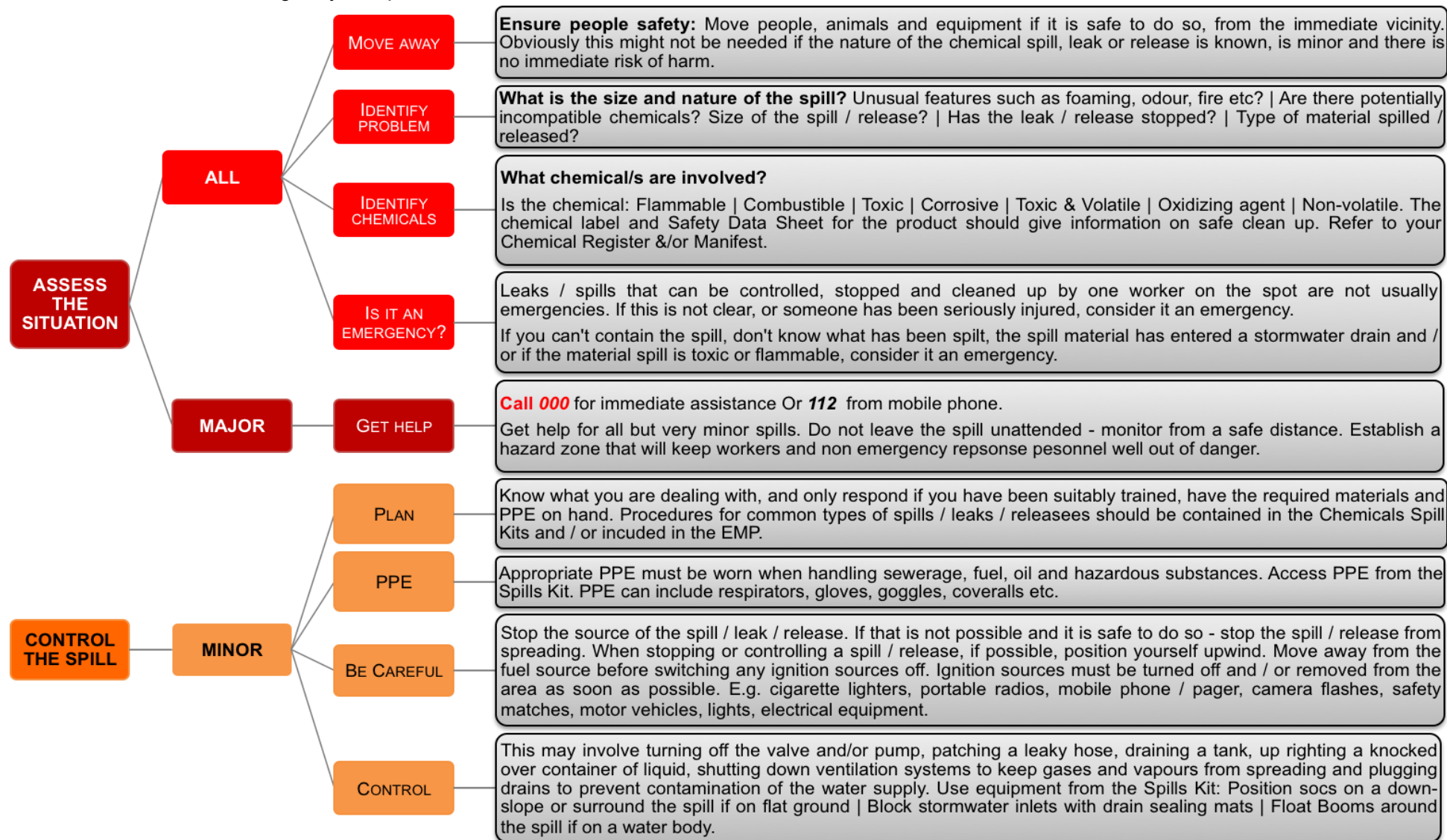
The person responsible to maintain the Spills Kits and replace equipment after a spill is Site Management.

Flammable liquid spills

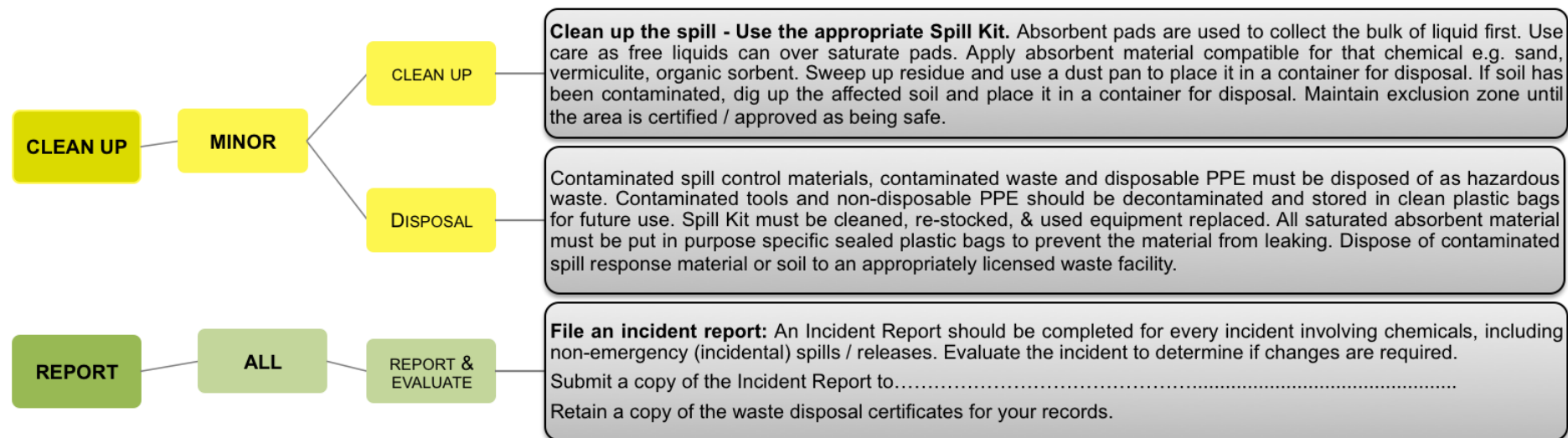
- ♦ Paper towels or rags should not be used for volatile liquids as they don't prevent further evaporation
- ♦ Spill control materials used for flammable liquids such as sorbents, containment socs, booms, neutralising fluids, etc. must be treated as hazardous waste under EPA regulations
- ♦ Use spark proof tools for controlling and clean-up of flammable liquids such as fuels and oils.

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5.10 Chemical Emergency Response Procedure



Chemical Emergency Response Procedure continued...



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5.11 First Aid Policy

First aid is the provision of initial care for an illness or injury and generally consists of a series of simple and in some cases, potentially life-saving techniques that can be done with minimal equipment.

Objective: To minimise the negative effects of an incident/injury by providing First Aid resources and trained First Aid Officers (FAO's).

Scope: This policy applies to all workers at GSI Cleaning Services PTY LTD who are appointed as First Aid Officers and any other relevant persons at the workplace.

Policy: GSI Cleaning Services PTY LTD will use the guidelines as outlined in the Safe Work Australia Code of Practice for First Aid to ensure the provision of a prompt, coordinated First Aid response in the following ways:

- ◆ Meet and/or exceed legislative requirements
- ◆ Identify and assess the potential for an injury/incident occurring by:
 - Observing tasks/work performed/workplace environment
 - Consulting with workers/HSR's/ Managers
 - Reviewing near misses and past incident reports
 - Reviewing SDS for hazardous chemicals
 - Other means as necessary
- ◆ Determine suitable resources based on the nature of the work, hazards, size and location and number and composition of persons at the workplace
- ◆ Specify minimum requirements based on risk. For example:
 - Type, contents and number of kits
 - Number and location of FAO's (including remote locations)
 - Provision of First Aid rooms and specialist kits
- ◆ Appointing, training and replacing FAO's as required. Registered providers will provide FAO training.

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5.12 First Aid Procedure

GSI Cleaning Services PTY LTD has a moral and legal obligation to provide first aid services to workers, visitors and others.

Objective: To outline strategies and resources that GSI Cleaning Services PTY LTD uses to provide First Aid resources and trained First Aid Officers (FAO's).

Scope: This procedure covers the provision and training of First Aid Officers, supply of First Aid resources and First Aid operational responses within GSI Cleaning Services PTY LTD.

First Aider Information / Responsibilities:

- ◆ First Aider training will detail the expected responsibilities and roles of all workers, reporting details and emergency response procedures. This should also include the required parameters to be deemed competent to handle the emergency situation
- ◆ The Area Manager will ensure that all workers under their control have received training in emergency response
- ◆ Emergency evacuation training will be conducted at least annually
- ◆ New workers will receive information, training and instruction on emergency management procedures at the earliest opportunity e.g. induction.
- ◆ Visitors will receive instruction and/or information on emergency management procedures as applicable.

First-aid workers and their associated responsibilities are detailed in the First Aid Worker Register.

Procedure: At GSI Cleaning Services PTY LTD, **Area Managers** ensures:

- ◆ All workers are informed and aware of the location of First Aid Kits and/or First Aid Rooms
- ◆ All workers are informed and aware of the location and contact details for FAO's
- ◆ Regular audits of contents of First Aid Kits (including vehicle and/or mobile location kits) and contact details
- ◆ The documentation of all treatment, injuries and illness
- ◆ First Aid Officers:
 - Receive adequate First Aid and Resuscitation training from a Registered Training Organisation
 - Are able to perform First Aid duties
 - Are willing to provide First Aid treatment as required.

All workers will be provided access to first aid equipment and trained first aid personnel. An appropriate number of First Aid personnel will be available at all times with consideration of:

- ◆ Number, location and content of equipment
- ◆ First Aid procedures
- ◆ Number of required trained personnel (including access for sub-contractors as needed). As per relevant Code of Practice for First Aid Equipment Facilities & Training for recommended number and placement of first-aid officers
- ◆ Signage (*Design and use of First Aid signs will be as per the relevant Australian Standard*)
- ◆ No First Aider will attempt First Aid beyond their training or experience.

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5.13 Medical Emergency Procedure

DANGER

- Check for **Danger** to yourself
- Check for **Danger** to the casualty and to others

RESPONSE

- Check **Response**, is the casualty conscious or unconscious
- If conscious, - reassure, make comfortable

SEND FOR HELP

- **Send** someone for **help** from a **first aider** if available
- **Send** someone to call **000** for **an ambulance**

AIRWAYS

- If unconscious – Turn casualty on side
- Turn face slightly down
- **Clear airway**

BREATHING

- Check for breathing whilst still on their side
- **If breathing**, but still unconscious, leave on side and monitor airways, breathing and circulation until ambulance arrives. Check regularly for breathing

CIRCULATION

- If not breathing
- Roll the casualty onto their back, tilt head backwards, seal the casualties mouth with yours and give **2 full breaths**
- **Commence CPR**. Give **30 chest compressions** (almost 2 compressions per second) followed by 2 breaths.
- **Continue CPR** until qualified personnel arrive or signs of life returns

DEFIBRILLATOR

- If available, apply **defibrillator** and follow prompts

If casualty is stable (breathing and pulse is present) and while waiting for the ambulance, check for and **control bleeding** and reassure the casualty. *Information sourced from the Australian Resuscitation Council

5.14 First Aid – Cuts and Lacerations



Glass in the eye

- ♦ DO NOT ATTEMPT TO REMOVE GLASS FRAGMENTS
- ♦ DO NOT IRRIGATE
- ♦ Place the casualty in a horizontal position if possible
- ♦ Cover BOTH eyes with damp eye pads to minimise eye movement
- ♦ Bandage lightly using a “donut” type bandage to avoid placing pressure on the eye
- ♦ Seek medical treatment urgently.



Bleeding

- ♦ FIRST AIDER SHOULD PUT ON DISPOSABLE GLOVES BEFORE GIVING TREATMENT
- ♦ TAKE ALL PRECAUTIONS TO PREVENT THE SPREAD OF INFECTIOUS DISEASES



Minor cuts

- ♦ Wash under water
- ♦ Apply an antiseptic solution
- ♦ Apply a sterile dressing/ band aide.



Serious Lacerations

- ♦ Send someone for medical help immediately
- ♦ Assess the severity of the injury, and if possible, take the casualty to suitable area to administer 1st Aid
- ♦ In an emergency situation where the casualty is unable to be moved, the following procedure should be started until help arrives:
 - If there is a foreign body in the wound:
 - Leave it in position
 - Pack pads of gauze AROUND the wound
 - Do not apply pressure above the foreign body or try to remove it
 - Reassure the patient and keep them still until medical help arrives
 - Monitor and treat for shock.
 - For arterial bleeding:
 - Use a thick pad of gauze or clean cotton material to stem the flow of blood
 - Add more pads over the first if necessary, and hold firmly
 - Apply pressure directly over the site of the bleeding, preferably by means of a clean pad of cloth, or even hands (wearing gloves)
 - Pressure must be uninterrupted
 - DO NOT APPLY A TOURNIQUET
 - The patient should be kept lying down and if possible, the wound raised above the level of the heart
 - If broken bones are suspected, the patient should not be moved
 - Reassure the patient and keep them still until medical help arrives
 - Monitor and treat for shock.



Cleaning Up Blood Spills

- ♦ Isolate the contaminated area to avoid contamination spreading
- ♦ Avoid direct skin contact with blood. Use suitable disposable gloves
- ♦ Wipe down benches, floor or other bloodied areas with sterilising solution
- ♦ Check that all persons exposed to blood have undergone clean up procedures
- ♦ After contact with blood, place disposable items in a plastic bag and seal for disposal or incineration
- ♦ Thoroughly wash any contaminated equipment with designated disinfectant and soapy water, allow to dry on paper towelling or towel
- ♦ Wash hands well with designated disinfectant and soapy water
- ♦ Any incident involving human blood products must be notified via an Incident Report Form.

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5.15 First Aid – Burns

- ♦ FIRST AIDER SHOULD PUT ON DISPOSABLE GLOVES BEFORE GIVING TREATMENT IF POSSIBLE
- ♦ TAKE ALL PRECAUTIONS TO PREVENT INFECTION OF THE WOUNDS / BURN AREAS

Superficial Burns

- ♦ The affected area should be held under running water until the pain has eased – minimum 10 minutes
- ♦ NO creams, ointments or disinfectants should be used.

Severe Burns

- ♦ A patient with clothes on fire, must be put in a horizontal position and rolled on the floor to smother the flames
- ♦ Follow Medical Emergency Procedure (Refer to 5.10)
- ♦ Seek help (or send someone for help) send for an ambulance IMMEDIATELY.

While waiting for ambulance:

- ♦ If charring is such that clothing has stuck to the skin, IT MUST NOT BE REMOVED. Flush with cold water until ambulance officer advises otherwise
- ♦ Monitor patient for signs of shock
- ♦ To reduce the dangers of infection, avoid handling of the burnt area if possible
- ♦ If the burn is severe, give nothing by mouth, as anesthetic may be required
- ♦ Reassure the patient and keep them still.

Seek medical aid if:

- ♦ The burn is deep. The skin may look white, or it may be black and charred. The patient may not feel pain
- ♦ A superficial burn is larger than a 20c piece.
- ♦ The burn involves the airway, hands, face or genitals
- ♦ You are unsure how serious the burn is.

5.16 First Aid Worker Register

First Aid Management (person responsible for first aid kit and ordering stock)

Name:		First aid kit content check	Weekly _	Fortnightly _	Monthly _
Phone:	Mobile Phone Number:		Email Address:		Fax:

First Aid Officer 1

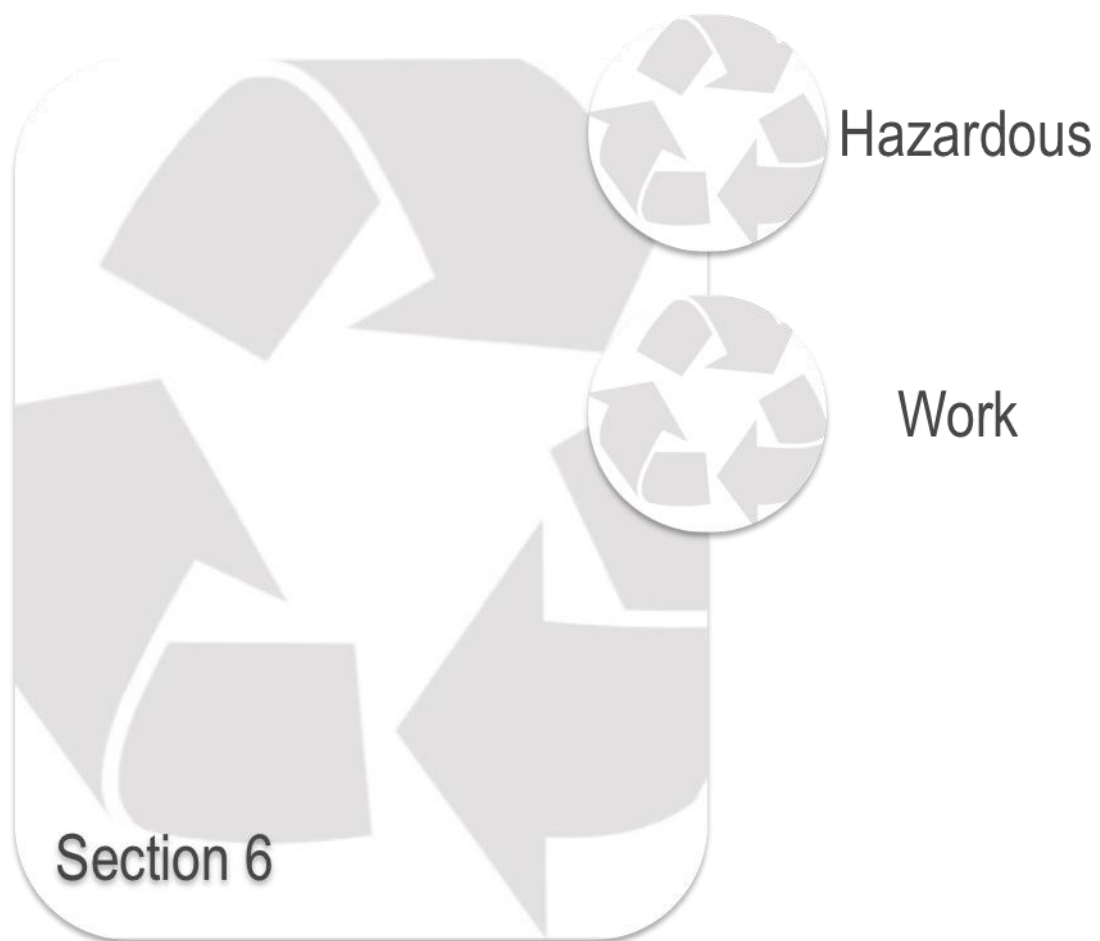
Name:		Location:			
Qualification: e.g. CPR		Expiry:		Qualification:	
				Expiry:	
Phone:	Mobile Phone Number:		Email Address:		Fax:

First Aid Officer 2

Name:		Location:			
Qualification: e.g. CPR		Expiry:		Qualification:	
				Expiry:	
Phone:	Mobile Phone Number:		Email Address:		Fax:

First Aid Officer 3

Name:		Location:			
Qualification: e.g. CPR		Expiry:		Qualification:	
				Expiry:	
Phone:	Mobile Phone Number:		Email Address:		Fax:



6.1 Electrical Safety Policy

Electric shock can be received by either direct or indirect contact with an energised item, tracking through or across a medium (such as water), or by arching. Electrical burning and arching from equipment can also release toxic gases and air contaminants.

Objective: To reduce the risk of electrocution, electric shock or fires associated with the use of electrical plant, equipment, appliances fixtures or fittings.

Scope: This policy applies to all workers, including contractors of GSI Cleaning Services PTY LTD and all other persons at the workplaces who may be exposed to risk from electric shock or electrocution.

Policy: GSI Cleaning Services PTY LTD is obligated under the WHS legislation to protect workers and others from the risk of injury from the use of electricity, and from working in the vicinity of electricity. Injuries from electricity can include muscular contraction (leading to falls if working at height, injuries if operating electrical equipment etc.), burns, cellular damage and death.

GSI Cleaning Services PTY LTD has mechanisms in place to identify electrical hazards and risks arising from:

- ◆ The design, construction, installation, maintenance or testing of electrical installations or equipment
- ◆ Changes or modifications to electrical installations or equipment
- ◆ Missing, inactive or inadequate electrical protection
- ◆ How, when, why and where electrical equipment is used
- ◆ Who is using electrical equipment and the training and competency levels of users
- ◆ The age and condition of electrical installations or equipment
- ◆ Overhead and underground electrical services
- ◆ Static electricity.

Relevant information concerning electrical safety will be communicated to all Duty Holders at the workplace and other Duty Holders (such as other PCBU's) where required.

GSI Cleaning Services PTY LTD prohibits works to be conducted on live or energised electrical installations and equipment. Where work must be undertaken on live equipment, documented hazard identification and Risk Assessment will be conducted. Only suitably competent and qualified persons (licensed electricians) may work on energised electrical equipment and only under strictly enforced SWMS where suitable PPE and equipment is utilised.

6.2 Electrical Safety Procedure

The high risks of electrocution, electric shock, fire or explosions leading to serious injuries or death warrants a serious approach to the risk management of electrical hazards in the workplace.

Objective: To outline risk management strategies and mechanisms used by GSI Cleaning Services PTY LTD to eliminate, or reduce and controls risks arising from electricity.

Scope: This procedure covers all electrically powered plant, equipment, appliances, fixtures or fittings on GSI Cleaning Services PTY LTD workplaces. This policy does not cover low voltage battery operated equipment or appliances. This includes equipment that is owned, hired, leased or loaned by GSI Cleaning Services PTY LTD.

Responsibilities: The PCBU has a specific obligation to manage the risk of working with or near electrically energised installations, equipment, fixtures and appliances under the WHS legislation.

At GSI Cleaning Services PTY LTD, the PCBU will:

- ◆ Ensure that any work involving the risk of electric shock or electrocution is identified and Risk Assessments completed and implemented as required and in compliance with the WHS Regulations
- ◆ Minimise the risk of electric shock or electrocution by ensuring that appropriate procedures and supporting mechanisms / systems are in place in respect of electrical hazards and risks at the workplace
- ◆ Ensure that an appropriate emergency response and procedure are in place for incidents involving electricity
- ◆ Consult with workers and other relevant persons in regard to electrical hazards, risks and control measures
- ◆ Ensure that all workers are trained, competent and fully supervised at all times when there is a risk of electric shock or electrocution while working or at the workplace

- ♦ Monitor and review electrical safety policies, procedures and emergency response as required.

The Area Manager is responsible to ensure:

- ♦ All electrically powered equipment, appliances and tools that are purchased and brought into the workplace are checked for electrical compliance and/or tested and tagged as per the WHS Regulations and the Australian Standard
- ♦ RCD's are installed where required and portable RCD's are used as per required by legislation and regularly tested
- ♦ Registered, competent persons are used to conduct electrical installation, commissioning, maintenance and repair tasks at the workplaces
- ♦ All workers are adequately trained to visually check electrical installations, equipment/appliances prior to use
- ♦ There is an effective Lock Out & Tag Out (LOTO) system in place to remove faulty or damaged electrical equipment from use, and all workers are aware of the LOTO system
- ♦ Adequate records are kept in regard to electrical hazards, risks and all electrical items at the workplace
- ♦ Regular monitoring and review of electrical safety procedures is completed
- ♦ Any incidents involving electricity will be notified to the State Regulator as required by the WHS Regulations.

Workers are responsible to:

- ♦ Maintain current training and competency levels for the use of electrical items as required for their job
- ♦ Visually check all electrical equipment, including portable equipment and tools, prior to use
- ♦ Use the correct equipment, appliance or tool for the task
- ♦ Never misuse electrical equipment, appliance or tools
- ♦ Follow Operation Manuals, Risk Assessments and LOTO procedures
- ♦ Report any new electrical hazards at the workplace (isolate power source immediately if possible to do so safely)
- ♦ Maintain records as required when working
- ♦ Comply with reasonable directions given to them in respect of electrical safety.

Procedure:

GSI Cleaning Services PTY LTD will ensure electrical hazards are identified and any work conducted on, or near electrical installations will be subject to a detailed Risk Assessment. Risk controls will be implemented following the risk management principles outlined in this Procedure.

GSI Cleaning Services PTY LTD will ensure, where work is conducted near electrical installations/equipment, the hazards will be identified and suitable controls implemented according to State Authority requirements. All electrical equipment must be visually inspected before use and tested/tagged as per legislative requirements. GSI Cleaning Services PTY LTD will ensure that all sub-contractors will bring only compliant electrical equipment onto the workplace.

Regular inspections will be undertaken by a GSI Cleaning Services PTY LTD representative to ensure all electrical leads and equipment are within test date, supplied with a compliant tag, in good condition and used/ handled in a safe manner. The scope of the inspections will include verification that electrical leads and extension leads are not placed in areas that may pose tripping hazards, on or near water or chemicals (or other deteriorating agents), not exposed to mechanical damage (from power tools) and suitable lead-stands are provided to keep leads off the ground.

GSI Cleaning Services PTY LTD representative will ensure compliance with the above-mentioned issues.

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6.3 Hazardous Manual Tasks Policy

GSI Cleaning Services PTY LTD is committed to preventing injuries caused by manual tasks through the identification of Hazardous Manual Tasks and implementation of suitable risk controls.

Objective: GSI Cleaning Services PTY LTD will endeavour to eliminate or reduce the number and severity of injuries caused by Hazardous Manual Tasks by implementing procedures to manage hazards and the associated risks arising from Hazardous Manual Tasks.

Scope: This policy applies to all workers, including contractors of GSI Cleaning Services PTY LTD who may be exposed to risk from Hazardous Manual Handling Tasks.

Policy: Some manual handling tasks can be considered hazardous, such as tasks involving any of the following characteristics:

- ◆ Repetitive or sustained application of force, awkward positions or movement
- ◆ Application of high force
- ◆ Exposure to sustained vibration
- ◆ The handling of people or animals
- ◆ The handling of unstable or unbalanced loads or loads which are difficult to grasp or hold.

Some hazardous manual handling tasks can lead to Musculoskeletal Disorders (MSD's) or other injuries for workers, such as sprains and strains, back, joint or bone injuries, nerve injuries or compression, muscular and vascular disorders, hernias or chronic pain. MSD's can occur suddenly or over an extended period of time.

GSI Cleaning Services PTY LTD has implemented strategies to minimise the risk of worker injury from Hazardous Manual Tasks including:

- ◆ Identifying manual tasks that are hazardous
- ◆ Eliminating Hazardous Manual Tasks at the workplace whenever possible to do so
- ◆ Assessing the risk of MSD's and other injuries associated with manual tasks that have been identified as hazardous
- ◆ Implementing suitable risk control measures to lower the potential for worker injuries in respect of hazardous manual handling tasks
- ◆ Monitoring and reviewing risk control measures when appropriate
- ◆ Providing training and resources to increase worker knowledge about manual handling
- ◆ Developing and implementing work procedures designed to lower risk from hazardous manual handling tasks
- ◆ Providing manual handling equipment appropriate for the job tasks being performed
- ◆ Consulting with workers in regard to hazardous manual handling issues.

6.4 Hazardous Manual Tasks Procedure

GSI Cleaning Services PTY LTD will take a consultative, practical approach to manage risk associated with Hazardous Manual Tasks.

Objective: To prevent the occurrence of Musculoskeletal Disorders or other injuries caused by hazardous manual handling tasks at work.

Scope: This procedure covers any lifting, carrying, pushing, pulling or moving of objects, handling or operating plant / equipment or repetitious movements, during work activities that workers participate in at GSI Cleaning Services PTY LTD that could result in Musculoskeletal Disorders or other injuries.

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Responsibilities: The PCBU is responsible to ensure:

- ◆ The identification of any task requiring manual handling that could be assessed as being hazardous manual handling
- ◆ Risk Assessments are carried out for all hazardous manual handling tasks if required
- ◆ Safe Work Procedures and/or SWMS are in place to eliminate or reduce and control the risk of injury to workers due to manual handling
- ◆ Adequate and appropriate training is provided to workers in respect of manual handling
- ◆ Hazardous manual handling tasks and related procedures are monitored and reviewed as required.

Workers are responsible to:

- ◆ Assist and cooperate with the identification of hazardous manual handling tasks in the workplace
- ◆ Attend manual handling training when required
- ◆ Use correct manual handling procedures when required and follow safe working procedures.

Procedure:

Hazardous manual handling tasks will be identified by:

- ◆ Observing tasks
- ◆ Breaking tasks down where required
- ◆ Hazard reports
- ◆ Seeking worker input
- ◆ Consulting with ergonomic or other persons with specialised knowledge and skills if required.

Risk Assessment: If risk is well known and controls are generally accepted and available, a Hazardous Manual Tasks Risk Assessment will not be undertaken. If a Risk Assessment is required, it will be documented and take the following risk factors into account:

- ◆ Duration and frequency
- ◆ Forces exerted
- ◆ Sources of risk (such as layout of workplace, loads, tools, systems of work, environment).

Controls are implemented using a hierarchy of controls. Example:

- ◆ Eliminate task
- ◆ Substitute for less hazardous options
- ◆ Isolate persons from risk
- ◆ Use engineering controls
- ◆ Develop procedures and administrative controls
- ◆ Provide Information, training and instruction.

Risk controls are reviewed whenever:

- ◆ A control is no longer effective
- ◆ Any change is likely to introduce new or different hazards that current controls will not adequately address
- ◆ A new hazard or risk is identified
- ◆ Results of consultation indicate a review is needed.

For tasks that require straight forward controls (such as use of lifting equipment or mechanical aids) a Hazardous Manual Handling Task Risk Assessment will not be completed.

6.4.1 Discomfort Survey

(Note: An incident report should also be completed)

1. Name of task: Location of task:

2. Do workers who undertake the task experience discomfort:

✓ Tick all applicable

- ☐ When doing the task?
- ☐ For some time after the task?
- ☐ The following day?
- ☐ Several days after task?
- ☐ Other? Specify: _____

3. Briefly describe the discomfort: (Example: swelling, stiffness, tingling, aches/pains etc)

.....
.....

4. Indicate where discomfort occurs: (Circle or x)



5. Indicate level of discomfort:
(Circle or x the number that best represents discomfort level)

1	Just noticeable
2	
3	Moderate
4	
5	Unbearable

6. What contributes to the discomfort?

.....
.....

Adapted from: SafeWork Australia (2011) Hazardous Manual Tasks: Code of Practice

6.4.3 Hazardous Manual Task Risk Assessment Form

** See Safe Work Australia (2011) Hazardous Manual Tasks: Code of Practice – Appendix D

Location of Task:	Management Rep:
Description of hazardous manual task:	Health and Safety Rep:
Date of assessment:	Workers, others (consultants etc.):

Reason for Identification:

- ☐ Existing task
 ☐ Change in task, object or tool
 ☐ Report of musculoskeletal disorder (MSD)

☐ New task
 ☐ New information

Does the task involve repetitive or sustained movements, postures and forces?

As a guide;

- ♦ Repetitive means the movement or force is performed more than twice a minute and
- ♦ Sustained means the posture or force is held for more than 30 seconds at a time.

Postures and Movements (place a tick in the "yes" column each time you observe repetitive movement or sustained posture)	Yes	This action happens when...	Because... (Describe why) This is the source of the risk	If any boxes are ticked, what are possible controls to reduce the risk
BACK				
Bending or twisting E.g. more than 20 degrees	Forwards <input type="checkbox"/>			
	Sideways <input type="checkbox"/>			
	Twisting <input type="checkbox"/>			
Bending E.g. more than 5 degrees	Backwards <input type="checkbox"/>			
NECK OR HEAD				
Bending or twisting E.g. more than 20 degrees	Forwards <input type="checkbox"/>			
	Sideways <input type="checkbox"/>			
	Twisting <input type="checkbox"/>			
Bending E.g. more than 5 degrees	Backwards <input type="checkbox"/>			
ARMS/HANDS				
Working with one or both hands above shoulder height	<input type="checkbox"/>			
Reaching forwards or sideways more than 30cm from the body	<input type="checkbox"/>			
Reaching behind the body	<input type="checkbox"/>			
Excessive bending of the wrist	<input type="checkbox"/>			
Twisting, turning, grabbing, or wringing actions with the fingers, hands or arms	<input type="checkbox"/>			
LEGS				
Squatting, kneeling, crawling, lying, semi-lying or jumping	<input type="checkbox"/>			
Standing with most of the body's weight on one leg	<input type="checkbox"/>			

Postures and Movements (place a tick in the "yes" column each time you observe repetitive movement or sustained posture)	Yes	This action happens when...	Because... (Describe why) This is the source of the risk	If any boxes are ticked, what are possible controls to reduce the risk
VERY FAST MOVEMENTS				
Lifting or lowering	<input type="checkbox"/>			
Carrying with one hand or one side of the body	<input type="checkbox"/>			
Exerting force with one hand or one side of the body	<input type="checkbox"/>			
Pushing, pulling and dragging	<input type="checkbox"/>			
Very fast actions	<input type="checkbox"/>			
Working with the fingers close together or wide apart	<input type="checkbox"/>			
Applying uneven, fast or jerky forces	<input type="checkbox"/>			
Holding, supporting or restraining anything (including a person, animal or tool)	<input type="checkbox"/>			

Does the task in Step 1 involve long duration?

✓ Tick yes if the task is done for:

Duration	Yes	Comments
More than 2 hours over a whole shift,	<input type="checkbox"/>	
Continually for more than 30 minutes at a time	<input type="checkbox"/>	
If you ticked yes then the task is a risk and risk control is required		

Does the task involve high or sudden force?

FORCES (Tick yes if the task involves any of the following high or sudden forces, even if the force is applied only once)	Yes	This action happens when...	Because... (Describe why) This is the source of the risk	If any boxes are ticked, what are possible controls
Lifting, lowering or carrying heavy loads	<input type="checkbox"/>			
Throwing or catching	<input type="checkbox"/>			
Hitting or kicking or jumping	<input type="checkbox"/>			
Applying a sudden or unexpected force including: <ul style="list-style-type: none"> Handling a live person or animal or Applying uneven, fast or jerky forces during lifting, carrying, pushing or pulling or Pushing or pulling objects that are hard to move or stop e.g. a trolley 	<input type="checkbox"/>			
Exerting force while in a bent, twisted or awkward posture including: <ul style="list-style-type: none"> Supporting items with hands that are above shoulder height or Moving items when legs are in an awkward posture, working with fingers pinched together or held wide apart Using a finger grip or pinch grip or an open handed grip 	<input type="checkbox"/>			
Exerting a force with the non-preferred hand	<input type="checkbox"/>			
Needing to use two hands to operate a tool	<input type="checkbox"/>			

FORCES (Tick yes if the task involves any of the following high or sudden forces, even if the force is applied only once)	Yes	This action happens when...	Because... (Describe why) This is the source of the risk	If any boxes are ticked, what are possible controls
designed for one hand				
The task can only be done for short periods of time	<input type="checkbox"/>			
Two or more people need to be assigned to handle a heavy, awkward or bulky load	<input type="checkbox"/>			
Workers report pain or significant discomfort during or after the task	<input type="checkbox"/>			
Stronger workers assigned to do the task	<input type="checkbox"/>			
Workers say the task is physically very strenuous or difficult to do	<input type="checkbox"/>			
Workers think the task should be done by more than one person, or seek help to do the task as it requires high force	<input type="checkbox"/>			

Is their hand, arm or whole body vibration?

✓ Tick applicable if any of the following environmental factors are present in the task.

- ☐ Driving for long periods
- ☐ Driving on rough roads
- ☐ Frequent use of hand powered tools or use for long periods
- ☐ Using high grip forces or awkward postures when using power tools
- ☐ Use of machines or tools where the manufacturer's handbook warns of vibrating
- ☐ Workers being jolted or continuously shaken
- ☐ Use of vehicle or tool not suitable for the environment or task
- ☐ Hot working conditions
- ☐ Cold working conditions
- ☐ Wet working conditions

To aid prioritisation of timing and resourcing risk controls you may also need to consider:

- ◆ Number of ticks or risk factors
- ◆ Additional factors such as injuries associated with the task.

These items capture degree and likelihood of harm. You will also need to consider the availability and suitability of risk controls for the task.

6.5 Action during a Hold Up / Theft Incident

There is always potential of a theft or hold-up incident occurring when workers undertake cleaning duties in client workplaces such as shops or private premises, in particular if cleaning work is carried out outside of normal business hours. The following information provides some guidance to workers with the objective of reducing the impact of a theft or hold up incident at work on the health and safety of workers and others.

Stay Safe

Remember: The average hold-up lasts only a minute or so although it will seem much longer. You need to ensure your safety and the safety of others around you as much as possible. You can do this by observing the following.

Calm

- ✓ Remain calm. Tell yourself to stay calm
- ✓ Be submissive and avoid drawing attention to yourself
- ✓ Avoid staring or making eye contact.

Stay Still

- ✓ Stand (or sit) still
- ✓ Keep your distance from the offender if possible
- ✓ Keep your hands where they can be seen
- ✓ Do not make any sudden or unexpected movements.

Obey

- ✓ Speak only when spoken to
- ✓ Do not provoke the offender
- ✓ When asked to hand over money / goods, hand it over carefully, and take a step back
- ✓ Do exactly what you are told
- ✓ Tell the robber exactly what you are doing when responding to them. E.g. "I am getting the money out of the register"
- ✓ Allow the offender to leave
- ✓ The sooner they leave the safer you will be
- ✓ Do not chase the offender.

Alarm

- ✓ Activate the alarm / or call police when it is safe to do so
- ✓ Raise the alarm by calling 000 (Advise your Security if any)
- ✓ Ask for the Police and tell the Police Operator that you have just had a hold-up
- ✓ The Police Operator will then require:
 - Your name
 - The organisation name
 - The street address
 - Your phone number
- ✓ The Police Operator will also need to know if there have been any casualties
- ✓ You should not hang up until directed by the Police Operator.

Assist

- ✓ Provide or call for first aid / assistance for any injured / distressed person(s).

Secure

- ✓ Close the premises

Evidence

- ✓ Be aware of where the offender went and what was touched
- ✓ Secure the area, any possible evidence and don't touch it yourself
- ✓ Ask witnesses to remain inside. (Take names and addresses if they insist on leaving)
- ✓ Avoid contaminating the crime scene. Do not touch anything the offender may have handled
- ✓ Call a relative and advise them that you are safe. (They may hear/see/read about the incident via the media)
- ✓ Refer all media enquiries to your manager / supervisor.

Description

- ✓ Try to remember a description of the offender, and write it down when safe to do so as soon as possible after the incident
- ✓ Complete the form below.

6.5.1 Offender Description Tool

Notes: Following a hold-up or theft incident people will often be upset so this form is designed to help with any possible identification. We will start with the overall appearance and then progress to the more specific details. Please use one sheet per offender.

This information applies to offender 1 2 3 4 5 6 Male / Female / Unsure (Circle applicable number)

Item	Memory Joggers	Item	Memory Joggers
Physical Appearance			
Height	<input type="checkbox"/> Short <input type="checkbox"/> Medium <input type="checkbox"/> Tall <input type="checkbox"/> cms	Voice	<input type="checkbox"/> High pitched <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Did not speak <input type="checkbox"/> Accent (description):
Height against door frame markers (if installed)	<input type="checkbox"/> Red <input type="checkbox"/> Yellow <input type="checkbox"/> Green <input type="checkbox"/>	Ethnicity	
Body Size	<input type="checkbox"/> Thin <input type="checkbox"/> Medium <input type="checkbox"/> Solid <input type="checkbox"/> Overweight	Facial Hair	<input type="checkbox"/> Beard <input type="checkbox"/> Moustache <input type="checkbox"/> Unshaven <input type="checkbox"/> False?
Hair Style	<input type="checkbox"/> Curly <input type="checkbox"/> Straight <input type="checkbox"/> Long <input type="checkbox"/> Short <input type="checkbox"/> Other: Specify?	Hair Colour	<input type="checkbox"/> Black <input type="checkbox"/> Brown <input type="checkbox"/> Red <input type="checkbox"/> Blonde <input type="checkbox"/> Grey <input type="checkbox"/> Other: Specify?
Eyes	<input type="checkbox"/> Black <input type="checkbox"/> Brown <input type="checkbox"/> Blue <input type="checkbox"/> Green	Teeth	<input type="checkbox"/> Good <input type="checkbox"/> Missing <input type="checkbox"/> Stained <input type="checkbox"/> Un-even <input type="checkbox"/> Braces
Hands	<input type="checkbox"/> Left handed <input type="checkbox"/> Right Handed	Injury / illness	<input type="checkbox"/> Scar <input type="checkbox"/> Limp <input type="checkbox"/> Cough <input type="checkbox"/> Skin damage <input type="checkbox"/> Other: Specify?

Item	Memory Joggers	Item	Memory Joggers
Tattoos	<input type="checkbox"/> Arms <input type="checkbox"/> Back of hand <input type="checkbox"/> Fingers <input type="checkbox"/> Legs	Tattoo Description:	
Identification			
Clothing	<input type="checkbox"/> Shirts <input type="checkbox"/> Jumpers <input type="checkbox"/> Track Suits <input type="checkbox"/> Overalls <input type="checkbox"/> Other: Specify?	Clothing Colours	<input type="checkbox"/> Dark <input type="checkbox"/> Light <input type="checkbox"/> Blue <input type="checkbox"/> Green <input type="checkbox"/> Other: Specify?
Disguise	<input type="checkbox"/> Balaclava <input type="checkbox"/> Dark glasses <input type="checkbox"/> Hat <input type="checkbox"/> Mask <input type="checkbox"/> Other: Specify?	Footwear	<input type="checkbox"/> Boots <input type="checkbox"/> Joggers <input type="checkbox"/> Sandals <input type="checkbox"/> Shoes <input type="checkbox"/> Other: Specify?
Jewellery	<input type="checkbox"/> Earrings <input type="checkbox"/> Rings <input type="checkbox"/> Watch <input type="checkbox"/> Other: Specify?	Piercings	<input type="checkbox"/> Lip <input type="checkbox"/> Nose <input type="checkbox"/> Eyebrow <input type="checkbox"/> Other: Specify?
Other important details			
Did they have a weapon?	<input type="checkbox"/> Don't know <input type="checkbox"/> No <input type="checkbox"/> Maybe, but I didn't see it <input type="checkbox"/> Yes	If they had a weapon, what sort of weapon was it?	<input type="checkbox"/> Knife <input type="checkbox"/> Firearm <input type="checkbox"/> Bat <input type="checkbox"/> Other (describe):
Did they arrive or leave using a vehicle?	<input type="checkbox"/> Don't know <input type="checkbox"/> No <input type="checkbox"/> Maybe, but I didn't see it <input type="checkbox"/> Yes	If they used a vehicle, what make/model and/or colour was it?	
Anything else you remember that may be helpful?			

6.6 Hearing Protection & Audiometric Testing Policy

GSI Cleaning Services PTY LTD acknowledges that it has specific obligations under WHS legislation to manage the risks of hearing loss associated with exposure to noise at the workplace.

Objective: To assist GSI Cleaning Services PTY LTD to comply with relevant WHS legislation in respect to Hearing Protection and Audiometric Testing by having systems in place to:

- ♦ Ensure the noise a worker is exposed to at the workplace does not exceed the Exposure Standard for noise
- ♦ Buy Quiet” - In general, preference will be given to plant/equipment with:
 - Higher output tolerances (such as engine capacity or load capacity)
 - Damping or noise-insulated materials provided
 - Quieter fans, motors, gears etc.
 - Use of quieter forms of technology or processes
 - Enclosures for noise-producing parts
 - Remote control operations wherever possible.

Scope: This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces that may be exposed to the risk of deafness or hearing loss due to noise levels above the exposure levels as determined by the WHS legislation.

Policy: The following tasks will form the framework to identify and mitigate risks in respect of noise and hearing loss:

- ♦ Identification of situations where a worker may be exposed to noise exceeding the Exposure Standard
- ♦ Assessment of the extent of the risk associated with the work in respect of hearing loss
- ♦ Establishment of noise monitoring and assessment systems and interpretation of noise monitoring results
- ♦ Establishment of control measures using the hierarchy of controls
- ♦ Regular consultation with workers who are exposed to noise at the workplace
- ♦ Documented systems to monitor and evaluate the effectiveness of the risk control measures.

If required Noise Assessments and Audiometric Testing will be done by a suitably qualified person, and will be carried out in accordance with the legislative requirements and the procedures outlined in the relevant Australian Standard. The personal information of individual workers, including medical reports and Audiometric Testing results will remain confidential at all times between the relevant senior manager and the individual worker. Workers will be given the results of Audiometric Testing accompanied by a written explanation of the meaning and implications.

6.7 Hearing Protection & Audiometric Testing Procedure

It is important that workers and others are protected from exposure to excess noise in the workplace, which may negatively impact on the health or safety.

Objective: The objective of this procedure is to outline GSI Cleaning Services PTY LTD's strategies for Hearing Protection and Audiometric Testing in accordance with the requirements of the WHS legislation.

Scope: This procedure applies to all GSI Cleaning Services PTY LTD workplaces, where workers are required to work in areas where they may be exposed to noise that exceed the Exposure Standard 85dB averaged over eight (8) hours.

Responsibilities:

The **PCBU** is responsible to ensure there is a safe, effective system in place for workers who may be exposed to excess noise while undertaking tasks for GSI Cleaning Services PTY LTD, in accordance with the requirements of WHS legislation.

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At GSI Cleaning Services PTY LTD, the **Director** is responsible to:

- ◆ Determine if and when Noise Assessment (including Noise Monitoring) is required
- ◆ Consult with workers during all phases of Noise Assessment
- ◆ Maintain accurate records including the Audiometric Testing Register, Noise Risk Register and Noise Monitoring Record
- ◆ Follow “Buy Quiet” principals whenever possible when purchasing new plant or equipment
- ◆ Familiarity and understanding of this and any other procedures associated with Noise Assessment and Audiometric Testing
- ◆ Liaison and coordinate with persons engaged by GSI Cleaning Services PTY LTD to perform Audiometric Testing
- ◆ Provide information and training to workers as required.

Workers are responsible to:

- ◆ Cooperate with reasonable directions in respect of Noise and hearing loss prevention
- ◆ Wear appropriate hearing protection when it is required as per the relevant Safe Work Method Statements and workplace procedures
- ◆ Be familiar with, understand and follow this procedure.

Procedure:

Examples of how GSI Cleaning Services PTY LTD may isolate the source of noise from workers include:

- ◆ Building sound proof covers around noise sources
- ◆ Using barriers or screens to block the direct path of sound
- ◆ Locating noise sources further away from workers.

Administrative controls used to reduce the amount/length of time of workers are exposed to noise may include:

- ◆ Organising schedules so that noisy work is done when a minimum number of workers are present
- ◆ Notifying workers and others in advance of noisy work so they can limit their exposure
- ◆ Keeping workers out of noisy areas if their work does not require them to be there
- ◆ Sign-posting noisy areas and restrict access
- ◆ Provision of quiet areas for rest breaks for workers
- ◆ Limiting the time workers are allowed to spend in noisy areas.

If using Hearing protection (PPE) is required, managers and supervisors will ensure:

- ◆ It is worn by all persons throughout the period of exposure to noise
- ◆ It is suitable for the type of working environment and the work tasks
- ◆ It is comfortable and correctly fitting for the worker
- ◆ It is regularly inspected and maintained to ensure it remains in good, clean condition
- ◆ Disposable earplugs are only worn once.

When choosing hearing protection the following will be considered:

- ◆ Overprotecting by cutting out too much sound can cause difficulties hearing verbal instructions and other sounds needed to work safely. This is especially important when working near Mobile Plant and vehicles
- ◆ Ear-plugs are difficult to use hygienically for work that requires them to be inserted with dirty hands
- ◆ Ear-muffs can be uncomfortable to wear in hot, humid environments
- ◆ Wearing PPE can make it difficult for the worker to enter a confined space or to wear a helmet.

Authorised competent persons will carry out noise Monitoring and Noise Assessments and the requirements of the relevant Australian Standards will be strictly followed.

Audiometric Testing: If Audiometric testing is required it will:

- ◆ Be provided within 3 months of the worker commencing work
- ◆ Be started before people are exposed to hazardous noise (e.g. new workers or those changing jobs)
- ◆ Provide a baseline as a reference for future audiometric test results
- ◆ Have follow-up tests carried out at least every 2 years
- ◆ Be carried out in consultation with workers and their health and safety representatives
- ◆ Be carried out by suitably qualified persons in accordance with the relevant Australian Standard
- ◆ Be carried out in accordance with the requirements of WHS legislation.

Workers will be provided with their personal results of audiometric testing accompanied by a written explanation of the meaning and implications. Comprehensive records will be kept, including the Audiometric Testing Register. Audiometric Testing results will be maintained for as long as they are applicable. Confidentiality will be maintained in respect of individual worker's Audiometric Testing.

6.8 Noise Assessment Procedure

The legislated exposure standards for noise are 85 decibels (db.) averaged (A) out over an 8-hour period AND 140 db. - peak. This means that a worker can be exposed to noise lower or higher (to a limit), but average out to no more than 85 decibels over 8 hours. It is expressed as 85dB A. Extremely loud noises, such as a metal lathe in operation also have a limit as they can cause immediate damage to hearing. Peak noises must not exceed 140db at any time.

An inspection of the intended workplace will be conducted to identify noise risks.

For tasks that require straight forward controls a Risk Assessment will not be completed. For tasks that are more complex, a Risk Assessment will be conducted in the form of a noise assessment. The noise assessment will be conducted by competent persons in line with the requirements of the relevant Australian Standard, including measuring and assessment of noise emission and exposure, including the use of calibrated noise measuring equipment.

The noise assessment will include:

- ◆ Identification of noise sources
- ◆ Noise levels produced by various tasks/ noise sources (including combined noises)
- ◆ Worker groups at risk
- ◆ Duration of worker exposure
- ◆ How work is carried out
- ◆ Physical layout of workplace.

Copies of any noise assessment will be accessible for inspection by relevant workers, HSR's and Government-appointed Inspectors.

A generic noise assessment will be completed where noise hazards are the same, however these will be reviewed to ensure they are applicable to each workplace and a workplace-specific controls will be implemented as needed.

The results of the noise assessment will be documented and recorded on the Noise Monitoring Register.

Controls will be selected following a hierarchy. Risks will be eliminated wherever possible. Where risk cannot be entirely eliminated it will be reduced as far as reasonably practicable.

If risk still remains, administrative controls will be used. Implementation of suitable controls will be supported by the development of procedures, SWMS, information, training, and adequate supervision. If risk still remains, Personal Protective Equipment (PPE) will be used.

Further to these requirements, GSI Cleaning Services PTY LTD will implement the following noise management procedures:

- ◆ "Buy Quiet" purchasing procedures
- ◆ Preventative Maintenance schedules
- ◆ Warning signage.

6.8.1 Noise Monitoring Register

Workplace Name	Date
Location	Review Date
Note: Noise is likely to exceed the exposure standard if you would need to raise your voice when standing approximately 1m away to hear a conversation	

Work Area	Type of Monitoring	Name of person who conducted monitoring	Date of monitoring	Exposure Standards exceeded?		If Exposure Standard is exceeded: What actions are required? (e.g. Risk Assessment, SWMS, Audiometric Testing, Corrective actions etc.)	Date for next monitoring	Management Sign off when complete
				** Yes	No			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			

** YES = Add details to the Noise Risk Register and list current controls and further actions required to reduce the Noise level and/or protect people from hearing loss.

6.8.2 Noise Risk Register

Workplace Name	Date
Location	Review Date

List and provide details for any work areas, work tasks, items of plant, vehicles or equipment that produce noise levels in excess of the Exposure Standard on this form.

Task & Location	Noise Source	Exposure standard exceeded?		Current Controls	Further Actions	Responsible Persons	Date	Management sign-off when complete
		Yes	No					
E.g.: Floor Polishing Shopping centre mall	Floor Polisher machine	<input type="checkbox"/>	<input type="checkbox"/>	Hearing Protectors for floor polisher machine operators	Examples: Maintenance of equipment Hearing Protection for other workers in area Assessment of Class of hearing protectors required Conduct work outside business hours for shops within the shopping mall Provide notice to any persons in adjoining areas that may be impacted by the noise	Name of Supervisor? Workers? Etc.		
		<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>					

6.8.3 Audiometric Testing Register

Organisation Name						Date		
Location						Review Date		
Workers Name	Date of employment	Date of first test (must be within 3 months of employment)	Date of last test	Results ok?		Further action required? If yes, specify:	Date of next test	Management Sign off when complete
				Yes	No			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			
				<input type="checkbox"/>	<input type="checkbox"/>			

6.9 Falls Prevention Policy

GSI Cleaning Services PTY LTD is committed to preventing injuries caused by falls, including falls from one level to another and falls on the same level through the identification of tasks and situations where a risk of falls is present and the implementation of suitable risk controls.

Objective: Our primary objective is to prevent falls from occurring by implementing a Risk Management approach to falls prevention.

Scope: This policy applies to all workers, including contractors of GSI Cleaning Services PTY LTD and all other persons at the workplaces who may be exposed to risk from falls, including falls from height, falls from one level to another, falls on the same level (including slips and trips).

Policy:

Falls are a major cause of death and serious injuries at the workplaces. Fall hazards can be identified where work is conducted at height and can also occur at ground level.

This includes situations when a worker(s) or other person(s) is:

- ♦ In or on plant, equipment or a structure that is at an elevated level (eg: ladder, scaffold)
- ♦ In or on plant that is being used to gain access to an elevated level (eg: mobile platform step/ladder)
- ♦ In the vicinity of an opening through which a person(s) could fall (eg: window, floor cavity)
- ♦ In the vicinity of an edge over which a person(s) could fall (eg: one floor to another)
- ♦ On or in the vicinity of a surface through which a person(s) could fall (eg: ceiling)
- ♦ On or near a slippery, sloping or unstable surface on which a person could fall. (eg: ramps, steps)

GSI Cleaning Services PTY LTD will endeavour to eliminate or reduce the number and severity of injuries caused by falls by implementing procedures to identify and manage falls hazards and the associated risks arising from those hazards.

In consultation with relevant persons, GSI Cleaning Services PTY LTD will ensure all tasks that have a potential of falls as a hazard are identified before work commences and also throughout the duration of a project as required.

6.10 Falls Prevention Procedure

GSI Cleaning Services PTY LTD will ensure all risks associated with falls will be managed through identification of fall hazards, Risk Assessment where required, and implementation of suitable controls for the task, situation and location.

Objective: The objective of this procedure is to describe mechanisms, which are followed so workers and other duty holders are aware of, and gain understanding of the risk of falls in the workplace. This procedure also provides an outline of risk management strategies and controls for falls prevention at GSI Cleaning Services PTY LTD.

Scope: This procedure covers situations that expose a worker, workers or other persons to the risk of a fall that may cause injury to the worker(s) or other person(s), whilst working for, or on behalf of GSI Cleaning Services PTY LTD or while visiting GSI Cleaning Services PTY LTD workplaces.

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Document #: 20039	Version #: 4		Issue Date: 01/10/19	Revision Date: 30/09/20

Responsibilities:

The **PCBU** has a specific obligation to manage the risk of a fall by a person from one level to another under the WHS legislation. At GSI Cleaning Services PTY LTD, the PCBU will:

- ♦ Ensure that appropriate procedures and supporting mechanisms / systems are in place in respect of falls at work
- ♦ Ensure that any work involving the risk of a fall is carried out on the ground or on a solid construction as far as reasonably practicable
- ♦ Provide a safe means of access to and from the workplace
- ♦ Minimise the risk of falls by providing a fall prevention device, work positioning systems or a fall arrest system as far as reasonably practicable
- ♦ Ensure that a falls emergency response and procedure are in place
- ♦ Consult with workers and other relevant persons in regard to falls hazards, risks and control measures
- ♦ Ensure that all workers are trained, competent and fully supervised at all times when there is a risk of falls while working
- ♦ Monitor and review fall prevention policies, procedures and emergency response as required.

The **Supervisor / Manager** is responsible to:

- ♦ Ensure that appropriate procedures and supporting mechanisms / systems are followed in respect of falls at work
- ♦ Ensure that a falls emergency response and procedure are in place, are effective and all workers are trained and familiar with these procedures (including falls rescue procedure for appropriately trained workers)
- ♦ Assist with Risk Assessments, SWMS and other safe work procedures as required
- ♦ Assist with the identification and control of slip, trip and fall hazards such as slippery surfaces, uneven surfaces, trip hazards, unstable surfaces in work areas
- ♦ Ensure that appropriate plant, equipment, signage and PPE is available and in good condition for use as per Risk Assessments and SWMS
- ♦ Ensure that appropriate falls emergency and rescue equipment is at the workplace, in good condition and available at all times when work is being carried out that involves work where falls hazards are present
- ♦ Ensure that workers are adequately supervised at all times when working at height
- ♦ Ensure that no worker carries out work unsupervised by a trained and competent standby person when working at height, or working where there is risk of serious injury from a fall (eg fall from one level to another)
- ♦ Consult with workers and other relevant persons in regard to falls hazards, risks and control measures
- ♦ Monitor and review fall prevention policies, procedures and emergency response as required.

Workers are responsible to:

- ♦ Cooperate with reasonable directions and follow Risk Assessments and SWMS in respect of working in situations where there is a risk of a fall
- ♦ Notify their manager / supervisor immediately if a new fall hazard is identified, making the area safe using a temporary control before leaving the fall hazard unattended. Use a standby person if it is not possible to make the area safe while the manager is notified and corrective action can be taken to ensure persons are not placed at risk
- ♦ Assist with the identification and control of slip, trip and fall hazards such as slippery surfaces, uneven surfaces, trip hazards, unstable surfaces in work areas
- ♦ Use appropriate fall prevention devices, work positioning systems, fall arrest systems and PPE at all times when it is required as per the relevant Safe Work Method Statements and workplace procedures
- ♦ Never work alone or unsupervised, workers are to be supervised by a trained and competent standby person when working at height, or working where there is risk of serious injury from a fall (e.g. fall from one level to another)
- ♦ Attend training sessions and courses as required
- ♦ Attend and actively participate in safety meetings and briefings where fall hazards, falls prevention and incidents are discussed
- ♦ Be familiar with, understand and follow the Falls Prevention Policy, Falls Prevention Procedure and the emergency response.

Description of proposed activities:

Hazard Identification

An inspection of the intended workplace will be conducted to identify falls risks (including elevated falls, falls into void/pits, falls on the same level etc.). The Director will be conducting the inspection before work begins using the "Falls Prevention Checklist".

These tasks will be recorded on the Risk Register, including details of the falls hazards, the level of assessed risk and recommended control measures. The Risk Register will be regularly reviewed and updated as required.

Risk Assessment and Control: For tasks that require straightforward controls a Risk Assessment will not be completed. For tasks that are more complex, a Risk Assessment will be completed using the Risk Management processes outlined in the WHSEMS. Advice will be sought from competent persons where required. A generic Risk Assessment will be completed where fall hazards are the same, however these will be reviewed to ensure they are applicable to each workplace and a workplace-specific SWMS will be developed for these tasks.

Controls will be selected as per the requirements of WHS legislation and also following a hierarchy. Risks will be eliminated wherever possible. Where risk cannot be entirely eliminated it will be reduced as far as reasonably practicable.

In line with the WHS legislation, and following this hierarchy, controls will be implemented in the following priority:

1. Work to be done from the ground level wherever possible
2. Work to be done from existing building or structures with permanently fixed stairwells and platforms that meet Building Code requirements
3. Installation of fall prevention system (such as guard rails)
4. Installation of work positioning system (such as industrial rope access)
5. Provision of a fall arrest system
6. If risk still remains, administrative controls will be used.

Implementation of suitable controls will be supported by the development of procedures, SWMS, information, training, and adequate supervision.

Risk controls will be maintained to ensure they are suitable for the task, installed/used correctly and they remain effective for the duration of the task. Area Manager will be responsible for monitoring and reviewing risk controls (such as changing weather conditions) that may affect the adequacy of the controls.

All fall prevention, work positioning and fall arrest systems will be inspected before each use.

Emergency Procedures will be put in place and rehearsed for the workplace. Specific rescue procedures will be documented wherever fall arrest systems are put in place. Emergency Planning for rescue activities will be recorded on the Falls Emergency Rescue Plan.

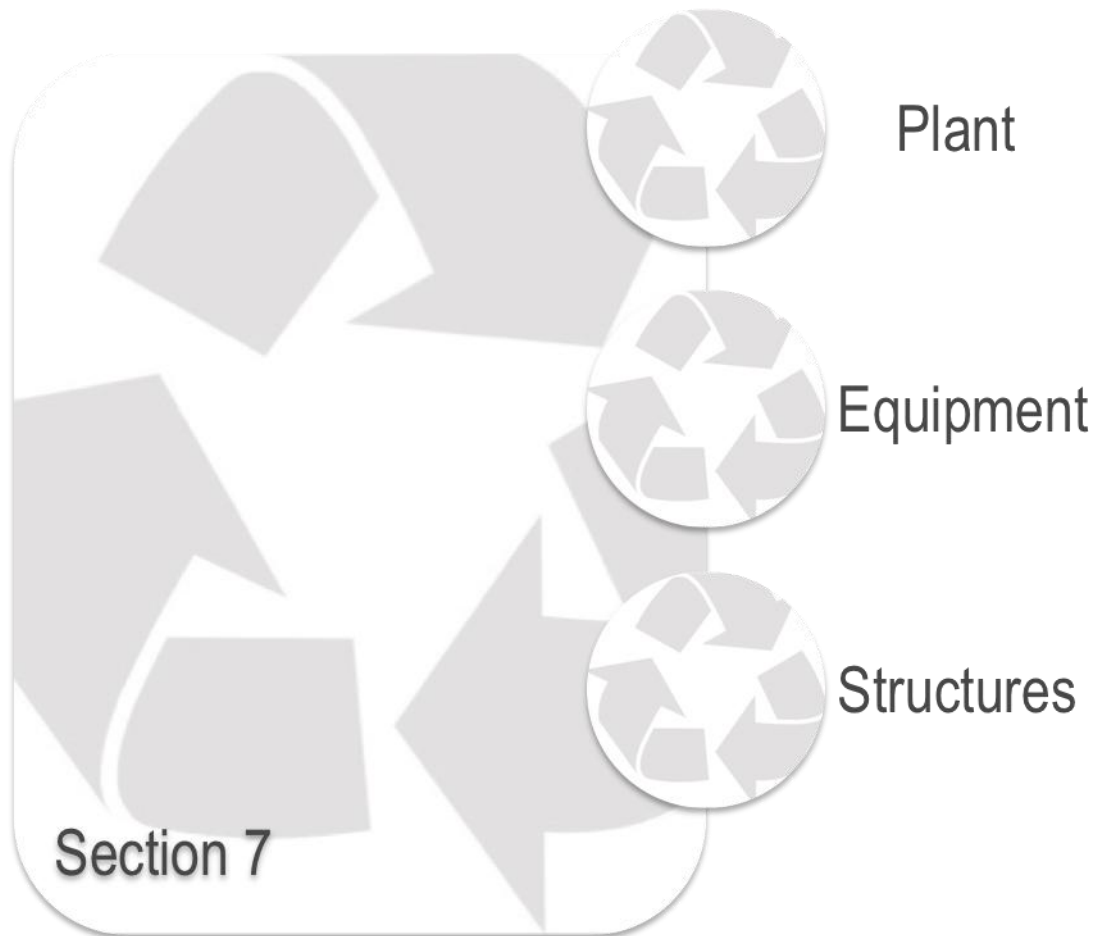
6.10.1 Falls Prevention Checklist

Organisation Name:	Location:	Date:
Completed by:	Names of Health and Safety Representatives/ Workers involved:	
Can falls risks be eliminated?	YES Checklist complete	NO Complete checklist below
Potential Hazard	Yes	No
Elevated work		
Roof edge protection		
Persons required to work at an elevated level?	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated safe work instructions for installation, use and dismantle of edge protection?	<input type="checkbox"/>	<input type="checkbox"/>
Engineering certification obtained where required?	<input type="checkbox"/>	<input type="checkbox"/>
All components compatible, good condition, meet relevant Standards	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate strength for task (maximum loads)?	<input type="checkbox"/>	<input type="checkbox"/>
Structure (members, gutters, fascia etc) able to support edge protection?	<input type="checkbox"/>	<input type="checkbox"/>
Edge protection installed as per manufacturer's specifications/ safe work instructions?	<input type="checkbox"/>	<input type="checkbox"/>
Top rails, mid rails and toe-boards in place and appropriate heights for working slope?	<input type="checkbox"/>	<input type="checkbox"/>
All persons trained to not alter edge protection once installed?	<input type="checkbox"/>	<input type="checkbox"/>
Risk controls in place for steeper slopes (example: over 26 degrees)?	<input type="checkbox"/>	<input type="checkbox"/>
Fall protection in place for installers of edge protection?	<input type="checkbox"/>	<input type="checkbox"/>
System inspected by competent person for handover	<input type="checkbox"/>	<input type="checkbox"/>
Scaffold Systems		
Dedicated safe work instructions for installation, use and dismantle?	<input type="checkbox"/>	<input type="checkbox"/>
Engineering certification obtained where required?	<input type="checkbox"/>	<input type="checkbox"/>
Certification for installers where fall risk is 4m or more?	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate strength for task (maximum loads – live, dead, environmental)?	<input type="checkbox"/>	<input type="checkbox"/>
Erected as per manufacturer's specifications/ safe work instructions/ plans?	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient clearance from overhead electric lines?	<input type="checkbox"/>	<input type="checkbox"/>
Protected from potential impact/ barricaded?	<input type="checkbox"/>	<input type="checkbox"/>
Designed to prevent items falling from scaffold?	<input type="checkbox"/>	<input type="checkbox"/>
Suitable access/ egress (internal ladders meet relevant Standards)?	<input type="checkbox"/>	<input type="checkbox"/>
Erected on suitable ground surface (flat, solid, even no backfill, geological surveys as required, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
All persons trained to not remove or alter system once installed?	<input type="checkbox"/>	<input type="checkbox"/>

Potential Hazard	Yes	No	N/A	Comments
System inspected by competent person for handover?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System inspected by competent person after any incident that may affect its stability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System inspected by competent person at least every 30 days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System in place to prevent unauthorised access?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System in place to control risks from incomplete scaffold?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence obtained that supporting structures have sufficient strength?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Suitable tie-down methods used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Consideration given to loads imposed by shades and any other attachments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System in place to ensure permission is obtained from competent persons before alterations made?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Elevated Work Platforms (EWP)				
EWP serviced/maintained as per manufacturer instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EWP inspected before use /log books completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Certification for operators as required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Instructional manuals accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All controls (including emergency lowering devices) clearly labelled, tested and functional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Protected from potential impact/ barricaded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Used on suitable ground surface (flat, solid, even no backfill, geological surveys as required, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sufficient clearance from overhead electric lines and other obstructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Safety harness and attachments points available where required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procedures in place to ensure no persons exit the EWP in the raised position?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dedicated SWMS for task/workplace-includes set-up, operation, maintenance and emergency procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders				
Industrial-type with load rating 120kg or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Systems in place to ensure ladders are only used where higher order controls are not practicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders suited for type of activities (type of ladder and capacity/SWL)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders inspected – good condition, undamaged, non-slip rungs, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders secured adequately (tied down top and bottom)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders protected from impact/ barricaded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procedures in place to ensure operators maintain 3 points of contact at all times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders are only used for the purpose they were designed for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Metal ladders are not used for electrical work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Potential Hazard	Yes	No	N/A	Comments
Work Positioning / Fall arrest systems				
Systems meet relevant Standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All components compatible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Used for the purpose it was designed for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Anchor points have sufficient strength for expected loads?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Anchor points assessed by competent persons before use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Anchor points inspected as required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All components inspected before use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All persons formally trained in correct donning techniques, use, maintenance, storage etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Installed, used and maintained as per manufacturer's /SWMS instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Written, rehearsed workplace-specific emergency rescue plan for the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Falls into openings				
Voids/Stairwells etc.				
Voids, stairwells etc. protected with appropriate edge protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Access ladders meet relevant Standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Access ladders set-up correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Warning/Caution signs in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dedicated safe work instructions for installation, use and dismantle of void edge protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Engineering certification obtained where required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All components compatible, good condition, meet relevant Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Appropriate strength for task (maximum loads)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Void edge protection installed as per manufacturer's specifications/ safe work instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Top, rails, mid rails and toe-boards in place and appropriate heights?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All persons trained to not alter void edge protection once installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fall protection in place for installers of void edge protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System inspected by competent person for handover?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Slips, Trips and falls - on the same level				
System in place to identify and control risk of slips, trips & falls caused by uneven and/or slippery surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are slip, trip & fall hazards such as equipment and/or objects on ground identified, eliminated/removed and/or controlled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Potential Hazard	Yes	No	N/A	Comments
Blind corners and narrow walkways identified and controls put in place to reduce incidents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is lighting sufficient in work areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting is designed to reduce shadows or create blind spots?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Handrails (if fitted) on ramps are adequate & no gaps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All ramps are secured correctly if portable/temporary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ramps are at correct slope to use safely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Spills & rubbish are cleaned up quickly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Non-slip surfaces where possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual markings on surfaces / ground where appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trolleys adequate to negotiate work area carrying loads?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Workers footwear correct for terrain, floor surfaces, weather conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
General Workplace Falls Risks				
Hazardous or brittle work surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Presence of skylights on roofs or other dangers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sufficient visibility (lighting, glare etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Weather condition suitable (clear of wet, muddy work surfaces,)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Permanent access platforms/stairs etc. meet requirements of relevant Standards and Codes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other? (Include any other relevant options – such as fall arrest platforms, Trestle Platform Ladders, Industrial Rope Access equipment and other general hazards specific to the workplace).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



7.1 Plant & Equipment Policy

GSI Cleaning Services PTY LTD recognises its responsibility to provide and maintain a safe workplace, including the identification of hazards and control of risks associated with plant, structures and equipment.

Objective: GSI Cleaning Services PTY LTD will take a consultative approach to ensure risks associated with plant, structures and equipment, whether owned, leased or hired, are eliminated or reduced as far as practicable, and injuries to workers and visitors are minimised.

Scope: This procedure applies to all workers who, in the course of their duties, acquire (purchase/hire/lease/loan/donate), install, use, operate, store, maintain or dispose of plant, structures and equipment on behalf of, or while working for GSI Cleaning Services PTY LTD.

Policy: GSI Cleaning Services PTY LTD will endeavour to prevent injury and eliminate hazards associated with plant, structures and equipment by ensuring:

- ◆ No plant, structures or equipment is bought to the workplace unless health and safety risks are controlled
- ◆ Plant, structures and equipment is installed by suitably qualified persons and risks during these activities are monitored
- ◆ Plant, structures and equipment is used only for its designed purpose unless an assessment has been carried out by a suitably qualified person for any other proposed use
- ◆ Plant, structures and equipment complies with WHS legislative requirements for guarding, operator controls, cleaning, maintenance and testing and other requirements as required
- ◆ A documented system is developed and implemented to identify hazards, conduct Risk Assessments where required, and select suitable controls for installation, use, cleaning/maintenance and dismantling
- ◆ Adequate training, information, instruction and supervision as required
- ◆ Risk controls are reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Where requested by workers or HSR
 - As per manufacturer's instructions.

7.2 Plant & Equipment Procedure

This procedure addresses the management of safety issues involved with the operation, inspection, maintenance, checking, repair, servicing, testing and monitoring of plant and equipment.

Objective: The objective of this procedure is to outline GSI Cleaning Services PTY LTD's procedure on the management of plant, structures and equipment in accordance with the requirements of the WHS legislation.

Scope: This procedure applies to all items of plant, structures and equipment that is acquired (purchased/hired/leased/loaned/donated), installed, used, operated, stored, maintained or disposed of by GSI Cleaning Services PTY LTD.

Responsibilities:

The **PCBU** is responsible to ensure there is a safe system in place for all aspects of the management of plant, structures and equipment, which meets both the purpose of this procedure and the requirements of WHS legislation.

Managers are responsible to ensure that the Plant, Structures and Equipment Procedure is implemented within their workplace, that all workers are familiar with the procedure, and that the procedure is followed.

Workers who are required to use, operate and /or maintain plant, structures and equipment must ensure they follow the steps listed below and, as required, to follow those instructions at all times. Workers will be provided with information and training to enable them to comply with the procedure.

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Document #: 20039	Version #: 4		Issue Date: 01/10/19	Revision Date: 30/09/20

Procedure:

- ◆ Acquisition:
 - Follow the GSI Cleaning Services PTY LTD Purchasing Procedure
- ◆ Worker Training:
 - Workers must be trained to safely operate the equipment by a person who is suitably competent / experienced in its operation
 - A Safe Work Procedure shall be explained and demonstrated during training, including any Risk Assessment for the equipment
 - The workers must be able to demonstrate the safe operation of the equipment under supervision before being allowed to operate the equipment unsupervised.
- ◆ Maintenance and Pre-start checks:
 - Before any plant, structure or equipment is cleaned, serviced, repaired or modified appropriate control measures, including engineering controls where applicable, must be implemented to prevent accidental or deliberate operation.
 - All plant, structures and equipment will be stored, cleaned, serviced, repaired and maintained as per the manufacturer's recommendations.
- ◆ Return of plant, structures or equipment to service:
 - A record of any inspection, maintenance, repair or alteration to plant is to be made on the Plant & Equipment Register/ Maintenance Log
 - A qualified person is to verify and approve that the plant, structure or equipment is safe for use, prior to it being used again after having been taken out of service
- ◆ Testing and Tagging:
 - Plant and equipment will be inspected / checked by an Authorised Person and will have inspection tags / labels placed on them as required by the relevant Authority
 - Equipment will undergo regular checks to ensure it is fully functional and safe to use
 - Plant or equipment that fails testing, or is found to be unsafe, damaged, will be removed from service and will be locked out / tagged as appropriate
 - Records shall be kept of all testing and tagging of plant and equipment.
- ◆ Operation:
 - All plant, structures and equipment must be used or operated as per the manufacturer's recommendations
 - Workers will follow the guidance provided in Safe Work Procedures, Risk Assessments and as outlined by on-the job training and/or supervision as required when using or operating plant, structures and equipment
 - Under no circumstances is faulty or damaged plant, structures or equipment to be used.
- ◆ Disposal:
 - Before disposal plant and equipment may need to be rendered inoperable, or de-commissioned to leave it safe for disposal.
 - All plant and equipment that is to be disposed of must be disposed of in an environmentally suitable manner and in accordance with Local Authority requirement.

7.2.1 Plant & Equipment Register

Company Name:	Date:
Location:	Review Date:

Name of plant / equipment		Make		Model		Owned / leased by	
Registration / ID Number		Licence Required to operate		Yes <input type="checkbox"/> No <input type="checkbox"/> Type:		Registration with Regulator Required	
Maintenance Schedule (Must be at least yearly)	Maintenance Date	Person/s conducting maintenance	Maintenance Personnel Qualifications	Maintenance work done. Include repairs, replacement parts, servicing, faults, issues etc.		Next Maintenance Due Date	Management sign off when complete

Name of plant / equipment		Make		Model		Owned / leased by	
Registration / ID Number		Licence Required to operate		Yes <input type="checkbox"/> No <input type="checkbox"/> Type:		Registration with Regulator Required	
Maintenance Schedule (Must be at least yearly)	Maintenance Date	Person/s conducting maintenance	Maintenance Personnel Qualifications	Maintenance work done. Include repairs, replacement parts, servicing, faults, issues etc.		Next Maintenance Due Date	Management sign off when complete

7.2.2 Vehicle Inspection Checklist

Date:		Inspected by:		Vehicle Make & Registration No.:	
Vehicle Checks	Comments	Vehicle Checks	Comments		
Engine		Vehicle Body			
Engine Oil/Level	<input type="checkbox"/>	Panels and Doors	<input type="checkbox"/>		
Engine Coolant	<input type="checkbox"/>	Mud Flaps	<input type="checkbox"/>		
Steering & Brake Fluid	<input type="checkbox"/>	Mirrors	<input type="checkbox"/>		
Leaks, seals & hoses	<input type="checkbox"/>	Registration Plates/Signs	<input type="checkbox"/>		
Electrical		Tray	<input type="checkbox"/>		
Headlights (High/Low)	<input type="checkbox"/>	Fixtures and Fittings	<input type="checkbox"/>		
Park Lights	<input type="checkbox"/>	Safety Equipment			
Indicators	<input type="checkbox"/>	Registration	<input type="checkbox"/>		
Clearance Lights	<input type="checkbox"/>	Windscreen Wipers	<input type="checkbox"/>		
Tail Lights/Plate Lights	<input type="checkbox"/>	Warning Triangles	<input type="checkbox"/>		
Brake Lights	<input type="checkbox"/>	Fire Extinguishers	<input type="checkbox"/>		
Hazard Lights	<input type="checkbox"/>	Spill Kit	<input type="checkbox"/>		
Wheels & Tyres		Fluro Vest, Gloves, Hard Hat	<input type="checkbox"/>		
Rims	<input type="checkbox"/>	First Aid Kit	<input type="checkbox"/>		
Tyres	<input type="checkbox"/>	Note: Inspection forms are to be stored for 7 years.			
Spare wheel	<input type="checkbox"/>				
General Comments:			Drivers Signature:		

7.3 Personal Protective Equipment (PPE) Policy

The purpose of PPE is to protect the workers of GSI Cleaning Services PTY LTD from exposure to workplace hazards. GSI Cleaning Services PTY LTD will provide workers with suitable PPE for the workplace or where required for certain tasks at no cost to the worker.

Objective: GSI Cleaning Services PTY LTD will endeavour to provide protection from workplace hazards by developing a system to manage the selection, use and maintenance of PPE where required.

Scope: This policy covers all persons who work at GSI Cleaning Services PTY LTD and Personal Protective Equipment (PPE) to be worn by workers at GSI Cleaning Services PTY LTD.

Policy:

GSI Cleaning Services PTY LTD will:

- ◆ Ensure PPE is suitable with regard to:
 - Nature of the work
 - Hazards associated with work
 - Suitable size and fit
 - Reasonably comfortable to wear for type of task and intended duration of task
 - Maintained, repaired and replace to ensure it remains effective in minimising risk to workers
- ◆ Select quality PPE to meet legislative requirements and relevant Australian Standards
- ◆ Provide training, guidance, and assistance to supervisors and workers on the proper selection, use, care, and cleaning of approved PPE
- ◆ Develop and make accessible, instructions for selection, use, maintenance, cleaning of PPE
- ◆ Clearly designate areas where PPE is required and display signs
- ◆ Periodically re-evaluate the suitability of previously selected PPE
- ◆ Develop a system to inspect PPE to ensure it is clean, hygienic and in good working order
- ◆ Conduct inspection and checks as required to ensure PPE is being used by workers
- ◆ Review, update and conduct PPE suitability assessments whenever:
 - A job changes
 - New equipment is used
 - There has been an incident
 - A supervisor, worker or Health and Safety Representative requests it
 - Or at least every year
- ◆ Maintain records on PPE assignments and training.

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7.4 Personal Protective Equipment (PPE) Procedure

PPE is not a substitute for more effective controls and it will only be considered when higher means of protection are not reasonably practicable, or in addition to higher control measures.

Objective: The objective of this procedure is to provide a guideline for the issue, use, cleaning, storage and disposal of PPE at GSI Cleaning Services PTY LTD.

Scope: This procedure covers all PPE which is used in the conduct of work activities at GSI Cleaning Services PTY LTD workplaces. This procedure also covers PPE used by other persons who visit the workplace in areas where PPE is required to be worn.

Responsibilities: The PCBU is responsible to provide suitable PPE to protect workers from hazards and risks, in alignment with the WHS legislation and the GSI Cleaning Services PTY LTD PPE policy. The PCBU is responsible to ensure suitable mechanisms are in place for the acquisition, use, maintenance and storage of PPE.

Managers / Supervisors are responsible to ensure:

- ♦ That all items of PPE that are acquired meet relevant Australian Standards
- ♦ PPE to be worn for specific work tasks is identified using Risk Assessments, SWMS, Operational Manuals etc.
- ♦ Workers are supplied with appropriate PPE for the tasks they perform at GSI Cleaning Services PTY LTD
- ♦ Workers are trained and competent in the selection, use and maintenance of PPE
- ♦ Workers wear and use allocated PPE at all times and correctly whilst working
- ♦ PPE is regularly cleaned, repaired and replaced when required
- ♦ Signs are located and clearly displayed in areas where PPE must be worn
- ♦ Records are kept in respect to PPE, including the PPE Register.

Workers of GSI Cleaning Services PTY LTD are required to wear PPE as instructed, not misuse or deliberately damage PPE, and inform management of any damage, defect or contamination of PPE that may render the PPE unusable.

Procedure: PPE does not control the hazard at the source and therefore should not be relied upon as the main control measure. PPE can be used in conjunction with other control measures to manage exposure to a risk.

PPE will be issued to workers and/or other persons when:

- ♦ A hazard cannot be eliminated or reduced by controls other than the use of PPE
- ♦ Specific protection is required by Risk Assessments, SWMS, Safe Work Procedures or other advisory mechanisms
- ♦ It is identified or determined by a relevant legislation, Code of Practice or Australian Standard.

Individuals must wear PPE:










- ♦ As and when instructed by supervisors / managers
- ♦ When recommended by a Safety Data Sheet, Risk Assessment, SWMS, Safe Work Method Statement or Operational Manuals etc.
- ♦ When there is risk from Needlestick Injuries or other biological hazards (contagious diseases, illnesses)
- ♦ In accordance with induction and competency training and relevant procedures at GSI Cleaning Services PTY LTD
- ♦ In accordance with the manufacturer's guidelines
- ♦ When performing High Risk activities.

PPE must:

- ♦ Be appropriate for the type of work and give adequate protection from the hazard
- ♦ Not create additional hazards or risks for the user, or for others
- ♦ Be compatible with other PPE being used at the same time (e.g. Hard hat & ear protectors)
- ♦ Fit properly, comfortably and be easy to use
- ♦ Not interfere with any medical conditions of the user
- ♦ Comply with the relevant Australian Standard
- ♦ Be kept in good condition and cleaned after each use
- ♦ Be replaced when required.

7.4.1 Personal Protective Equipment (PPE) Register

GSI Cleaning Services PTY LTD maintains the following register of all PPE supplied to workers where such PPE is specified as a control measure in a Safe Work Method Statement or company safety policy. GSI Cleaning Services PTY LTD ensures all items of PPE are manufactured, used and maintained in accordance with the relevant standard. Each worker has been trained in the correct use of the PPE issued.

Foot Protection	Hearing Protection	High Visibility	Eye Protection	Face Protection	Hand Protection	Protective Clothing	Breathing Protection	Sun Protection
								

Worker name	Item Issued	Date Issued	Replacement Due	Worker Signature	Manager Signature
				<i>I have received the listed PPE with appropriate instruction/training in its correct use.</i>	

7.5 Purchasing Policy

The most effective way of reducing risks to health and safety in the workplace is through elimination. GSI Cleaning Services PTY LTD is committed to eliminating hazards associated with items of plant, equipment, chemical substances and other materials before they are introduced into the workplace by the implementation of a WHS purchasing policy.

Objective: GSI Cleaning Services PTY LTD will ensure suitable consideration is given when purchasing equipment, materials or chemicals, which may have an adverse impact on health and safety.

Scope: This policy applies to all workers who have roles and responsibilities in regard to items of plant, equipment, materials and chemicals that are being considered for purchase, hire, lease, or donation to GSI Cleaning Services PTY LTD.

Policy: GSI Cleaning Services PTY LTD has implemented a purchasing policy that incorporates the following:

- ♦ Specific guidelines for any person who purchases, leases or hires goods and services
- ♦ Training provided for any person responsible for the above
- ♦ Consideration of the following:
 - Consultation
 - Specifying WHS requirements with supplier before purchasing
 - Determining WHS risks prior to purchase
 - Conducting Plant / Equipment and Chemical Risk Assessments as appropriate
 - Obtaining WHS information, SDS, manuals, instructions, design specifications
 - Compliance with WHS legislation, Australian Standards, Environmental legislation etc.
 - "Buy Quiet" procedure
 - Worker capability/training/licensing requirements
 - Appropriate risk control strategies in place for use, transport, disposal and storage
 - Choosing best practice/least hazardous options
 - Review of purchased item prior to accepting admission onto the workplace
 - Adequate documentation/records to be kept
 - Documentation for the hiring of contractors or labour hire workers must include reference to workplace-specific WHS risk, provision for WHS inductions, and records for the review of WHS performance.

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7.6 Purchasing Procedure

Purchasing and acquisition of all items must take into account legislative safety requirements and requires assessment by the appropriate manager initiating the purchase, ensuring conformance to GSI Cleaning Services PTY LTD's WHS policies and WHS legislation.

Objective: The objective of this procedure is to ensure that suitable consideration and assessment is undertaken when purchasing plant, equipment, materials and chemical substances which may present a hazard or have an adverse impact on health and safety at GSI Cleaning Services PTY LTD.

Scope: This procedure applies to all items of plant, equipment, materials and chemicals that are being considered for purchase, hire, lease, or donation to GSI Cleaning Services PTY LTD.

Responsibilities:

The **PCBU / Are Manager** is responsible to ensure there is a safe system in place for the purchase, acquisition and procurement of plant, equipment, materials and chemicals, which meets both the purpose of this procedure and the requirements of WHS and Environmental legislation.

The PCBU is responsible to ensure that the Purchasing Procedure is implemented within their department, that all workers are familiar with the procedure, and that the procedure is followed.

Workers who are required to acquire equipment, materials or chemicals must ensure they follow the steps listed below and, as required, to follow those instructions at all times. Workers must be provided with information and training to enable them to comply with this procedure.

Procedure:

1. Determine need for item to be purchased and the potential supplier/s
2. Gather information about the item in respect of safety (use, storage, "buy quiet", and disposal) including potential hazards or risks. Information can be obtained from: Codes of Practice, Safety Data Sheets, Operational Manuals, Safe Work Procedures, Australian Standards, Industry Standards, suppliers, manufacturers etc.
3. Use information to determine if there are any associated hazards or risks for the item
4. Conduct a formal Risk Assessment if appropriate
5. Submit all information regarding the purchase of the item, including any Risk Assessment to the PCBU.
6. The **PCBU** assesses the information and determines if the purchase will proceed or not
7. If purchase is not approved to proceed – investigate an alternative item which is less hazardous, and/or seek further information as to what would be required for safe acquisition of the item
8. If purchase is proceeding - attempts to eliminate any new hazards from being introduced into the workplace should be attempted prior to supply. Where this is not possible, risk control measures shall be determined and implemented to minimise the risk of injury or illness.
9. All workers who are required to use, store, handle the item must be trained in the safe use of the item, ensuring they are aware of the hazards and risks associated with the item. This must be completed prior to first use of the item, and with supervision as required.

7.6.1 Purchasing Record

Purchase Date	Workplace/Location	Person who approved purchase	Risk Management – WHS Checklist - Yes / No or N/A									Date Approved for use	Approved use / purpose	Approved by
			Has the supplier provided all safety information?	Has a Risk Assessment been completed for this item?	Has a Safe Work Procedure been written?	Have the risk controls identified been implemented?	Has the equipment been electrically tested and tagged?	Has the chemical been registered on the Hazardous Chemicals/Dangerous Goods Register?	Has the current SDS been supplied?	Has relevant training been provided?	Other:			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			



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8.1 Hazardous Chemicals & Dangerous Goods Policy

GSI Cleaning Services PTY LTD recognises that some individual workers are required to use and handle cleaning chemicals, which are classified as Hazardous Chemicals and Dangerous Goods in the usual course of their work duties. All workplaces are required to comply with various Acts and Regulations regarding chemicals, including those classified as Hazardous Chemicals and Dangerous Goods.

Objective: GSI Cleaning Services PTY LTD will ensure that hazards associated with the use, handling, generating, storage and disposal of Hazardous Chemicals and Dangerous Goods are identified, assessed and controlled as far as reasonably practicable.

Scope: This policy applies to all workers and other persons who have roles and responsibilities in regard to Hazardous Chemicals and Dangerous Goods that are acquired, generated, used, stored and disposed of at GSI Cleaning Services PTY LTD's workplaces.

Policy: GSI Cleaning Services PTY LTD will ensure a systematic approach to managing health and safety risks associated with Hazardous Chemicals and Dangerous Goods. Consideration will be given to the properties of the chemicals, physical reactions and health effects, nature of work and other plant or structures that may cause adverse reactions with the Hazardous Chemicals and Dangerous Goods.

GSI Cleaning Services PTY LTD will implement a system to manage all Hazardous Chemicals and Dangerous Goods to include:

- ◆ Register of Hazardous Chemicals and Dangerous Goods
- ◆ Legislative requirements for quantities manifest / placarding requirements assessed)
- ◆ Consultative approach to Chemical Risk Assessments
- ◆ Suitable storage facilities
- ◆ Substitution with less Hazardous Chemicals and Dangerous Goods where possible
- ◆ Access to Information:
 - Correct Labelling
 - SDS (accessible and current – within 5 year issue date)
 - Safe Work Instructions
 - Results of Chemical Risk Assessments
 - Training and Supervision
- ◆ Responsible persons
- ◆ Health Surveillance and Health Monitoring
- ◆ Suitable Personal Protective Equipment
- ◆ Regular audits of system
- ◆ Chemical emergency response and procedures.

GSI Cleaning Services PTY LTD will ensure risk controls are reviewed if there are changes to SDS, changes to work practices in regard to Hazardous Chemicals and Dangerous Goods or if Health Monitoring results indicate exposure, atmospheric monitoring reveals concentrations have exceeded the exposure standard for the chemicals.

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8.2 Hazardous Chemicals & Dangerous Goods Procedure

GSI Cleaning Services PTY LTD is committed to providing a safe environment for workers (including contractors and workers of contractors), visitors, members of the public and the environment in relation to Hazardous Chemicals and Dangerous Goods and to comply with the relevant legislative requirements.

Objective: To provide guidelines for the acquisition, use, storage and disposal of Hazardous Chemicals and Dangerous Goods to reduce risks to workers and others resulting from the handling and use of Hazardous Chemicals and Dangerous Goods.

Scope: This procedure applies to all chemicals, materials and substances acquired, generated, used, stored and disposed of by GSI Cleaning Services PTY LTD.

Responsibilities:

The **PCBU** is responsible to ensure there is a safe, effective systems and practical mechanisms in place to protect workers who may be exposed to Hazardous Chemicals or Dangerous Goods while undertaking tasks for GSI Cleaning Services PTY LTD, in accordance with the requirements of WHS legislation.

The **PCBU** is responsible:

- ♦ For ensuring that legislative requirements relating to Hazardous Chemicals and Dangerous Goods are implemented within their areas of responsibility and that appropriate support strategies, policies, procedures and tools are adopted according to the WHSEMS and these actions shall include the identification, assessment, elimination and control of risks arising from Hazardous Chemicals and Dangerous Goods
- ♦ For developing procedures to control or combat an emergency situation or environmental threat involving Hazardous Chemicals or Dangerous Goods. Additional advice from competent persons may be required in the development of these emergency procedures.

In the case of an emergency involving Hazardous Chemicals or Dangerous Goods the **PCBU**:

- ♦ Provides assistance to Managers / Supervisors to assess the situation, determine and carry out the appropriate action required to ensure the immediate health and safety of all workers and visitors. This includes the evacuation of areas considered to be dangerous or damaged by chemicals and overseeing administration of First Aid to any casualties
- ♦ Liaises with Emergency Services personnel
- ♦ Ensures the relevant WHS and Environmental Authorities are notified as required by legislation
- ♦ Coordinates the implementation of any corrective actions required to prevent any repeated or similar incident
- ♦ Monitors and re-assesses the situation and maintain incident reports and associated documentation.

Individual **workers and others** in the workplace have a responsibility to co-operate with their Manager / Supervisor and GSI Cleaning Services PTY LTD policies and procedures in relation to the tasks that may affect them directly and that may contribute to the process of chemical identification, Risk Assessment, risk elimination and control, and support compliance with the legislation by participation in:

- ♦ Chemical management systems and practical mechanisms
- ♦ Chemical Risk Assessment processes and the development of safe work practices
- ♦ Consultation in regard to Hazardous Chemicals and Dangerous Goods
- ♦ Training and Induction
- ♦ Monitoring and Health Surveillance
- ♦ Chemical emergency drills and chemical incident response procedures
- ♦ Assistance with emergency evacuations and First Aid administration if trained and competent to do so
- ♦ Incident notification.

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Procedure:

At GSI Cleaning Services PTY LTD Hazardous Chemical and Dangerous Goods management includes:

- ◆ Acquisition of chemicals is included the Purchasing Policy and procedure
- ◆ All chemicals at the workplace are identified and listed on the Hazardous Chemicals / DG Register
- ◆ A Safety Data Sheet (SDS) for each individual chemical, chemical product or material is obtained and checked for compliance with the relevant Code of Practice. SDS are easily accessible for workers and others as required
- ◆ A Chemical Manifest is completed and maintained as current for all Dangerous Goods used at the workplace
- ◆ Chemical placards and signage is installed at the workplace, as required by WHS and Dangerous Goods legislation
- ◆ Chemical signage meets Australian Standards
- ◆ A Chemical Risk Assessment is conducted for all chemicals (or materials) identified as being classified as a Hazardous Chemical or a Dangerous Good as per the relevant Code of Practice and appropriate risk controls for the acquisition, use, generation, handling, storage and disposal of assessed chemicals are implemented
- ◆ Licences and Permits required for restricted or regulated chemicals are obtained and currency maintained
- ◆ Chemical storage is available at the workplace for each chemical, taking into consideration such factors as compatibility, quantities to be stored, ventilation, security etc.
- ◆ SWMS or Safe Work Procedures are developed and implemented taking chemical use into consideration for specific tasks and/or workplaces
- ◆ Specialised training is provided for all supervisors / managers who carry responsibilities for workers who are required to handle or use chemicals as a part of their work tasks
- ◆ Workers and all relevant persons are included in consultation processes regarding chemicals at GSI Cleaning Services PTY LTD
- ◆ Suitable PPE is available for use as per the recommendations on SDS
- ◆ Worker induction and training is conducted for all workers who are required to handle or use chemicals as a part of their work tasks
- ◆ Worker licences are required for chemicals such as pesticides, explosives and restricted chemicals as per legislative requirements
- ◆ Appropriate chemical emergency procedures have been developed and implemented for GSI Cleaning Services PTY LTD workplaces and all workers have received chemical emergency training
- ◆ Suitable chemical emergency equipment is available at the workplace and all workers are trained and competent in its use
- ◆ Health Surveillance and monitoring is conducted and documented as required by legislation
- ◆ Workers are required to notify their supervisor/ manager or the PCBU of any chemical hazards they identify at the workplace to assist with chemical risk management
- ◆ Documentation in respect of Hazardous Chemical and Dangerous Goods is maintained as required by legislation
- ◆ Incident reports, investigation reports and Workers Compensation documentation concerning matters related to Hazardous Chemicals and Dangerous Goods are maintained for a minimum period of thirty (30) years after the incident or injury date
- ◆ Chemical management policies, procedures, mechanisms and incidents at XZY Organisation are regularly monitored and reviewed.

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8.2.1 Hazardous Chemicals / Dangerous Goods Register

Organisation Name	Location
Address	Notifications <input type="checkbox"/> YES <input type="checkbox"/> NO Manifest <input type="checkbox"/> YES <input type="checkbox"/> NO

Chemical	Common Name	Brand	QTY	U.N. No.	Hazardous Chemical	Dangerous Good	Packing Group	Haz. Chem. Code	Poison Schedule	SDS (issue date)	Risk Assessment and/or SWMS
Mineral Turpentine	Turps	Dulux	10 Ltr	1300	Harmful Irritant	Flammable Class 3	III	3 Y	S5	April 2010	SWMS No. 21
Mr Sheen Multi Surface Polish	Mr Sheen	Reckitt Benckiser	X6 @ 500ml	-	Not classified as a Haz Chem Mild Irritant	Highly Flammable Aerosol Class 2.1	n/a	2YE	Not scheduled	August 2012	no

Completed by:	Position:	Signature:	Date:
Approved by:	Position:	Signature:	Date:

8.2.2 Hazardous Chemicals / Dangerous Goods Key

HAZARD PHRASES		DANGEROUS GOODS CLASSES		POISON SCHEDULE	
Very toxic		Class 1	<i>Explosives</i>	S2	Pharmacy Medicine
Toxic		Class 2	<i>Gases</i>	S3	Pharmacist only medicine
Harmful		Class 3	<i>Flammable Liquids</i>	S4	Prescription only medicine or Animal remedy medicine
Very corrosive		Class 4	<i>Flammable Solids</i>	S5	Caution (slightly toxic)
Corrosive		Class 5	<i>Oxidising Agents</i>	S6	Poison (moderately toxic)
Irritant		Class 6	<i>Poisons</i>	S7	Dangerous poison (highly toxic)
Carcinogen		Class 7	<i>Radioactive Materials</i>	S8	Controlled drug
Mutagen		Class 8	<i>Corrosives</i>		
Teratogen		Class 9	<i>Miscellaneous</i>		
Packing Groups	D G Classes 3, 4, 5, 6.1, 8	DG Class 6.1			D G Class 3
I	Great Danger	Toxic substances and preparations - very severe risk of poisoning.			Flash Point = n/a Initial Boiling Point= <35°C
II	Medium Danger	Toxic substances and preparations - serious risk of poisoning			Flash Point = <23 °C Initial Boiling Point= >35°C
III	Minor Danger	Harmful substances and preparations - relatively low risk of poisoning			Flash Point = >23<61 °C Initial Boiling Point= >35°C

Use the Safety Data Sheet for individual chemicals to find the information you required to complete this register.

Definitions

U.N. No.: This is the identification number assigned to chemicals, which are dangerous goods, by the United Nations Subcommittee of Experts on the Transport of Dangerous Goods. The U.N Number is a four-digit number. Some chemicals, which are not Dangerous Goods, do not have a U.N. number

Hazardous Chemical Category: If a chemical is classified as a Hazardous Chemical it will have a specific hazard category assigned to it, which describes the type of hazard it presents. If a chemical is classified as Hazardous, you will find the Hazard category listed on the first page of the chemical's Safety Data Sheet.

Dangerous Goods Class: Chemicals, which are classified as Dangerous Goods, are divided into Classes, and sub-classes. These chemicals can be dangerous and can cause serious damage and harm under certain conditions. They are classified according to their common hazardous properties. If a chemical is classified as a Dangerous Good, this will be stated in the SDS, and the DG class will be specified.

Packing Group: As well as the nine different 'Class' designators indicating the **type of hazard** a dangerous goods presents, a 'Packing Group' is assigned to dangerous goods according to the **degree of hazard** they present. The packing codes assist with determining correct storage and transport of chemicals.

HAZCHEM Code: Hazchem Codes are designed to assist the emergency services in the first few minutes of dealing with a hazardous goods incident.

8.2.3 Hazardous Chemical Risk Assessment Form Template

RAF Guidance Sheet

Stage 1. Introduction

The Hazardous Chemical Risk Assessment Form (RAF) relates to the risk management of hazardous chemicals identified as “hazardous” according to their Safety Data Sheet (SDS). The RAF is a tool used when looking at a hazardous chemical to identify hazards and routes of exposure that may be present and establish safety control measures (preventative measures) to prevent harm to life, health, property or the environment.

Before using any Hazardous chemical in a workplace activity, a Risk Assessment is to be undertaken to determine:

- How the Hazardous chemicals should be used
- How persons are exposed to Hazardous chemicals
- Whether the risk from the Hazardous chemical is significant
- How exposure to Hazardous chemicals in the workplace should be controlled.

Enter information about hazardous chemical details and the persons completing the RAF.

Add the scope, description of intended use of hazardous chemical and complete safety information.

Stage 2. Hazard Identification

The hazardous chemical SDS must always be referred to for hazard identification.

Tick the relevant hazards and routes of exposure listed in Column 1 for the hazardous chemical.

Each of the listed hazards must be risk rated using the matrix (found on the final page of this RAF) and listed in Column 2. The purpose of this process is to determine the likelihood of occurrence and the seriousness of possible consequences. This will then assist in selecting suitable risk control measures.

Stage 3. Risk Control

The selection of suitable risk control measures is the critical step in completing a RAF. The information contained in the Hierarchy of Risk Control and Safety Culture Hazardous chemicals – working with SWMS will assist in establishing the most suitable measures.

The selected Risk Control measures must be listed in Column 3. Once the measures are established it is important that the risk is re-assessed and listed in Column 4. The person responsible for ensuring that the relevant step is implemented / monitored should be listed in Column 5.

Summary - Key Outcomes:

1. Refer to the hazardous chemical SDS and the container label (Note: SDS must be current – no longer than five years since date of issues)
2. Identify the hazards and exposure routes associated with the hazardous chemical by ticking relevant options provided
3. Establish the risk associated with those hazards
4. Develop effective risk control strategies
5. Establish that the risk has been eliminated / reduced; due to the selection of the risk control measures
6. Indicate the overall risk rating after controls in Risk Assessment – Part 1
7. Train all persons involved with the hazardous chemical
8. Ensure that any changes are assessed and updated in the RAF.

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HAZARDOUS CHEMICAL RISK ASSESSMENT – PART 1						RISK ASSESSMENT No.		RISK ASSESSMENT APPROVED BY:	
COMPANY NAME:			ADDRESS:			ABN:		NAME/SIGNATURE:	
CONTACT NAME:			POSITION:			PHONE NO.:		JOB TITLE: DATE:	
HAZARDOUS CHEMICAL DETAILS						INSERT PHOTO HERE (OPTIONAL)			
HAZARDOUS CHEMICAL NAME:			COMMON NAME:						
PRODUCT NAME:			BRAND:						
CONTAINER SIZE:			MAXIMUM QTY TO BE STORED:						
SUPPLIER: (NAME, CONTACT DETAILS)									
U.N NUMBER:			CAS NUMBER:						
MATERIAL SAFETY DATA SHEET ATTACHED: <input type="checkbox"/> Yes			SDS ISSUED BY:		SDS ISSUE DATE:				
NOTE: RELEVANT WORKERS MUST BE CONSULTED IN THE DEVELOPMENT, APPROVAL AND COMMUNICATION OF THIS RISK ASSESSMENT								OVERALL RISK RATING AFTER CONTROLS	
ASSESSOR NAME / SIGNATURE:						JOB TITLE:		DATE:	
NAMES OF WORKERS CONSULTED WITH DURING DEVELOPMENT OF THIS RISK ASSESSMENT / SIGNATURE/S:						JOB TITLE/S:		DATE:	
PERSON RESPONSIBLE FOR ENSURING COMPLIANCE WITH RISK ASSESSMENT / SIGNATURE:						JOB TITLE:		DATE:	
Determine the risk score						Record risk score on worksheet (Note – Risk scores have no absolute value and should only be used for comparison and to engender discussion.)			
Consequence									
Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic				
Almost certain	3 High	3 High	4 Acute	4 Acute	4 Acute				
Likely	2 Moderate	3 High	3 High	4 Acute	4 Acute				
Possible	1 Low	2 Moderate	3 High	4 Acute	4 Acute				
Unlikely	1 Low	1 Low	2 Moderate	3 High	4 Acute				
Rare	1 Low	1 Low	2 Moderate	3 High	3 High				
Score		Action							
4 A: Acute		DO NOT PROCEED. Requires immediate attention. Introduce further high-level controls to lower the risk level. Re-assess before proceeding.							
3 H: High		Review before commencing work. Introduce new controls and/or maintain high-level controls to lower the risk level. Monitor frequently to ensure control measures are working.							
2 M: Moderate		Maintain control measures. Proceed with work. Monitor and review regularly, and if any equipment/people/materials/work processes or procedures change.							
1 L: Low		Record and monitor. Proceed with work. Review regularly, and if any equipment/people/materials/work processes or procedures change.							

SCOPE OF RISK ASSESSMENT					DESCRIPTION OF INTENDED HAZARDOUS CHEMICAL USE							
REVIEW No.	1	2	3	4	5	6	7	8	9			
Name and initials												
Date												
SAFETY INFORMATION												
HAZARDOUS CHEMICAL AND/OR PRODUCT'S PHYSICAL FORM:		Risk Phrases		POISON SCHEDULE			IS THIS HAZARDOUS CHEMICAL CLASSIFIED AS A HAZARDOUS CHEMICAL?					
SOLID: <input type="checkbox"/> SOLID <input type="checkbox"/> DUST <input type="checkbox"/> FUMES <input type="checkbox"/> SMOKE <input type="checkbox"/> FIBRES <input type="checkbox"/> POWDER <input type="checkbox"/> CRYSTALS <input type="checkbox"/> GRANULAR		LIQUID: <input type="checkbox"/> FLUID <input type="checkbox"/> MIST <input type="checkbox"/> AEROSOL GAS: <input type="checkbox"/> PRESSURISED GAS <input type="checkbox"/> VAPOURS		(E.G. R11 – HIGHLY FLAMMABLE) SAFETY PHRASES (E.G. S15 - KEEP AWAY FROM HEAT)			<input type="checkbox"/> S2 PHARMACY MEDICINE <input type="checkbox"/> S3 PHARMACY ONLY MEDICINE <input type="checkbox"/> S4 PRESCRIPTION ONLY MEDICINE OR ANIMAL REMEDY MEDICINE <input type="checkbox"/> S5 CAUTION <input type="checkbox"/> S6 POISON <input type="checkbox"/> S7 DANGEROUS POISON <input type="checkbox"/> S8 CONTROLLED DRUG			<input type="checkbox"/> NO - NOT CLASSIFIED AS HAZARDOUS <input type="checkbox"/> CORROSIVE <input type="checkbox"/> IRRITANT <input type="checkbox"/> POISON <input type="checkbox"/> CARCINOGEN <input type="checkbox"/> SENSITISER <input type="checkbox"/> MUTAGEN <input type="checkbox"/> TERATOGEN <input type="checkbox"/> SYNERGISTIC EFFECTS ARE A POTENTIAL HAZARD		
IS THIS HAZARDOUS CHEMICAL CLASSIFIED AS A:				FIRST AID REQUIREMENTS			EMERGENCY RESPONSE REQUIREMENTS					
SCHEDULED <input type="checkbox"/> NO <input type="checkbox"/> YES SPECIFY: CARCINOGENIC <input type="checkbox"/> NO <input type="checkbox"/> YES SPECIFY: CONTROLLED SUBSTANCE / DANGEROUS GOODS <input type="checkbox"/> NO <input type="checkbox"/> YES SPECIFY CLASS / SUB CLASS:				<input type="checkbox"/> FIRST AID KIT <input type="checkbox"/> SPECIAL FIRST AID KIT – SPECIFY: <input type="checkbox"/> TRAINED FIRST AID OFFICER/S <input type="checkbox"/> RESUSCITATION EQUIPMENT – SPECIFY: <input type="checkbox"/> OTHER – SPECIFY:			<input type="checkbox"/> HAZARDOUS CHEMICAL SPILL KIT <input type="checkbox"/> NEUTRALISING AGENT <input type="checkbox"/> PORTABLE BUNDING <input type="checkbox"/> RESTRICTED ACCESS / EXCLUSION ZONES <input type="checkbox"/> OTHER – SPECIFY:					
NOTE: RB = RISK RATING BEFORE CONTROLS IMPLEMENTED - RA = RISK RATING AFTER CONTROLS ARE IMPLEMENTED												
				RB	CONTROL MEASURES IN PLACE			RA	PERSON/S RESPONSIBLE			
JOB STEP - PURCHASING: WHAT NEEDS TO BE CONSIDERED BEFORE PURCHASING THIS HAZARDOUS CHEMICAL?												
				ELIMINATION – SUBSTITUTION – ISOLATION – ENGINEERING – ADMINISTRATIVE –			SIGNATURE/S & DATE					

LEGISLATIVE – SPECIFY:

JOB STEP - STORAGE
TYPES OF HAZARDS:

- ☐ FIRE
- ☐ EXPLOSION
- ☐ SPONTANEOUS COMBUSTION
- ☐ CORROSION
- ☐ TOXIC ATMOSPHERE
- ☐ POISON
- ☐ SPILLS
- ☐ SECURITY
- ☐ OTHER – SPECIFY:

ROUTES OF EXPOSURE:

- ☐ ABSORPTION - EYES
- ☐ ABSORPTION – SKIN
- ☐ ABSORPTION – HAIR
- ☐ INHALATION
- ☐ INGESTION
- ☐ INJECTION
- ☐ OTHER – SPECIFY:

ELIMINATION –
SUBSTITUTION –
ISOLATION -
ENGINEERING –
ADMINISTRATIVE –
PERSONAL PROTECTIVE EQUIPMENT –

- ☐ GLOVES – TYPE: ☐ PROTECTIVE CLOTHING – TYPE:
- ☐ EYE PROTECTION – TYPE: ☐ OTHER – SPECIFY:
- ☐ RESPIRATOR – TYPE, FILTERS:

SIGNATURE/S & DATE

JOB STEP – GENERAL HANDLING (E.G. TRANSPORTING ON-SITE, LOADING/UNLOADING)
TYPES OF HAZARDS:

- ☐ FIRE
- ☐ EXPLOSION
- ☐ SPONTANEOUS COMBUSTION
- ☐ CORROSION
- ☐ TOXIC ATMOSPHERE
- ☐ POISON
- ☐ SPILLS
- ☐ SECURITY
- ☐ OTHER – SPECIFY:

ROUTES OF EXPOSURE:

- ☐ ABSORPTION - EYES
- ☐ ABSORPTION – SKIN
- ☐ ABSORPTION – HAIR
- ☐ INHALATION
- ☐ INGESTION
- ☐ INJECTION
- ☐ OTHER – SPECIFY:

ELIMINATION –
SUBSTITUTION –
ISOLATION -
ENGINEERING –
ADMINISTRATIVE –
PERSONAL PROTECTIVE EQUIPMENT –

- ☐ GLOVES – TYPE: ☐ PROTECTIVE CLOTHING – TYPE:
- ☐ EYE PROTECTION – TYPE: ☐ OTHER – SPECIFY:
- ☐ RESPIRATOR – TYPE, FILTERS:

SIGNATURE/S & DATE

JOB STEP – DE-CANTING
TYPES OF HAZARDS:

- ☐ FIRE
- ☐ EXPLOSION
- ☐ SPONTANEOUS COMBUSTION
- ☐ CORROSION
- ☐ TOXIC ATMOSPHERE
- ☐ POISON
- ☐ SPILLS
- ☐ SECURITY
- ☐ OTHER – SPECIFY:

ROUTES OF EXPOSURE:

- ☐ ABSORPTION - EYES
- ☐ ABSORPTION – SKIN
- ☐ ABSORPTION – HAIR
- ☐ INHALATION
- ☐ INGESTION
- ☐ INJECTION
- ☐ OTHER – SPECIFY:

ELIMINATION –
SUBSTITUTION –
ISOLATION -
ENGINEERING –
ADMINISTRATIVE –
PERSONAL PROTECTIVE EQUIPMENT –

- ☐ GLOVES – TYPE: ☐ PROTECTIVE CLOTHING – TYPE:
- ☐ EYE PROTECTION – TYPE: ☐ OTHER – SPECIFY:
- ☐ RESPIRATOR – TYPE, FILTERS:

SIGNATURE/S & DATE

JOB STEP – MIXING

TYPES OF HAZARDS: <input type="checkbox"/> FIRE <input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:		ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES <input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:		ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS: <input type="checkbox"/> OTHER – SPECIFY:		SIGNATURE/S & DATE	
JOB STEP – USING (TASKS SPECIFIED AS INTENDED HAZARDOUS CHEMICAL USE ONLY)							
TYPES OF HAZARDS: <input type="checkbox"/> FIRE <input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:		ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES <input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:		ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS: <input type="checkbox"/> OTHER – SPECIFY:		SIGNATURE/S & DATE	
JOB STEP – CLEANUP (AT END OF TASK)							
TYPES OF HAZARDS: <input type="checkbox"/> FIRE <input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:		ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES <input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:		ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS: <input type="checkbox"/> OTHER – SPECIFY:		SIGNATURE/S & DATE	
JOB STEP – DISPOSAL							
TYPES OF HAZARDS: <input type="checkbox"/> FIRE		ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES		ELIMINATION – SUBSTITUTION –		SIGNATURE/S & DATE	

<input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:	<input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:	ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS:	
JOB STEP –			
TYPES OF HAZARDS: <input type="checkbox"/> FIRE <input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:	ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES <input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:	ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS:	SIGNATURE/S & DATE
JOB STEP –			
TYPES OF HAZARDS: <input type="checkbox"/> FIRE <input type="checkbox"/> EXPLOSION <input type="checkbox"/> SPONTANEOUS COMBUSTION <input type="checkbox"/> CORROSION <input type="checkbox"/> TOXIC ATMOSPHERE <input type="checkbox"/> POISON <input type="checkbox"/> SPILLS <input type="checkbox"/> SECURITY <input type="checkbox"/> OTHER – SPECIFY:	ROUTES OF EXPOSURE: <input type="checkbox"/> ABSORPTION - EYES <input type="checkbox"/> ABSORPTION – SKIN <input type="checkbox"/> ABSORPTION – HAIR <input type="checkbox"/> INHALATION <input type="checkbox"/> INGESTION <input type="checkbox"/> INJECTION <input type="checkbox"/> OTHER – SPECIFY:	ELIMINATION – SUBSTITUTION – ISOLATION - ENGINEERING – ADMINISTRATIVE – PERSONAL PROTECTIVE EQUIPMENT – <input type="checkbox"/> GLOVES – TYPE: <input type="checkbox"/> PROTECTIVE CLOTHING – TYPE: <input type="checkbox"/> EYE PROTECTION – TYPE: <input type="checkbox"/> OTHER – SPECIFY: <input type="checkbox"/> RESPIRATOR – TYPE, FILTERS:	SIGNATURE/S & DATE



RISK ASSESSMENT – PART 2

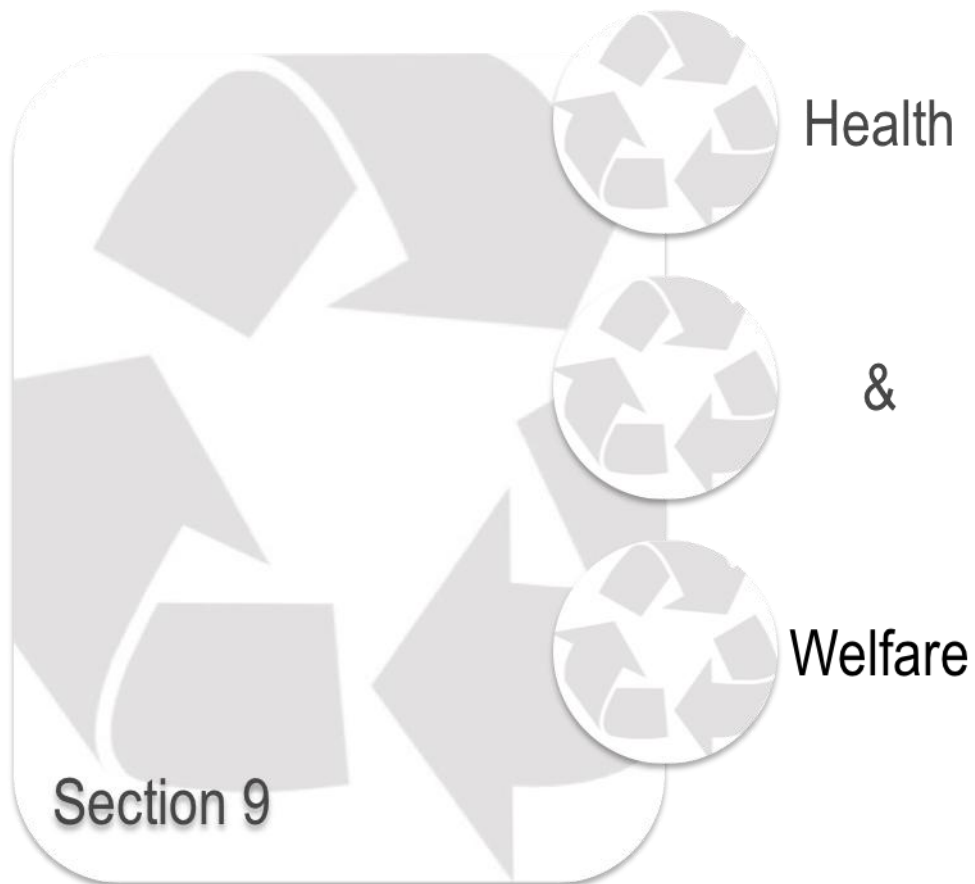
TOOLS/EQUIPMENT USED: (TOOLS / EQUIPMENT TO BE USED WHEN HANDLING THIS HAZARDOUS CHEMICAL)		REGULATORY PERMITS/LICENSES/APPROVALS; ENGINEERING DETAILS /CERTIFICATES:		WORKER TRAINING (DETAIL WORKER INDUCTION / LICENCE / COMPETENCY / EXPERIENCE REQUIREMENTS TO HANDLE AND WORK WITH THIS HAZARDOUS CHEMICAL)	
Example: Automated hazardous chemical dispenser Hazardous chemical storage box for utility vehicle		Example: - Local council permits - Regulator Permits - Environmental Protection Agency approvals/permits		PERSON/S RESPONSIBLE (SIGNATURE/S & DATE)	
ENVIRONMENTAL HAZARDS / RISKS: PERSON/S RESPONSIBLE (SIGNATURE/S & DATE):					
RISK OF: <input type="checkbox"/> SPILLS <input type="checkbox"/> RUNOFF <input type="checkbox"/> HAZARDOUS ATMOSPHERE <input type="checkbox"/> POLLUTING EMISSIONS <input type="checkbox"/> GROUND CONTAMINATION <input type="checkbox"/> RADIATION <input type="checkbox"/> OTHER – SPECIFY:		CAUSED BY: <input type="checkbox"/> SOLID WASTE <input type="checkbox"/> LIQUID WASTE <input type="checkbox"/> HAZARDOUS EMISSIONS <input type="checkbox"/> ODOURS <input type="checkbox"/> RADIATION <input type="checkbox"/> OTHER – SPECIFY:		Environmental protection controls required:	
HAZARDOUS CHEMICAL SPILLS PROCEDURE: PERSON/S RESPONSIBLE (SIGNATURE/S & DATE):					
Minor Spills:			Major Spills:		

Emergency Response Procedure	Monitor and Review
<p>PERSON/S RESPONSIBLE: SIGNATURE/S & DATE:</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>To ensure control measures are implemented and monitored effectively:</p> <ul style="list-style-type: none"> Toolbox /pre-work meetings will undertaken Relevant persons will be consulted on the contents of this Risk Assessment Control measures will be monitored throughout work activities: <ul style="list-style-type: none"> Spot checks Consultation Scheduled audits Corrective actions will be recorded and rectified in a timely manner <p>This Risk Assessment will be reviewed and updated accordingly (in consultation with relevant persons).</p> </div> <div style="width: 48%;"> <p>This Risk Assessment will be reviewed:</p> <ul style="list-style-type: none"> If controls fail to reduce risk adequately When changes to the workplace or work activity occur that create new / different risks, or risk levels, where controls may no longer be effective New hazards or risks are identified After an incident involving work activities relevant to this Risk Assessment During consultation with relevant persons indicate review is needed <p>A Health and Safety Representative (HSR) requests a review in line with the requirements of the legislation.</p> <p>PERSON/S RESPONSIBLE: SIGNATURE/S & DATE:</p> </div> </div>

RISK ASSESSMENT – PART 3

This Risk Assessment has been developed in consultation and cooperation with workers and relevant PCBU. I have read the above Risk Assessment and I understand its contents. I confirm that I have the skills and training, including relevant certification to conduct the task as described. I agree to comply with safety requirements within this Risk Assessment including risk control measures, safe work instructions and Personal Protective Equipment described.

NAME	JOB ROLE / POSITION	SIGNATURE	DATE	TIME	PCBU / SUPERVISOR



9.1 Fitness For Work Policy

GSI Cleaning Services PTY LTD is committed to provide a safe, healthy and productive workplace for workers and others through effective Risk Management of worker Fitness for Work hazards and risks.

Objective: All GSI Cleaning Services PTY LTD workers attend work in good physical and mental condition to enable duties to be performed in a safe and productive manner. A primary objective is to significantly reduce the potential for incidents due to a worker or workers being unfit for work.

Scope: This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

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

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

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

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

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

When responding and actioning issues related to Fitness for Work, all persons must be sensitive to an individual's right to confidentiality, privacy and dignity.

This policy should be used in conjunction with the following GSI Cleaning Services PTY LTD policies and procedures:

- ◆ Drug and Alcohol
- ◆ Consultation, Cooperation and Coordination
- ◆ Return To Work
- ◆ Incident reporting
- ◆ Issue Resolution.

9.2 Fitness For Work Procedure

GSI Cleaning Services PTY LTD actively promotes and works towards providing a safe, healthy working environment for all persons at the workplace. GSI Cleaning Services PTY LTD acknowledges that if a worker attends work when they are unwell or fatigued, they generally do so because they desire to work, not because they are deliberately trying to put themselves or others at risk.

Objective: To eliminate incidents or at least reduce the probability, frequency and severity of incidents in the workplace that may be determined via investigation to have been caused by a lack of Fitness for Work of a worker or workers.

Scope: This procedure outlines requirements that apply in relation to:

- ♦ The consumption of alcohol at any GSI Cleaning Services PTY LTD workplace
- ♦ The illicit possession and consumption of illegal drugs at any GSI Cleaning Services PTY LTD workplace
- ♦ Workers whose work is affected as a result of consuming alcohol or other drugs (including prescription and non-prescribed drugs)
- ♦ Non-work related injury or illness.

Responsibilities: Each individual at GSI Cleaning Services PTY LTD has a responsibility to maintain personal fitness for work.

The **PCBU** is responsible to:

- ♦ Ensure that a Fitness for Work policy and procedure is in place, effective, adequately monitored and regularly reviewed
- ♦ Ensure that supporting policies, procedures and mechanisms are in place that cover in detail specific matters such as drugs and alcohol and fatigue management in the workplace
- ♦ Provide adequate resources for training, education, counselling and any other requirements to fulfil Fitness for Work requirements and compliance with WHS legislation
- ♦ Establish procedures to safeguard sensitive medical and other confidential personal information
- ♦ Ensure that, as far as practicable, any worker who is suspected of being unfit to drive due to the effects of drugs and/or alcohol are transported safely home or to medical attention or another suitable place for their recovery.

PCBU is responsible to:

- ♦ Manage the implementation, on-going monitoring and review of the Fitness For Work policy, procedure and supporting mechanisms
- ♦ Assist and comply with the maintenance of confidentiality regarding fitness for work matters
- ♦ Take appropriate action immediately if they suspect a person in the workplace is behaving in a way that suggests that they may be under the influence of drugs and/or alcohol, or suffering from fatigue
- ♦ Take appropriate action immediately if a worker reports and/or discloses any suspected breaches of Fitness For Work requirements made by other workers, in particular if safety is raised as an immediate concern
- ♦ Sight evidence of worker medical clearances to return to work duties and to approve Return To Work following illness or injury including any medically determined restrictions or suitable duties arrangements
- ♦ Assist with implementation of training, education, counselling and any other requirements to fulfil Fitness For Work requirements and compliance with WHS legislation
- ♦ Assist with the resolution of any disputes or grievances for matters within the scope of Fitness for Work within the designated timeframes
- ♦ Develop and implement Fitness for Work management plans in consultation with relevant workers as required.

Workers are responsible to:

- ♦ Notify their supervisor / manager of any potential Fitness for Work risks or concerns prior to commencing duty
- ♦ Stop work and notify supervisor if they become unfit for work during their work shift
- ♦ Comply with medical restrictions and Return to Work plans at all times
- ♦ Cooperate with GSI Cleaning Services PTY LTD policies and procedures in regard of Fitness to Work, Drugs and Alcohol and Fatigue Management as required
- ♦ Provide medical certification of Fitness for Work prior to returning to work after any non-work related injury or illness
- ♦ Participate in drug and/or alcohol tests if required
- ♦ Notify their supervisor or manager and/or the WHS Manager immediately if they suspect a person in the workplace is behaving in a way that suggests that they may be under the influence of drugs and/or alcohol, or suffering from fatigue.

Workers must not:

- ◆ Consume alcohol and/or illegal drugs at the workplace
- ◆ Be under the influence of alcohol or other drugs while at work, on call, driving an organisations vehicle, or while operating plant or equipment
- ◆ Use prescribed medications or non-prescribed over the counter medications contrary to the doctor's advice and/or manufacturer's recommendations
- ◆ Come to work knowingly suffering from fatigue.

Procedure: Where an unacceptable risk is identified, and in accordance with the relevant policies and procedures in place at GSI Cleaning Services PTY LTD, the situation will be responded to and managed to remove or reduce the risk of harm to any and all persons on GSI Cleaning Services PTY LTD workplaces in an appropriate manner.

Supervisors / Managers are responsible for the initial identification and assessment of a worker's Fitness For Work, and for responding to notifications from other concerned workers. If a supervisor / manager suspects a worker may not be able to perform their duties safely, they will take immediate action. The matter will be dealt with sensitively on a case-by-case basis with the primary consideration of safety and welfare.

Incident response: The investigation of incidents at GSI Cleaning Services PTY LTD will take into consideration Fitness For Work matters, identified hazards and associated risk factors.

Prescription drugs and non-prescribed drugs: Workers using prescription drugs and over the counter non-prescribed drugs should:

- ◆ Advise their doctor or pharmacist of the type of work they do and obtain information regarding possible side effects
- ◆ Advise their supervisor / manager that they are taking medications and discuss if there may be side effects that could affect their Fitness For Work
- ◆ Follow the instructions for taking the medications as prescribed
- ◆ Be aware of any warnings or instruction on medication packaging
- ◆ Stop work if they suspect they are being negatively affected by medications while working, especially if using plant, machinery or driving vehicles. Seek advice and or medical attention before going back to work.

Drugs and Alcohol: GSI Cleaning Services PTY LTD's Drug and Alcohol policy, procedure and supporting mechanisms should be referred to for any Fitness for Work matters involving or suspected to involve the influence or use of alcohol or the illicit use of illegal drugs.

Work related injury or illness: Work related injury or illness will be covered by the Worker's Compensation legislation and / or the GSI Cleaning Services PTY LTD's Return To Work Program as required.

Non- work related illness or injury: If a worker suffers a serious non-work related injury or illness which may affect their ability to undertake their normal duties, then a medical clearance from a doctor will be required before that worker will be approved to return to work. If a worker comes to work but is unable to carry out their normal duties, and in the opinion of the manager/ supervisor there is a risk to themselves or any other person at the workplace, they will be sent home until a medical assessment can be carried out and a clearance to work is obtained. Costs incurred for medical assessments or certificates will be the responsibility of the worker. GSI Cleaning Services PTY LTD is under no obligation to provide alternative suitable duties for a worker returning to work after a non-work related injury, therefore, workers should only return to work once they are medically cleared to return to normal duties.

Education and awareness: Worker induction and training sessions will include awareness and training in regard to Fitness For Work requirements at GSI Cleaning Services PTY LTD. All workers will participate in training to recognise common behaviour and symptoms associated with the effects of drugs and alcohol. Training will include worker support options that are available such as Worker Assistance Programs and counselling services.

9.3 Drug & Alcohol Policy

GSI Cleaning Services PTY LTD is committed to providing a work environment for its workers, clients and visitors that is safe and without risks to health and safety. The misuse or abuse of alcohol and other drugs represents a significant problem to both PCBU's and workers in terms of workplace incidents/near misses, absenteeism and other individual costs.

Objective: A work environment in which the safety, welfare and performance of workers is not adversely affected by the use of alcohol or other drugs.

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This procedure covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces / locations.

Policy: Workers must not perform work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition.

Work duties include:

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

Where a worker is on prescribed medication that may impair their judgement or performance, they must notify their supervisor and work will be modified to accommodate impairment.

Possession of, use, distribution or sale of alcoholic beverages or illegal drugs on the premises of GSI Cleaning Services PTY LTD, is not allowed.

On occasion, GSI Cleaning Services PTY LTD will host social functions, where the **PCBU** may permit limited alcohol consumption. At these functions, people must always remember they are representing GSI Cleaning Services PTY LTD and must conduct themselves in an appropriate manner.

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

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

Confidentiality is to be strictly observed in these matters.

A breach of this policy or associated procedure will lead to disciplinary action and may result in the termination of employment.

9.4 Drug & Alcohol Procedure

GSI Cleaning Services PTY LTD is committed to maintaining a safe and healthy workplace and to reducing the risk of harm to workers and others caused by the misuse of drugs and alcohol.

Objective: The Drug and Alcohol Procedure will be used in conjunction with the GSI Cleaning Services PTY LTD Drug and Alcohol Policy and will:

- ♦ Provide a framework to reduce the costs to GSI Cleaning Services PTY LTD of drug and alcohol use in the workplace
- ♦ Identify, assess and control any contributing factors in the workplace to harmful drug or alcohol use
- ♦ Provide workers with access to information and education regarding drug and alcohol use
- ♦ Provide access to counselling and support services to workers who have problems with drugs or alcohol.

Scope: This procedure covers guidelines and restrictions for the use of drugs and alcohol in the workplace by persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces.

Responsibilities:

At GSI Cleaning Services PTY LTD, the *Person Conducting the Business or Undertaking* is responsible for ensuring that:

- ♦ GSI Cleaning Services PTY LTD provides a workplace where there is an effective, ethical and equitable mechanism in place to prevent and respond appropriately to the unsafe use of drugs and alcohol
- ♦ All workers are trained and familiar with the Drug and Alcohol Procedure
- ♦ Review of this procedure is conducted as required.

Managers / Supervisors are responsible for:

- ♦ Referring workers requesting assistance for drug and alcohol related issues
- ♦ Informing workers of the potential work-related problems that may arise from the use of drugs and alcohol
- ♦ Informing workers of their responsibilities in relation to workplace safety, conduct and performance
- ♦ Managing and monitoring workers whose work performance or conduct is adversely affected by the misuse or abuse of drugs or alcohol
- ♦ Providing information about referral to counselling, treatment and rehabilitation services where appropriate
- ♦ Appointing and co-operating with an appropriate organisation and/or officer of a State or Federal Authority to conduct drug and/or alcohol testing if/when required
- ♦ Managing Disciplinary Action appropriate to the circumstances of individual workers if/and when required
- ♦ Ensuring all workers, including contractors are aware of and comply with this procedure.

Workers, including volunteers and contractors, are not to undertake any work for GSI Cleaning Services PTY LTD whilst under the influence of alcohol or other drugs.

Workers who are aware of any change in the behaviour of co-workers and have grounds to believe that person's ability to work safely may be impaired, have a responsibility to report it to *their supervisor* so action may be taken immediately.

If a worker is required to take prescribed medication and is concerned about the health and safety effects of this medication he/she must discuss the concerns with his/her manager who will determine if there is a need to modify duties on a short term basis, or if sick leave must be taken.

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Procedure:

Reasonable Suspicion: "Reasonable Suspicion" is defined generally as: suspicion drawn from specific, contemporaneous, articulable observations concerning the appearance, behaviour, and speech or body odours of the individual or reliable information from another source.

1. Approaching a worker who may be under the influence:
 - ◆ Only *the Manager* should approach a worker who may be under the influence. "Reasonable Suspicion" should be assessed before approaching any worker who is suspected of being under the influence
 - ◆ Care needs to be taken when making this judgement in case the worker is ill or injured, taking prescribed medication or in some other form of distress, which may account for their behaviour
 - ◆ When approaching an apparently intoxicated worker it can be more effective and less confronting to talk in terms of their approach to safety and general work performance rather than their alcohol or drug use
2. As far as is reasonably practicable discuss the matter with the worker in a private location away from other people
3. It will then be explained to the worker that they have been approached for a breach of the Drug & Alcohol Policy
4. It will be made clear that there is Reasonable Suspicion that the worker is impaired by drugs and/or alcohol
5. The worker will be given the opportunity to explain the observed behaviour
6. After speaking with the worker, if Reasonable Suspicion is no longer held and no further action is required, the worker can return to duty
7. It will be clearly explained to the worker that refusal to submit to Reasonable Suspicion testing is a violation of this Procedure, which can lead to discipline, up to, and including, termination of employment
8. Where Reasonable Suspicion is confirmed, the worker will be advised that they are to leave the workplace
9. Suitable arrangements will be made to get the worker home safely
10. If drug or alcohol testing is not to be carried out:
 - ◆ The worker will be informed that they are to return to work unimpaired by drugs or alcohol on his/her next scheduled work period
 - ◆ The worker must report to *their Manager* upon return to work before returning to their work duties
 - ◆ A meeting will be arranged upon the worker's return to the workplace between the worker and *the Manager* to enable consultation to occur regarding any monitoring and management of the worker, or disciplinary action, as per the applicable HR policy and procedure.
11. Drug or alcohol testing:
 - ◆ Workers who are suspected of being under the influence of illicit drugs or alcohol whilst at work and deny this will be provided with the opportunity to undergo suitable testing by a medical professional. This testing will include blood and urine tests
 - ◆ Testing will be carried out in accordance with the Australian Standard AS4308:2008 "Procedures for Specimen Collection and the detection and quantisation of drugs of abuse in urine"
12. All health and medical information will be treated as strictly confidential and will be stored in accordance with the National Privacy Principles established by the Privacy Act 1998 (Commonwealth).

Disciplinary Action: Workers whose behaviour has placed the safety of themselves and others at risk will be subject to disciplinary procedures in accordance with the relevant award and/or employment agreement. This can include termination of employment or termination of contract for services.

This process will involve the conduct of an interview between the manager, worker and *union representative (if applicable)* or *health and safety representative (if applicable)*, a discussion of the unacceptable behaviour, offer of counselling assistance and verbal warning initially followed by written warning if the behaviour continues.

A further instance of concern within a 2-year period will result in a final warning and potentially termination of employment. If drug and alcohol testing has been conducted on an individual worker and a 1st positive test result returned: Repeated positive test results will accumulate for two (2) years from the date of the first positive. Three (3) positive test results in two (2) years of the first positive will lead to a review of the worker's employment status, which may include termination of their employment.

Support Services: Workers who believe that they may have a problem with illicit drug or alcohol consumption should approach their Manager who, after consultation may arrange suitable leave or alternate duties. Counselling services may also be offered to workers undergoing disciplinary action for being under the influence of illicit drugs or alcohol whilst at work.

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9.5 Return to Work Program

GSI Cleaning Services PTY LTD believes that its workers are GSI Cleaning Services PTY LTD's greatest assets. GSI Cleaning Services PTY LTD is committed to prevent injury and illness by providing a safe and healthy working environment.

Objective: The objective of the GSI Cleaning Services PTY LTD RTW Program is designed to assist injured workers to return to work as soon as medically appropriate, in a timely and safe manner and work with the medical community to help injured workers regain quality of life. This RTW Program will also assist injured workers, RTW coordinators and the PCBU to know their rights and responsibilities in respect of rehabilitation and the RTW process.

Scope: The Return To Work Program covers all workers who are "Deemed Employees" of GSI Cleaning Services PTY LTD as defined under Workers Compensation legislation.

Policy: GSI Cleaning Services PTY LTD is committed to providing a safe workplace, free of injury and disease, however in the event that a worker is injured while undertaking work tasks, strategies will be in place to ensure early intervention and support is available.

GSI Cleaning Services PTY LTD will:

- ◆ Ensure the injured worker's right to confidentiality of medical information
- ◆ Ensure that no information will be used to discriminate against the injured worker
- ◆ Nominate a Return to Work (RTW) Coordinator
- ◆ Establish a Return To Work Group, which may comprise the RTW coordinator, the injured worker (where medically able), the Nominated Treating Doctor, the WHS Manager, the HSR and the union delegates (if applicable)
- ◆ Ensure RTW Plans are completed within the legal timeframes
- ◆ Maintain a Register of Injuries
- ◆ Make offers for modified duties in writing (on the applicable forms) and provide these to the injured worker and nominated treating doctor/practitioner
- ◆ Comply with the PCBU's obligations written into and agreed upon in RTW plans
- ◆ Educate workers in relation to the causes of the injury and subsequent risk controls
- ◆ Keep records as required by the State Authority and relevant legislation
- ◆ Display an "If you are injured" (or similar) poster for workers
- ◆ Ensure all workers are aware of responsibilities and rights in relation to RTW through training and education
- ◆ Manage disputes through agreed procedures and legislative requirements
- ◆ Ensure all workers are familiar with and have access to this RTW as required
- ◆ Display the RTW Program at the workplace
- ◆ Review this RTW Program at least every 2 years, in consultation with relevant persons.

GSI Cleaning Services PTY LTD will not dismiss a worker as a result of a work related injury within 6 months of becoming unfit for employment. The aim of RTW is not to disadvantage an injured worker, but to ensure their RTW in an appropriate timeframe and dignified manner.

Workers of GSI Cleaning Services PTY LTD must participate in RTW by:

- ◆ Obtaining appropriate medical treatment
- ◆ For work related injuries, obtain a Medical Certificate from their nominated treating doctor/practitioner
- ◆ Contacting the PCBU as soon as possible after injury/illness
- ◆ Provide the PCBU with appropriate Workers Compensation forms and documentation
- ◆ Provide accurate information about any aspect of the Worker's Compensation claim
- ◆ Maintaining communication with the PCBU, rehabilitation provider and insurance agent in regard to their RTW
- ◆ Assisting to identify suitable modified duties
- ◆ Actively participating in and complying with the RTW Plan where agreed/reasonable
- ◆ Notify anything that may affect the RTW Plan or Worker's Compensation claim to the RTW Coordinator.

Procedure

RTW Coordinator: A suitably competent person is appointed as a RTW Coordinator.

The RTW Coordinator has:

- ♦ Authority and time to adequately consult, liaise and make decisions with the relevant parties, subject to the RTW Program and this procedure
- ♦ Ability to communicate across cultures, including ethnicity, gender and age
- ♦ Completed training as a RTW Coordinator (approved by State Authority)
- ♦ Knowledge and understanding of the obligations and rights of injured workers, PCBU's, rehabilitation providers, treating medical professionals and Insurance agents in respect of Injury Management & RTW programs.

The RTW Coordinator will:

- ♦ Develop, coordinate and monitor return to work strategies such as rehabilitation and RTW Plans and maintain regular consultation between injured workers, the PCBU and all treatment providers
- ♦ Assist in educating and informing all workers about the RTW Program and what to do if they are injured
- ♦ On behalf of the PCBU, ensure RTW for an injured worker is coordinated with and understood by managers, supervisors and co-workers
- ♦ Maintain appropriate documentation and records as required by the legislation
- ♦ Ensure the strictest confidentiality both written and verbal in respect of injured workers and Worker's Compensation.

Information: GSI Cleaning Services PTY LTD will ensure that workers are informed about their rights and responsibilities if they are injured on the job. Information posters (provided by Insuring agents and State Regulators) will be posted in accessible areas and workers will be consulted about this upon initial employment and periodically during their employment.

Workers rights include to:

- ♦ Nominate their own treating medical practitioner/doctor who will be involved in their RTW Plan
- ♦ Choose an accredited rehabilitation provider if necessary
- ♦ Be actively involved with the planning of their Return To Work.

Notification of Injuries:

- ♦ All injuries must be notified to the supervisor as soon as reasonably practicable
- ♦ GSI Cleaning Services PTY LTD will ensure that the injured workers receives appropriate First Aid / medical treatment as soon as reasonably practicable
- ♦ Worker injury claim forms will be available from the nominated Return To Work Coordinator
- ♦ The worker must nominate a treating medical doctor/practitioner who will be responsible for the medical management of the injury and assist with Return To Work
- ♦ Upon receipt of a Worker's Injury Claim form, GSI Cleaning Services PTY LTD will make contact with their Workers Compensation Insurance Agent and relevant State Authority within required timeframes (e.g. 48 hours).

Serious injuries and/or Notifiable Injuries will be notified to the relevant State Authority immediately and to the Worker's Compensation Insurance Agent as soon as it is possible to do so, once the Authority has been notified.

Return To Work: If a worker is unable to perform their pre-injury duties due to injury/illness, RTW strategies will be implemented upon receipt of the certificate of capacity from a registered medical provider.

The RTW Coordinator will consult with the injured worker, the treating medical provider and occupational rehabilitation provider (with permission from the injured worker) to assist the worker to Return To Work on acceptable/ agreed modified or light duties wherever possible.

Suitable Duties: GSI Cleaning Services PTY LTD is committed to providing support, aid, modified work environment and meaningful work for the time that the injured worker is incapacitated (or for a period required by the State Authority) and to ensure the workers can return to their pre-injury employment when they are at full capacity.

Suitable duties shall take into consideration the following factors:

- ◆ The nature and degree of the worker's incapacity and pre-injury employment
- ◆ Restrictions and exclusions outlined in medical certificates provided by the nominated treating doctor
- ◆ Worker's age, education, skills and work experience
- ◆ Where the worker lives (there may be restrictions on driving, walking etc)
- ◆ Suitable employment to match rehabilitation training
- ◆ Duties are to be productive and meaningful and not demeaning to the worker
- ◆ Any other relevant factors.

Options for suitable duties shall be in accordance with the following preferred order:

- ◆ Original duties within work area/shift, with modification of workstation and equipment where required
- ◆ Modified duties, hours, and/or work area
- ◆ Alternative duties at the same workplace, or different workplace, with appropriate training
- ◆ Retraining or further training and/or education
- ◆ Placement with another employer, in another job.

Return To Work Plans: GSI Cleaning Services PTY LTD will ensure the worker's early return to work where it is safe to do so. GSI Cleaning Services PTY LTD will develop an individual Return To Work Plan, when the injured worker, according to medical advice, is capable of returning to work, and the plan will be developed in consultation, and agreement with the RTW Group.

RTW plans will:

- ◆ Commence as soon as possible after the likely time off work is known
- ◆ Be based on the advice of the worker's own nominated treating health practitioner/doctor, and the work rehabilitation service provider
- ◆ Be developed with regard to the health and safety of co-workers
- ◆ Be developed in adherence to the injury management plan
- ◆ Be in compliance with the relevant legislation and agreed consultation procedures
- ◆ Be written using the Return to Work Plan agreed format and provided to the worker and their health care provider
- ◆ Be regularly evaluated, monitored and updated by the RTW Group
- ◆ Remain confidential at all times between the members of the RTW Group.

The RTW Plan will contain details such as:

- ◆ Worker name and contact details
- ◆ Job title and location
- ◆ RTW Coordinator name and contact details
- ◆ Worker's supervisor name and contact details
- ◆ Worker's Compensation claim number (if applicable)
- ◆ Aim & goal of suitable duties
- ◆ Days and hours of work
- ◆ Suitable duties
- ◆ Any duty restrictions or exclusions, capacity limits etc.
- ◆ Details of medical treatments and appointments to be attended during the period of effect of the RTW Plan e.g. physiotherapy
- ◆ RTW Plan commencement and completion date
- ◆ Review date
- ◆ Sign off agreements - worker, nominated treating doctor, employer representative, and any other relevant person.

Dispute Resolution: If any disputes in respect of the RTW Program or RTW Plan arise, GSI Cleaning Services PTY LTD will work together with the injured worker's RTW Group to try and resolve them.

If GSI Cleaning Services PTY LTD is unable to resolve the dispute, we will seek external assistance from the relevant State Authority.

9.5.1 Return To Work Plan

Worker Details	
Worker Name	Claim No.
Job Title	Department/Workplace
Address	
Phone (home)	Phone (work)
Email	
Employer (PCBU) Details	
Organisation Name	
Address	
Supervisor Name	Phone (Work/mobile)
Email	
RTW Coordinator Name	Phone (Work/mobile)
Email	
Workers Compensation Provider Details	
Name of Insurer	
Address	
Contact Person	Phone (Work/mobile)
Email	
Nominated Treating Doctor	Phone
Address	
Email	

Plan Details				
RTW Plan Start Date		RTW Plan Review Date		
RTW Goal: <input type="checkbox"/> Same employer / same job <input type="checkbox"/> Same employer / modified job <input type="checkbox"/> Same employer / different job location		<input type="checkbox"/> Same employer / new job <input type="checkbox"/> New employer / new job <input type="checkbox"/> Other rehabilitation option		
Work restrictions / specific work activities to be avoided - listed on the current medical certificate (if any):				
Agreed actions to be completed to enable the injured worker to RTW:				
Person responsible:		Signature:		
Suitable Duties & Work Schedule				
WEEK	DATE/DAY	WORK HOURS	DUTIES	RESTRICTIONS
General comments:				
Appointments / Medical Treatments Schedule				
Date	Time	Appointments / Medical treatments (E.g.: Doctor Physio/Specialist/RTW Coordinator/ Rehab Provider/ Other)		
The following persons have agreed to the above RTW Plan:				
Injured Worker Signature			Date	
Supervisor / PCBU			Date	
RTW Coordinator			Date	
Nominated Treating Doctor			Date	

9.6 Mobile Phone Policy

Mobile phones offer an extremely convenient method of communication with fellow workers and clients. They can however pose a safety hazard when used in certain circumstances.

Objective: GSI Cleaning Services PTY LTD aims to protect the safety of our workers by implementing risk management strategies in regard to the use of mobile phones at the workplace.

Scope: This policy applies to all workers at GSI Cleaning Services PTY LTD workplaces, irrespective of their employment arrangements, and visitors.

Policy: Mobile phones are used as a communication tool as and when required, but must not impose risk to the health and safety of persons on GSI Cleaning Services PTY LTD workplaces.

The use of personal mobile phones within the workplace is only permitted at the discretion of the **PCBU / Manager** for specific occasions/situations, and must be used with care and consideration, and in accordance with the Mobile Phone Procedures at all times. Personal mobile phones should not be used to make business calls.

The following uses of mobile phones are considered unacceptable within the workplace:

- ♦ Accessing the internet or any websites
- ♦ Text messaging, where it is considered excessive by the supervisor and/or is affecting work performance
- ♦ Text or verbal messages that contain inappropriate and/or sexually explicit materials or content
- ♦ The taking of personal calls, where it is considered excessive by the manager/supervisor and/or is affecting work performance
- ♦ Text messaging supervisors / managers to notify them of non-attendance at work
- ♦ To intimidate, bully, harass or victimise any person or persons.

9.7 Mobile Phone Procedure

Health concerns regarding mobile phones: The scientific literature has to date provided no concrete evidence that long term mobile phone usage creates a health hazard. As more research is undertaken this possibility cannot be ruled out.

Objective: The objective of this procedure is to outline how GSI Cleaning Services PTY LTD manages the hazards and risks involved with the use of mobile phones (and similar electronic devices) at the workplace and while driving vehicles and /or plant (on or off workplace).

Scope: This procedure encompasses the use of mobile phones (and similar electronic devices) on GSI Cleaning Services PTY LTD workplaces, and during work tasks involving driving of vehicles and/or plant including travel to and from the workplace. This procedure covers both GSI Cleaning Services PTY LTD owned mobile phones, worker's personal mobile phones and other persons' mobile phones.

Responsibilities:

GSI Cleaning Services PTY LTD is responsible to:

- ♦ Identify work situations and tasks that may present hazards and risks to workers in regard to the use of mobile phones and similar electronic devices
- ♦ Implement policies and procedures to effectively manage, and reduce the hazards and risks associated with the use of mobile phones and similar electronic devices in the workplace
- ♦ Provide mobile phone hardware to workers as required enabling them to safely and productively carry out their work tasks for GSI Cleaning Services PTY LTD
- ♦ Regularly monitor and review the Mobile Phone Policy and Mobile Phone Procedure, in consultation with relevant workers, to ensure its appropriateness and effectiveness.

Supervisors / managers are responsible to:

- ♦ Ensure that personal mobile phone usage is kept to periods during rest or lunch breaks, unless in an emergency situation, or as approved by the **PCBU**
- ♦ Encourage workers within their area of responsibility to take due care with any communication equipment that is issued by GSI Cleaning Services PTY LTD
- ♦ Initiate warnings/disciplinary action where necessary, and advise the PCBU if further action is required
- ♦ Assist with investigations, disciplinary action for workers within their area of direct responsibility in relation to compliance with this procedure

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- ♦ Following review of phone accounts, determine appropriate action and co-ordinate relevant personnel to address inappropriate usage – warning, disciplinary action and/or recovery of costs
- ♦ Arrange for the provision of phone hardware to workers as required (purchase, stock, replacement & repairs & maintenance).

Workers are responsible to:

- ♦ Be familiar with, understand and follow the GSI Cleaning Services PTY LTD Mobile Phone Policy and Mobile Phone Procedure in relation to the use of mobile phones and other similar electronic devices while undertaking work for GSI Cleaning Services PTY LTD
- ♦ NEVER use a mobile phone when it may jeopardise the safety, health or wellbeing of a person/s
- ♦ Take all reasonable care to safeguard and maintain their work issued mobile phone
- ♦ Be aware that misuse such as inappropriate use of mobile phones may lead to disciplinary action and recovery of costs
- ♦ Report immediately any lost or stolen mobile phones to the relevant supervisor / manager so that arrangements can be made to lock the phone and wipe all data.

Procedure: The use of mobile phones while operating designated plant or machinery, and/or when carrying out specified “High Risk” work is strictly prohibited.

During the conduct of all other work tasks all workers must:

- ♦ Use a land line wherever possible
- ♦ Limit the number and duration of calls where practical
- ♦ Use a hands free set when ever available
- ♦ Ensure their mobile phone is switched off at service stations while fuelling vehicles
- ♦ Securely fix the mobile phone to your person, and in such a way as not to impede performance or pose a personal risk to yourself and others in the workplace
- ♦ Turn mobile phones off prior to the commencement of any meeting, with the exception of designated WHS Managers who are on duty.

Mobile phones - driving a vehicle / operating equipment

It is a legal requirement to use a hands free attachment for your mobile phone while driving.

However, as research indicates that mobile phone use while driving is dangerous, GSI Cleaning Services PTY LTD strictly prohibits worker use of mobile phones (and other similar electronic devices e.g. ipads, e-tablets etc.), either hands on or hands free, while driving a vehicle.

GSI Cleaning Services PTY LTD workers **must not** use a mobile phone or similar electronic device to receive or place calls, text messages, surf the Internet, check phone messages, or receive or respond to email while driving a vehicle.

Workers who are driving are required to stop the vehicle in a safe location so that a mobile phone or similar device can be used safely, when making or receiving a call is considered to be necessary.

The same prohibition for the use of mobile phones applies to drivers / operators of plant or equipment as determined by GSI Cleaning Services PTY LTD management and/or if listed as a control in a Risk Assessment or SWMS.

Mobile phone - ownership & maintenance

Mobile phones issued by the organisation remain the property of the organisation and must be returned to the organisation if employment services are ceased. Mobile phone batteries must be maintained according to manufacturer's instructions to ensure longevity. Workers must report damage, loss or theft of their mobile phone to the PCBU so a replacement can be organised. GSI Cleaning Services PTY LTD's mobile phone preferred carrier and the mobile phone plan structure must not be altered without prior authorisation. The number of calls made on the mobile phone must be limited to essential business calls.

Mobile phones - worker owned

All mobile phones owned by workers' must be switched off during business hours. They may be switched on during official breaks and at the completion of the break they must again be switched off. When a friend or relative needs to contact you, in the case of an emergency, they may call for you on the work number. The only exception to this guideline is by permission from the PCBU for specific occasions / situations. Any damaged or lost personal mobile phones at work will be the responsibility of the owner of the mobile phone, not GSI Cleaning Services PTY LTD.

9.8 Workplace Bullying Policy

GSI Cleaning Services PTY LTD recognises the risk to worker health and safety from exposure to bullying at work and has adopted a ZERO tolerance policy.

Objective: The objective of this policy is to outline strategies and mechanisms to prevent incidents related to Workplace Bullying and to respond to any reported instances or complaints in relation to Workplace Bullying at GSI Cleaning Services PTY LTD.

Scope: This policy applies to all persons who work for GSI Cleaning Services PTY LTD, irrespective of their individual employment arrangement. This procedure covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces / locations including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

Policy: Bullying is defined as “repeated, unreasonable behaviour, directed toward workers, who may create a risk to health and safety in the workplace.”

Bullying can include:

- ◆ Verbal abuse
- ◆ Demeaning language
- ◆ Threats
- ◆ Outbursts of anger or aggression
- ◆ Humiliation
- ◆ Physical or verbal intimidation
- ◆ Excluding or isolating workers
- ◆ Deliberately:
 - Assigning meaningless tasks
 - Unrealistic volume of tasks
 - Withholding information that prevents persons from working effectively
 - Changing rosters to inconvenience person

GSI Cleaning Services PTY LTD will engage a 3-part approach to bullying.

1. Prevention:
 - a. Training workers about what constitutes bullying behaviour
 - b. Creating awareness of the health and safety risks associated with bullying
 - c. Encouraging reporting
2. Investigation:
 - a. All reports will be investigated by suitably trained persons
 - b. All cases will be investigated in a fair, unbiased manner following set guidelines
3. Control
 - a. Control strategies will be put in place that include (where relevant):
 - i. Re-assigning tasks/shifts/work locations
 - ii. Mediation (internal or external)
 - iii. Counselling
 - iv. Disciplinary action that could result in termination of employment.

9.9 Workplace Bullying Procedure

Workplace Bullying is unlawful under State and Federal legislation. Non-compliance with this procedure will result in disciplinary action and workers may be legally liable for breaches of State and Federal Workplace Bullying laws.

Objective: The objective of this procedure is to provide a mechanism to assist in the prompt, confidential and effective resolution of complaints of workplace bullying.

Scope: This procedure covers any and all forms of Workplace Bullying that directly impacts any workers and others at GSI Cleaning Services PTY LTD as defined by the relevant State WHS legislation and Federal Bullying legislations.

Responsibilities:

At GSI Cleaning Services PTY LTD, *the PCBU* is responsible for ensuring that:

- ♦ GSI Cleaning Services PTY LTD provides a safe workplace for all people where there is a demonstrated zero tolerance of proven workplace bullying behaviour
- ♦ There is an effective Workplace Bullying Procedure and supportive mechanisms in place
- ♦ All workers are trained and familiar with the Workplace Bullying Procedure
- ♦ Review of the Workplace Bullying Procedure is conducted as required.

The *Manager* is responsible for:

- ♦ Maintaining and reviewing the Workplace Bullying Procedure as required
- ♦ Ensuring all workers understand and are familiar with the Workplace Bullying Policy & Procedure
- ♦ Assisting relevant workers with informal or formal notifications and resolutions of workplace bullying matters or concerns
- ♦ Informing and consulting with the PCBU regarding any reported workplace bullying matters or concerns as necessary
- ♦ Be familiar with relevant investigation procedures
- ♦ Remain impartial and treat all cases fairly
- ♦ Manage each case in a confidential and timely manner
- ♦ Respond to all reported cases
- ♦ Ensure prompt referral to support/mediation
- ♦ Oversee controls and follow-up as required
- ♦ Maintaining records required by legislation relating to workplace bullying.

Managers / Supervisors/HSR's are responsible for:

- ♦ Identifying any inappropriate behaviour in the workplace that may lead to workplace bullying
- ♦ Ensuring all workers they supervise understand what is considered to be appropriate and inappropriate behaviour in a workplace in respect of workplace bullying
- ♦ Assisting relevant workers with informal notifications and resolutions of workplace bullying matters or concerns as required
- ♦ Informing and consulting with the *Manager* regarding any reported workplace bullying matters or concerns as necessary
- ♦ Maintaining records required by legislation relating to workplace bullying.

All workers are responsible to:

- ♦ Ensure their behaviour in the workplace is appropriate for the work environment at all times
- ♦ Not act in a manner which could be considered or interpreted as being workplace bullying against other person/s
- ♦ Follow reasonable directions in respect of workplace bullying whilst working at GSI Cleaning Services PTY LTD
- ♦ Cooperate with investigations and follow ups regarding bullying issues and/or complaints as required
- ♦ Report bullying to supervisor and/or complete incident report form.

Procedure:

A person who has been the subject of conduct which they believe constitutes workplace bullying may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided by a complainant will be kept confidential and will not be shared with any other person without the express consent of the complainant.

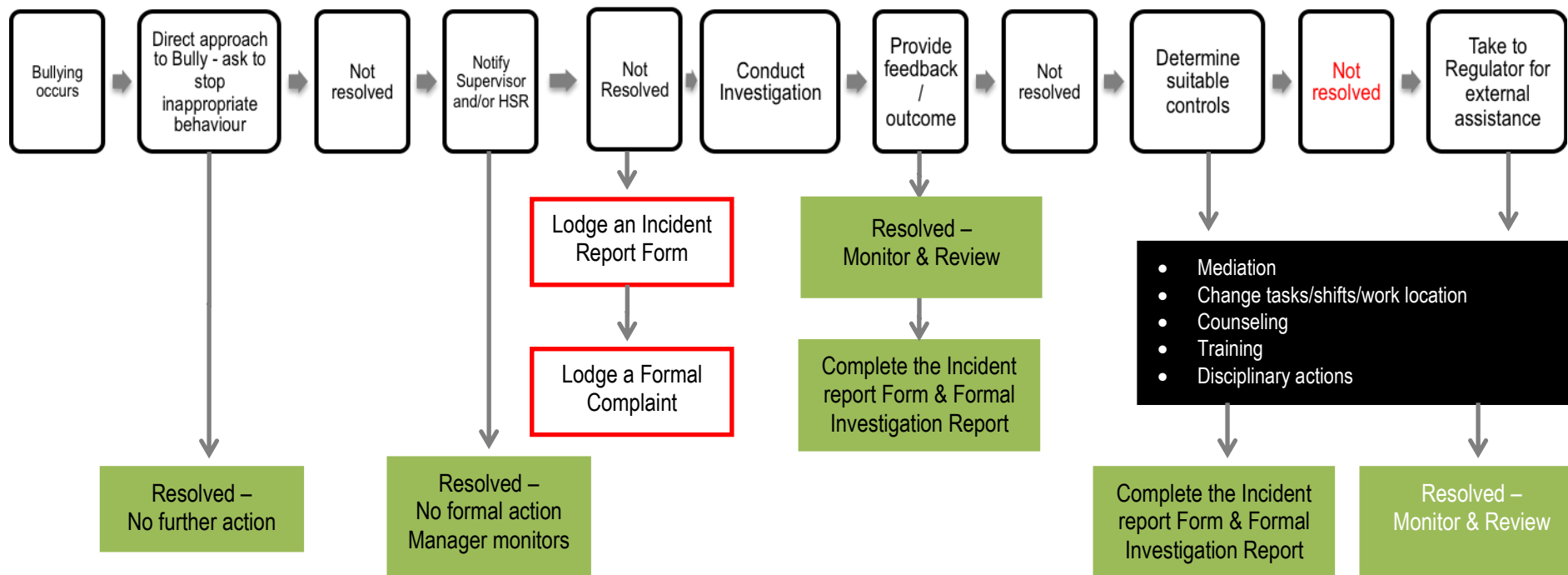
Informal Complaint:

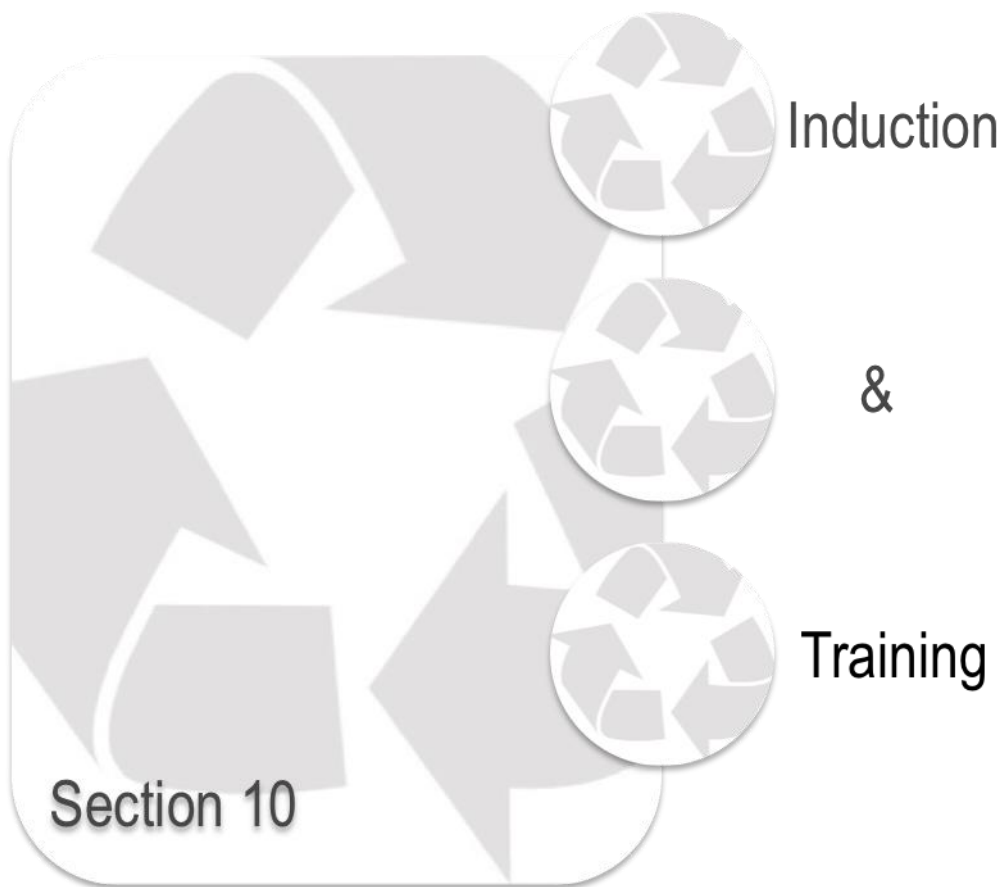
1. The complainant may wish to communicate directly with the person with whom they have a concern and ask that they refrain from further conduct of that nature
2. If direct communication is not possible, or does not resolve the complainants' concerns they should then discuss the matter with their Manager, who will explain possible strategies for dealing with the conduct complained of
3. The complainant should complete a Incident / Injury Report Form and submit it to PCBU
4. The complainant, in consultation with Manager, will decide on a course of action to attempt to resolve the matter
5. If deemed appropriate, GSI Cleaning Services PTY LTD may be able to assist in the informal resolution process by the appointment of a mediator agreed to by the parties involved, who may be able to help the parties resolve the matter
6. Once a satisfactory resolution is achieved, the matter will be monitored to ensure there are no re-occurrences or further concerns
7. Documentation will be kept during the resolution process.

Formal Complaint:

1. Where a complainant's endeavours to resolve a complaint informally have failed, he or she may choose to make a formal complaint
2. The particulars of the complaint should be submitted, in writing, to the PCBU, this would include a completed Incident / Injury Report Form and any supporting statements or documents
3. The PCBU will investigate the complaint in consultation with the relevant persons. The investigation will follow and apply the principals of Natural Justice
4. Once the investigation has been completed, the PCBU will make a finding as to whether workplace bullying has occurred, or whether it is likely to have occurred
5. An appropriate course of action will then be decided and implemented, in consultation with all relevant persons
6. Where formal disciplinary action against a worker employed or engaged by GSI Cleaning Services PTY LTD, this shall be instituted in accordance with the disciplinary procedures applicable to the worker concerned. Disciplinary action will be initiated in accordance with these procedures.
7. If and when required, and in accordance with relevant legislation, assistance to achieve an acceptable resolution will be initiated by GSI Cleaning Services PTY LTD management from the appropriate external Authority.

9.9.1 Workplace Bullying Flow Chart





10.1 Training, Competency & Induction Policy

Training is vital to assist workers to perform their work safely. GSI Cleaning Services PTY LTD will arrange training, which covers health and safety issues related to tasks being performed, as well as training in the overall approach to health and safety taken by our organisation. GSI Cleaning Services PTY LTD will provide WHS induction for workers at any workplace where individual workers are assigned.

Objective: To provide WHS induction and training to all workers and contractors to ensure they have the skills and competencies to work in a manner that is safe and without risks to health.

Scope: This policy covers all persons who are directed and/or engaged to undertake tasks at GSI Cleaning Services PTY LTD workplaces / locations including employees, independent contractors, work experience students, trainees, apprentices, volunteers.

Policy

GSI Cleaning Services PTY LTD will:

- ◆ Conduct training needs analysis across the organisation
- ◆ Develop formal training needs and competencies for position requirements at all levels, including management
- ◆ Provide formal induction programs for new and transferred workers and contractors
- ◆ Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers if required
- ◆ Ensure training is competency based
- ◆ Record all training
- ◆ Review effectiveness of training
- ◆ Provide training for languages other than English and other relevant learning barriers.

Training will include:

- ◆ All health and safety policies and procedures for the organisation
- ◆ Licenses and competencies to perform tasks
- ◆ Specific hazards and risk controls
- ◆ Consultation and communication arrangements
- ◆ Incident reporting and corrective actions
- ◆ Emergency Response
- ◆ First Aid.

All workers required to undertake remote/isolated work will receive training for all tasks to be undertaken and all relevant SWMS/emergency response/ first aid procedures.

All managers and supervisors will be provided with additional training to ensure that they are aware of their responsibilities under the WHSEMS. This training includes legislative responsibilities for managers and supervisors, health and safety representatives training plus training in the principles of risk management.

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10.2 Training & Competency Assessment Procedure

GSI Cleaning Services PTY LTD is committed to provide training to all workers to ensure they have the skills and demonstrated competencies to work in a manner that is safe and without risks to health and safety.

Objective: The objective of this procedure is to outline GSI Cleaning Services PTY LTD's procedure on WHS training and competency assessment in accordance with the requirements of WHS legislation.

Scope: This procedure covers training and competency assessment developed, implemented and undertaken at GSI Cleaning Services PTY LTD workplaces.

Responsibilities:

At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ◆ Provision of budget, resources and time allocation to enable workers to undergo training and competency assessment in accordance with the requirements of the WHS legislation
- ◆ There is an effective worker training & competency assessment procedure and system in place
- ◆ Review of the Training & Competency Procedure is conducted as required.

The WHS Manager is responsible for:

- ◆ Sourcing training and licensing service provision from qualified and suitable training service providers and the co-ordination of timetabling of training delivery for workers
- ◆ Maintaining and reviewing the Training and Competency Procedure as required
- ◆ Ensuring all workers complete training and competency assessments as required
- ◆ Informing and consulting with the PCBU / CEO regarding worker training and competency
- ◆ Maintaining records required by legislation relating to worker training and competency, such as the Worker Training, Competency and Induction Register for GSI Cleaning Services PTY LTD.

Managers / Supervisors are responsible for:

- ◆ Informing workers about the requirement to participate in and completion of training and competency assessment as per the normal requirements of their position
- ◆ Ensuring that all workers complete training and are assessed as being competent to perform their duties and ensuring adequate allocation of time and resources for workers to complete training as required
- ◆ Assisting with the co-ordination of the training of workers they are responsible for, with the WHS Manager.

All workers are responsible for actively participating in and completing training and competency assessments (on-the-job, internal/external courses, formal qualifications, licenses) relevant to the performance of their position whilst working at GSI Cleaning Services PTY LTD.

Procedure

GSI Cleaning Services PTY LTD will:

- ◆ Conduct training needs analysis across the organisation and develop formal training needs and competencies for position requirements at all levels, including management and designated First Aiders
- ◆ Record all completed training and competency assessments on the Worker Training, Competency & Induction Register as appropriate
- ◆ Determine, assess & record the training & competency needs and levels of workers and contractors
- ◆ Provide formal training and competency assessment programs for new and transferred workers and contractors
- ◆ Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers
- ◆ Ensure training is competency based
- ◆ Utilise the First Aid Worker Register for workers assigned with First Aider duties
- ◆ Review effectiveness of training
- ◆ Provide training for languages other than English and other relevant learning barriers
- ◆ Provide managers and supervisors with additional training to ensure that they are aware of their duties & responsibilities under the GSI Cleaning Services PTY LTD WHSEMS and the WHS legislation.

A refresher of Training or Re-Certification will be provided if it becomes evident that a worker is unfamiliar with any aspects of their training or if they are determined, via assessment & consultation, to be no longer competent to perform their job tasks by the PCBU.

10.3 Workplace Induction Procedure

GSI Cleaning Services PTY LTD is committed to provide timely, appropriate and effective WHS Induction to all workers to improve workplace safety levels and in accordance with the obligations and requirements of WHS legislation.

Objective: The objective of this procedure is to outline GSI Cleaning Services PTY LTD's procedure on WHS Workplace Induction, which is conducted for workers before they commence work at individual workplaces under the direction and or control of GSI Cleaning Services PTY LTD.

Scope: This procedure covers workplace induction training developed, implemented and undertaken at GSI Cleaning Services PTY LTD workplaces.

Responsibilities:

At GSI Cleaning Services PTY LTD the PCBU is responsible for ensuring that:

- ◆ There is an effective Workplace Induction Procedure and system in place
- ◆ All workers are trained and familiar with the Workplace Induction Procedure and complete their Workplace Induction as required by the procedure
- ◆ Review of the Workplace Induction Procedure and the Workplace Safety Rules is conducted as required.

The Area Manager is responsible for:

- ◆ Maintaining and reviewing the Workplace Induction Procedure as required
- ◆ Ensuring all workers complete their Workplace Induction prior to commencement of work
- ◆ Ensuring all workers are familiar with and understand the Workplace Safety Rules, and have easy access to the Workplace Safety Rules at each workplace
- ◆ Informing and consulting with the PCBU regarding Workplace Inductions
- ◆ Maintaining worker induction records, including the Worker Training, Competency and Induction Register
- ◆ Informing workers & others about the requirement to participate in and complete a Workplace Induction prior to commencement of work
- ◆ Ensuring all workers are familiar with and understand the Workplace Safety Rules
- ◆ Ensuring that all people complete their Workplace Induction within the required timeframe.

All workers are responsible for actively participating in and completing the Workplace Induction and for following reasonable directions in respect of safety procedures, and the Workplace Safety Rules whilst working at GSI Cleaning Services PTY LTD.

Procedure:

1. The inductee (new worker) will be informed that they are required to participate in and complete the Workplace Induction
2. The Inductee will be provided with a copy of the Workplace Safety Rules for workplaces they are required to work at
3. **Area Manager** will allocate a time and place for the Workplace Induction to be carried out, including an explanation of the Workplace Safety Rules, giving adequate notice to the new worker and in consultation with managers
4. **Area Manager** works through the induction, including the Workplace Safety Rules with the inductee, step by step, and ensures that all the necessary workplace inspection and information is provided during the induction
5. In consultation with the inductee, **Area Manager** completes the Workplace Induction Checklist, as each part of the induction is successfully completed
6. The Workplace Induction Checklist is given to the inductee to sign and a signed copy is provided to:
 - a. The inductee (the worker)
 - b. The Human Resources Manager
 - c. The WHS Manager
7. Additional Workplace Induction will be provided if there are any changes to the workplace that affect the health and safety of workers that requires new information / training to be given to workers
8. A refresher of the Workplace Induction will be provided if it becomes evident that the worker is unfamiliar with any aspects of the induction or if they are determined to be deliberately non-compliant with workplace safety procedures by the appropriate manager
9. Worker Training, Competency and Induction Register entry is completed for each worker and is maintained by **Administration**.

10.3.1 Workplace Safety Rules

General workplace rules have been included in the table below. Please delete any that are not applicable and amend as necessary for visitors, workers and contractors. They must be workplace-specific, easy to understand, and include sufficient information to ensure they can be followed. Ensure workplace rules are displayed where they are accessible to relevant persons.

****A safe system of work must be developed for any hazardous works undertaken at the workplace.**

INDUCTION	<ul style="list-style-type: none"> All workers/ visitors must receive a site-specific induction, including explanation of the workplace Safety Rules All relevant persons must read and follow the workplace Safety Rules
SUPERVISION	<ul style="list-style-type: none"> All workers must be adequately supervised Supervision levels will be decided on risk level of task and experience of workers Visitors will be accompanied by site representative at all times whilst at the workplace
LICENSING / PERMITS PPE	<ul style="list-style-type: none"> All persons must have appropriate and current licences and permits Eg: driver's licence, Working with Children All workers/visitors must wear designated PPE when at the workplace PPE must meet relevant Australian Standards PPE must be suitable for the type of work and the hazards involved PPE must be kept in good working order, clean and hygienic PPE must be of suitable size and fit to be reasonably comfortable for workers to wear for required duration PPE must be maintained, repaired and replaced as per manufacturer's instructions Workers must be trained in the proper selection, use, maintenance and storage of PPE Workers must use PPE for its designed purpose and comply with information, training and instructions for use
SECURITY	<ul style="list-style-type: none"> All persons must follow security protocols at the workplace Access/Exit to the workplace will be controlled to prevent unauthorised access All persons must sign-in and make their presence known to workplace management representative
SAFE WORK PROCEDURES (SWP's)	<ul style="list-style-type: none"> SWP's must be developed in consultation with relevant persons for high-risk tasks SWP's are to be provided to the PCBU and must contain suitable risk controls SWP's must be complied with at all times Copies of relevant SWP's must be kept at the clinic at all times and accessible to workers Adequate supervision must be provided to ensure SWP's are being followed SWP's must be reviewed and monitored as required SWP's must be updated to reflect any changes required and all updates communicated to relevant persons
HAZARDOUS WORK	<ul style="list-style-type: none"> A safe system of work will be developed, written and implemented for hazardous work undertaken at the workplace. This will include the following as relevant: <ul style="list-style-type: none"> Noise Hazardous Manual Tasks Plant & Equipment Remote or Isolated Work Hazardous chemicals

DRUGS & ALCOHOL	<ul style="list-style-type: none"> Persons must not operate any plant or equipment whilst under the influence of drugs or alcohol Alcohol and illegal drug use will not be tolerated at this workplace. Persons are not to arrive at the workplace under the influence of alcohol or illegal drugs and must not partake of these substances whilst on any GSI Cleaning Services PTY LTD's premises Workers must abide by the Drug and Alcohol Policy and Procedure
ELECTRICAL SAFETY	<ul style="list-style-type: none"> All electrical equipment must be inspected before use Unsafe electrical equipment or installations will not be permitted at the workplace All electrical equipment must be tested and tagged as per WHS legislation and relevant Australian Standard Suitable Residual Current Devices (RCD's) must be in use for all socket outlets and portable electrical equipment at the workplace Electrical work on energised equipment is not permitted unless authorised A documented Risk Assessment must be completed before any work on electrical plant or equipment commences.
WORKER RESPONSIBILITY	<ul style="list-style-type: none"> All persons at the workplace must treat each other professionally Workplace bullying and/or violence or practical jokes will not be tolerated at this workplace Workers must take reasonable care for their own health and safety and ensure that their actions (or inactions) do not put others at risk Workers must comply with SWMS, policies and procedures at the workplace Workers must participate in health and safety meetings and agreed consultative arrangements where possible
WORKPLACE AMENITIES	<ul style="list-style-type: none"> Amenities may be shared and should be left in a clean and hygienic manner, free of contamination Amenities must only be used for the purpose that they are designed for All persons are responsible for cleaning the break room areas Workers are invited to discuss the adequacy of workplace amenities at any time to ensure they meet the requirements of the workplace Toilet facilities are provided Wash/showering facilities are provided Lunch room/break rooms are provided
HOUSE KEEPING	<ul style="list-style-type: none"> All persons at the workplace must clear away waste in a reasonable timeframe to avoid build-up of waste materials Waste materials must not be stored in walkways or other areas where it may pose a risk to others Spills must be cleaned up quickly
HAZARDOUS CHEMICALS	<ul style="list-style-type: none"> SDSs must be provided for all chemicals – including fuels, brought to the premises Chemical waste must be disposed of responsibly and in accordance with the Chemicals Management Policy and Procedure
MOBILE PHONES	<ul style="list-style-type: none"> Persons operating mobile plant/vehicles must not use their mobile phones. This includes making and receiving calls, sending/receiving texts, or accessing any other features
SMOKING	<ul style="list-style-type: none"> Smoking cigarettes is not permitted in the workplace Outdoor smoking stations have been set up at some specified sites
PUBLIC SAFETY	<ul style="list-style-type: none"> All persons at the workplace must take reasonable care to protect members of the public from risks arising from work undertaken at the workplace All persons must follow procedures, such as task-specific SWMS, to protect public from risks associated with hazardous work and use of hazardous chemicals Materials must not be thrown from heights into areas where person may be below Where pedestrian detours are required, pathways must be free of traffic, plant, equipment, live electrical cabling, slips, trips, falls risks and other hazards Workers must comply with all EPA and other Regulator-issued licences and permits designed to protect the public

10.3.2 Workplace Induction Checklist - SAMPLE

GSI Cleaning Services PTY LTD will provide a workplace-specific induction for all workers, labour hire workers and contractors prior to any work being conducted for GSI Cleaning Services PTY LTD. Visitors to GSI Cleaning Services PTY LTD workplace/s will be supervised at all times and given a specific induction as required.

The following checklist, or similar, will be utilised for workers, labour hire workers and contractors for the workplace-specific inductions:

Item:	Y	N	N/A	Item:	Y	N	N/A
Workplace rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Task-specific risk controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace access / egress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SOP/SWP/Risk assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace hazards/risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PPE requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace risk controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fit For Work requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency assembly areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency evacuation route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Safety of personal equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency contact details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Go Zones for pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parking areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nearest medical facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supervisory arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trained First Aid personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disciplinary procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact details for First Aiders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location of amenities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of first aid kit/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location of break room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of fire protection equip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location of administration forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Safety Representatives (HSR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Injury/incident procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WHS Manager details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location of drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacts details for HSR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lockout/Tagout procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultative arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Working around mobile plant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazard reporting procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Anti-Bullying protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Money Handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling & Waste Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I have been provided with a workplace-specific induction prior beginning work for this workplace and understand the hazards, risks, controls and safety rules that apply to this workplace. I understand what is expected of me and agree to work in a safe manner in compliance with relevant WHS requirements.

Name of Inductee (Print)

Signature:

Date:

Inducted by (Print):

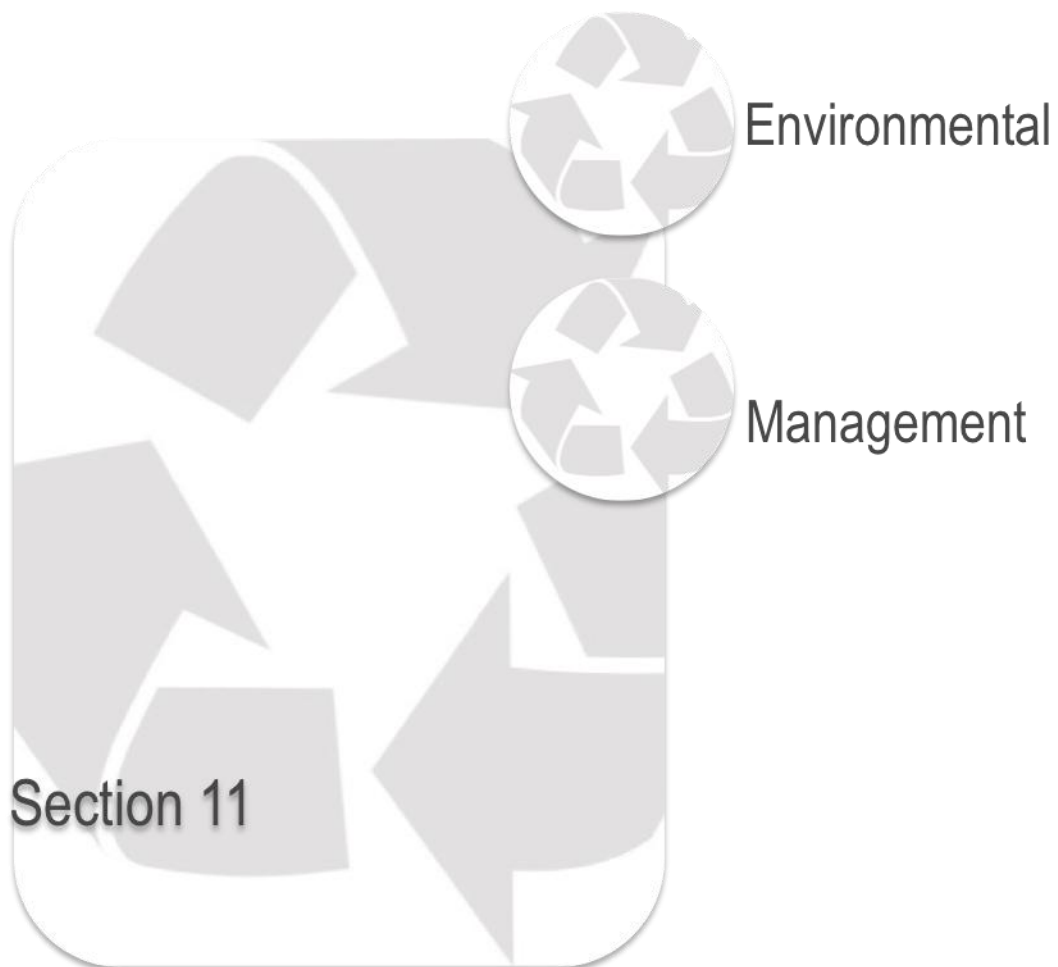
Signature:

Date:

10.3.3 Worker Training, Competency & Induction Register

Organisation Name:	Date:	Person responsible:
Location:	Review Date:	Job Title:

Worker Name	Workplace Induction Training Completed		Purpose of Training E.g.: First Aid, Chemical handling, Task or Workplace Specific	Licensed/Trained in all tasks to be performed?		Licence / Certificate / Competency level achieved	Expiry Date	Training Delivery E.g.: Face to face, on-line, on-the-job, TAFE etc.	Refresher Training Date	Worker Sign off	Manager sign off
	Yes	Date		Yes	No						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
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	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>						



11.1 Environmental Policy

GSI Cleaning Services PTY LTD recognises its moral and legal responsibility to minimise damage to the environment caused by work activities. This commitment extends to ensuring that operations do not unnecessarily endanger flora, fauna, sensitive areas or present concerns to members of the public and community.

Objective: The objective of this plan is to actively work towards elimination and reduction of negative effects to the environment by ensuring environmental impacts are incorporated into all levels of the organisation and utilising best practice techniques wherever possible.

GSI Cleaning Services PTY LTD will endeavour to minimise impact on the following:

- ♦ Atmospheric emissions (including odour)
- ♦ Site contamination and spills
- ♦ Damage to flora and fauna
- ♦ Storm water contamination
- ♦ Chemical spills / accidental release
- ♦ Unnecessary energy consumption.

To fulfil this commitment, GSI Cleaning Services PTY LTD, will observe all environment laws and promote environmental awareness among all workers to increase understanding of environmental matters.

GSI Cleaning Services PTY LTD will actively:

- ♦ Assess its "Eco-footprint" to identify environmental impacts and move towards more sustainable practices
- ♦ Identify waste streams and options for effective waste management
- ♦ Improve purchasing (buy recycled materials, "Buy Quiet", reduce waste, use less harmful/volatile chemicals)
- ♦ Avoid purchasing over-packaged products
- ♦ Refuse to purchase unethical or unsustainable products
- ♦ Improve storage (reduce quantity, waste and spills, reduce odours by keeping containers closed)
- ♦ Conserve energy (eco-friendly lights, turn lights off, emergency efficient equipment, greener fuel sources – such as LPG)
- ♦ Purchase electricity from energy providers supplying energy from renewable sources if possible
- ♦ Conserve water (install water saving accessories, repair leaks)
- ♦ Preserve waterways (clearly mark and protect storm water drains)
- ♦ Emergency planning and spill response (including consideration of environmental impact)
- ♦ Seek appropriate licenses/permits from State Environmental Protection Agencies and other relevant Authorities
- ♦ Consult with indigenous community representatives regarding potential heritage and indigenous significance
- ♦ Improve education/awareness
- ♦ Notify relevant authority in the event of a major environmental impact.

Responsibilities: The PBCU is committed to:

- ♦ Integrating environmental consideration into all aspects of GSI Cleaning Services PTY LTD operations
- ♦ Compliance with all relevant legislative requirements and co-operation with Regulatory bodies
- ♦ Consultation with workers and other parties to improve decision-making on environmental matters
- ♦ Identification of environmental issues, assessment of risks and implementation of best practice controls to limit negative impacts to the environment
- ♦ Development, implementation and review of written work procedures
- ♦ Distribution and communication of information and work procedures
- ♦ Training and supervision to workers to ensure written procedures to minimise environmental impacts are followed.

Workers are expected to:

- ♦ Take reasonable care, and consideration, of environmental impacts while at work
- ♦ Co-operate with GSI Cleaning Services PTY LTD to enable compliance with legal obligations
- ♦ Participate in consultative arrangements in relation to environmental matters
- ♦ Assist management to meet environmental targets/key performance indicators.

Action Plan: The PCBU will continue to only use bio-degradable cleaning products.

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11.1.1 Environmental Hazard Assessment Checklist

Use this checklist to identify environmental hazards specific to the work area. Once completed, the checklist will be provided to management for follow-up of any required actions.

Name of person completing checklist:			Date:		
Management Sign off:			Date:		
#	Potential Hazard Area	Compliant	Non-compliant	N/A	Further action Y / N
1	Is there an Environmental Policy for this workplace?				
2	Have all relevant persons been trained in environmental management and protection?				
3	Have environmental hazards at this workplace been identified?				
4	Has an environmental risk assessment been undertaken for this workplace?				
5	Have suitable risk controls been put in place for this workplace?				
6	Have Safety Data Sheets (SDS) been obtained for all chemicals at the workplace?				
7	Are all chemicals stored as per instructions in SDS?				
8	Have spill kits been provided for chemicals at the workplace?				
9	Have all relevant persons been trained in clean up of spills?				
10	Are chemicals stored in original containers in bunded areas?				
11	Is fire protection equipment available and accessible at the workplace?				
12	Have all waste streams for this workplace been identified?				
13	Are suitable receptacles in place for each waste stream?				
14	Are waste receptacles located clear of sensitive areas such as rivers, waterways, public areas?				
15	Have records been kept of all documents required under environmental legislation?				
16	Other issues as required:				

11.2 Waste Management

GSI Cleaning Services PTY LTD is committed to successfully conserving natural resources and is aware of the importance of waste management and reducing waste to landfill.

Objectives

- ♦ To ensure the overall amount of waste is kept to a minimum
- ♦ To ensure the handling, stockpiling and disposal of waste does not adversely impact the environment or community
- ♦ To ensure waste is disposed of meeting local, State and Federal requirements.

GSI Cleaning Services PTY LTD will meet these objectives by the following:

- ♦ Implementing the waste hierarchy:
 - Avoid
 - Reuse
 - Recycle/Re-process
 - Dispose
- ♦ Use of biodegradable and recycled/reprocessed substances and materials wherever possible
- ♦ Design production or manufacturing processes to minimise off-cuts or waste and energy use
- ♦ Reuse materials wherever possible
- ♦ Development of purchasing procedures to ensure:
 - Number of items with expiry dates are kept to a minimum
 - Items have minimal packaging
 - Less hazardous cleaning products selected wherever possible
- ♦ Identify waste sources/ streams
- ♦ Provide appropriate receptacles for each waste stream. Ensure these are labelled
- ♦ Conduct regular inspections/audits to ensure waste is separated as required
- ♦ Waste receptacles will not be stored in close proximity to sensitive areas such as waterways or stormwater drains
- ♦ Incompatible wastes are kept separate
- ♦ Follow manufacturer's instructions for disposal of cleaning chemicals (refer to SDS) along with local waste disposal facility directions
- ♦ Chemicals waste will be stored in banded areas
- ♦ No Littering policy will be implemented. All cleaning work related litter will be picked up immediately and disposed of in appropriate receptacle
- ♦ Materials contaminated by leaks (such as fuel or oils) will be stored in a sealed container and transported to a suitable waste facility
- ♦ Contaminated water will be disposed of following State Authority requirements
- ♦ Water use will be minimised with the use of aerated taps, trigger action hoses, low flow nozzles, repairs of leaks. Water will be re-used where possible
- ♦ Waste collection will be arranged at regular intervals to ensure no adverse impacts on the environment and community (such as overfilling of receptacles and subsequent littering, odour, pests or other disturbances).

11.2.1 Waste Stream Management Register

Waste Stream	Disposal Method

Worker Agreement

I _____ (*Worker's name*) _____ (*Business name*) have read the policies and procedures in the GSI Cleaning Services PTY LTD WHSEMS. After reading the WHSEMS I have had the opportunity to raise any questions or issues that required clarification with my PCBU. I confirm that I understand the policies and procedures in the WHSEMS and that I am aware that breaches of these policies will be subject to disciplinary action, including possible termination of employment or contract for services.

Worker's Name _____

Worker's Signature _____ Date _____

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Glossary

Act: A law (legislation) passed and enacted by a state or territory parliament, also commonly known as an Act of Parliament. Acts are the principal pieces of law covering, in this case, health and safety in the workplace.

Approved Code of Practice (COP) is a practical guide to achieving the standards of WHS required under WHS legislation. A COP applies to anyone who has a duty of care in the circumstances described in the code. Mostly, following an approved COP would achieve compliance with the health and safety duties in the WHS Act, in relation to the subject matter of the code. Approved COP's are admissible in court proceedings under the WHS legislation. Compliance with the WHS legislation may be achieved by following another method, such as a technical or an industry standard, if it provides an equivalent or higher standard of WHS than the code.

Bunding: A retaining system designed to contain the contents of a tank or chemical storage in the event of a rupture/spill or leak.

Contractor: A contractor is any person (other than an GSI Cleaning Services PTY LTD employee) or a company performing work for, or on behalf of GSI Cleaning Services PTY LTD.

Controlled document or record: Any document for which distribution and status are to be kept current by the issuer to ensure that authorised holders or users have available the most up to date version.

Corrective Action: A corrective action is an action, which is taken to eliminate the cause of an identified compliance breach or a hazard.

Dangerous Goods: Dangerous Goods within the meaning of the Dangerous Goods (Road and Rail Transport) Act 2008 and the regulations under that Act.

Decibel: A unit used to measure the intensity of a sound or the power level of an electrical signal by comparing it with a given level on a logarithmic scale.

Eco-footprint: The amount of productive land appropriated on average by each person (in the world, a country, etc.) for food, water, transport, housing, waste management, and other purposes.

Ecological: The science of the relationships between organisms and their environments.

Emergency service:

- a. Rural Fire Authority; or
- b. Fire Brigade (State); or
- c. Ambulance Service; or
- d. State Emergency Service; or
- e. Police (State).

Employee - A person employed under a contract of employment or contract of training. An employee is not a contractor.

Fit For Work: A person is in a state, physically and psychologically, to perform tasks assigned to them competently and in a manner, which does not compromise the health or safety of themselves or others in the workplace.

Hazard: A hazard is a source or a situation with a potential for harm in terms of human injury or illness, damage to property, damage to the environment, or a combination of these.

Hazardous Chemical: means a chemical that meets the criteria for classification as being hazardous according to the WHS Regulations. A **Substance** is any natural or artificial substance, whether in the form of a solid, liquid, gas or vapour.

Hierarchy of Control - A hierarchical structure of actions that can be used to control risk, listed in order of effectiveness.

Incident - An incident is any unplanned event resulting in, or having a potential to result in injury, ill health, damage or loss.

L_{A90} noise levels: Those noise levels that are exceeded for 90% of each sample period.

Manifest: A manifest is different from a register. A manifest is a written summary of specific types of dangerous goods that are used, handled or stored at a workplace. A manifest is only required where the quantities of those hazardous chemicals exceed prescribed threshold amounts. Its primary purpose is to provide the emergency services organisations with detailed information they require and includes warehouse plans and emergency contact details. A manifest must be prepared when the quantity of dangerous goods exceeds the quantities listed in the "Manifest Quantity" column in the relevant WHS Regulations schedule. The manifest must comply with the requirements of Schedule 12 of the WHS Regulations. A manifest quantity is the quantity referred to in Schedule 11 of the WHS Regulations, table 11.1, and column 5 for that hazardous chemical.

PCBU stands for "Person who Conducts a Business or Undertaking". The definition of a PCBU is similar to an employer, however it is termed PCBU to ensure other relevant relationships (such as someone who commissions work, or a landlord) are recognised under the WHS legislation.

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Placard: A sign or notice that is displayed in a prominent place, next to a container or storage area for Dangerous Goods at a workplace. It contains information about the Dangerous Goods in containers or in a storage area. Placards are placed on trucks / vehicles transporting Dangerous Goods.

Plant: includes -

- a. Any machinery, equipment, appliance, implement and tool; and
- b. Any component of any of those things; and
- c. Anything fitted, connected or related to any of those things.

Regulations: Regulations are law that is created under the authority of an Act. Regulations are subordinate to an Act and are the secondary level of law covering, in this case, health and safety in the workplace.

Risk: Risk is a combination of the likelihood and consequences of any injury or harm occurring.

Safety Data Sheet (SDS): Information containing data regarding the properties and effects of a particular chemical that must be provided by the manufacturer, supplier or importer of the hazardous chemical/dangerous good. Safety Data Sheets must be current – within 5 years of the issue date and meet specific legislated format requirements.

Self-employed person - means a person, other than a PCBU, who works for gain or reward otherwise than under a contract of employment or training.

Toxicological: The study of the nature, effects, and detection of poisons and the treatment of poisoning.

Volunteer means a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses).

WHS Documents: Include, but not limited to policies, procedures, guidelines, programs, agreements, forms, checklists, templates, Risk Assessments and safe work procedures.

WHS Records: Include, but not limited to audit reports, workplace inspections, Risk Assessments, safe work procedures, training plans and registers, WHS meeting minutes, emergency evacuation reports, health monitoring reports, document control registers, inspection testing and monitoring reports and corrective action registers.

Worker: is a person, who carries out work in any capacity for a PCBU, including work as:

- a. An employee, or
- b. A contractor or subcontractor, or
- c. An employee of a contractor or subcontractor, or
- d. An employee of a labour hire company who has been assigned to work in the person's business or undertaking, or
- e. An outworker, or
- f. An apprentice or trainee, or
- g. A student gaining work experience, or
- h. A volunteer, or
- i. A person of a prescribed class.

Workplace – means a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be while at work. A workplace includes:

- a. A vehicle, vessel, aircraft or other mobile structure; and
- b. Any waters and any installations on land, on the bed of any waters or floating on any waters.

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