

# **DRA Enterprises Australia (P/L) trading as**



# **Safety Handbook**

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## **1. INTRODUCTION**

The purpose of this handbook is to provide employees with an outline of their responsibilities in order to provide a safe and healthy workplace whilst working for Dale Group.

This handbook is not intended to cover all the safety measures needed in the workplace or on site. It covers only those aspects common to all persons present. A construction site/workplace free of all hazards cannot be achieved by control of the site alone; it requires understanding and co-operation from everybody to ensure no accidents occur.

This handbook is not a replacement for the Occupational Health & Safety Act 1984 and the Regulations but a re-enforcement of their intent.

**REMEMBER – YOUR ACTIONS ARE YOUR RESPONSIBILITY**

**DON'T BLAME OTHERS**

## 2. Duty of Care

### The Company

Dale Group shall as far as is practicable, provide and maintain a safe working environment free of hazards and with minimal risk for all persons within the workplace. Management is responsible for the development, promotion and implementation of health and safety policies and procedures – our aim is to achieve world best practice in Occupational Health and Safety standards, for all in our workshop and at our construction sites.

### The Employee

To achieve our commitment you are obliged to comply with OHS legislation and cooperate with Dale Group. All health and safety policies and procedures must be followed and please ensure that you do not expose yourself or others to any unsafe act. Think about the consequences of your actions. Report all known or observed hazards to one of the managers.

**People learn by example so remember to always think and work safely**

## 3. Occupational Health & Safety Policy

### Obligations

Dale Group Australia recognizes it's moral and legal responsibility to provide a safe and healthy work environment for its employees, contractors, customers and visitors, and is committed to achieving high Occupational Health and Safety Standards in the construction industry. This commitment extends to ensuring that the organization's operations do not place the local community at risk or injury, illness or property damage. All company officers share the responsibilities for developing, implementing and reviewing OHS plans and procedures and maintaining a safe work environment.

### Objectives

To fulfil our Occupational Health and Safety obligations Dale Group Australia will:

- Demonstrate best practice, and strive to achieve a culture that promotes the highest standard of work related health and safety
- Develop, implement and maintain an effective OHS Management system and ensure its continuous improvement
- Maximize accountability and promote a consultative decision-making approach to managing OHS risks

- Comply with applicable OHS legislation, standards, guidelines and codes of practice
- Systematically reduce adverse impacts on the workplace, and the risk of work-related incidents, injuries, disease and workplace fatality through early identification and the effective management of workplace hazards and risks
- Eliminate the use of drugs and alcohol and prohibit employees, contractors and visitors affected by the same from all our workplaces
- Implement and maintain an effective injury management and rehabilitation program that aims to fully rehabilitate employees as quickly as practicable
- Enhance awareness of the OHS risks associated with the company operations and provide effective communications, training and resources to manage and minimize these risks
- Periodically review the OHS management system to ensure continuing suitability, adequacy and effectiveness
- Provide safe plant and systems of work through procedures and instructions
- Provide a safe and healthy working environment through consultation, co-operation and constant attention to OHS within the organisation
- Provide support and assistance to employees, and ensure all employees and contractors can participate in the identification, assessment and elimination or control of all hazards relating to OHS

### **Responsibilities**

Each management representative is accountable for implementing this policy in their area of responsibility. Management is responsible for:

- The provision and maintenance of workplace in a safe condition
- Involvement in the development, promotion and implementation of health and safety policies and procedures
- Training employees in the safe performance of their assigned tasks
- The provision of resources to meet the health and safety commitment

Employees are to

- Follow all health and safety policies and procedures
- Report all know or observed hazards to their immediate supervisor or manager

### **Application of this Policy**

This policy is applicable to all operations. It is endorsed at the most senior level and displayed at all work locations.

## 4. SAFE WORKING

Careful attention shall be given to safe working arrangements. Employees must therefore ensure any potential hazards introduced by the work are clearly identified and guarded. Each person carrying out work on site must be the holder of all the necessary certificates, licences, and permits as required.

If you are uncertain about the safety of any work situation, you should request clarification with a manager before proceeding with the work.

Read the following General Safety Rules. Know them and apply them as they provide the framework for a safe work environment.

### **General Safety Rules**

1. Do what you are told, follow instructions and don't take chances. If you don't know, ask.
2. All workshop/site rules, signs and instructions must be obeyed.
3. Report any hazardous condition or practice you think may cause harm or damage to equipment.
4. Never, under any circumstance is a phone to be used or answered whilst operating machinery.
5. Use the right tools and equipment for the job and use them safely.
6. Keep everything you use in its right proper place. Keep your work area clean and orderly.
7. Equipment is not to be altered, adjusted, repaired or used without authorization.
8. If an accident occurs, regardless of how minor, report it to the manager immediately.
9. Get first aid promptly
10. Wear all required personal protective equipment. Keep it in good condition.
11. No practical jokes/horseplay or running: avoid distracting others; the workplace is not a place for jokes.
12. Do not wear loose clothing or jewellery around machinery. It may catch on moving equipment and cause a serious injury.
13. Pile materials, skids, bins, boxes or other equipment so as not to block aisles, exits, fire fighting equipment, electrical lighting or power panels, valves etc.

**14. FIRE DOORS AND AISLES MUST BE KEPT CLEAR**

**15.** Use compressed air only for the job for which it was intended. Do not clean your clothes with it and do not fool with it.

**16.** Observe smoking regulations. Smoking is not permitted on Dale Group Sites

**17.** Shut down your machine before cleaning, repairing or leaving.

**18.** Do not operate machines or equipment until you have been properly instructed and authorised to do so by your supervisor.

**19.** Use designated passages when moving from one place to another; never take hazardous shortcuts.

**20.** Lift properly – use your legs, not your back. For heavier loads, ask for assistance.

**21.** Do not adjust, oil or clean moving machinery.

**22.** Keep machine guards in their intended place.

**23.** Do not throw objects.

**24.** Clean up spilled liquid, oil or grease immediately

## **5. Personal Protective Equipment**

### **PPE Policy**

Dale Group shall as far as is practicable eliminate or control hazards in the workplace. Personal Protective Equipment (PPE) shall only be employed as a control measure where:

- 1.** It is not otherwise practicable to eliminate or control the hazard effectively; or
- 2.** as an additional protective measure to existing control mechanisms

Notwithstanding the above, the Company shall supply and maintain PPE for staff as necessary to ensure that they are adequately protected from hazards in the workplace. All protective equipment provided by the Company shall comply with current and relevant Australian Standards. Personal protective equipment supplied by the Company will remain the property of the Company.

Staff, contractors and visitors shall use PPE as required by the Company and shall immediately inform the site manager of any defects or deficiencies in such equipment of which they become aware.

Managers and supervisors shall ensure that:

- 1.** All tasks performed are assessed to determine the requirement for PPE;

2. The selection, supply and maintenance of PPE is suitable and sufficient to adequately protect the users from hazards;
3. All persons required to use PPE receive appropriate instruction in the safe use and maintenance of PPE;
4. The requirement to use PPE is enforced; and
5. Clear and appropriate signs are displayed in areas where PPE must be worn

### **Minimum PPE Requirements**

The minimum standard of PPE to be worn on Dale Group sites is:

- Safety Helmet
- Safety Footwear
- Safety Clothing
- Safety Glasses

Make sure you wear the PPE provided. It is your responsibility to use and care for it – don't leave it lying around.

### **PPE Specific Requirements**

- Fall arrest equipment. To protect against falls from height and for working outside the protection of a guardrail.
- Hearing protection. If either the equipment you use or others near you use is loud then hearing protection must be worn.
- Hand protection. When handling anything rough, hot, sharp etc. gloves must be worn
- Arc-shield for welding
- Face shield for welding
- Full face visor and dust mask for mechanical wire brushing
- Dust mask for operations generating dust/mist/fumes

## **6. Plant and Equipment Safety**

Only qualified, certificated operators are permitted operate cranes and other classified equipment where a license is required. Personnel are to keep clear of plant movements and follow the directions given by persons guiding the equipment. Appropriate signage and barriers/bunting are to be in place when using plant or equipment to ensure others

are not placed at danger. Under no circumstances at all, shall an operator answer or use a phone whilst operating plant or equipment.

### **Electrical Equipment**

All electrical tools and extension cords must be tagged for the current period.

It is still the responsibility of the operator to check for damage prior to use, even though the equipment is tagged.

An “out of service Danger” tag shall be used if equipment is faulty, damaged or broken. The tag indicates that equipment or circuits are not to be used until repaired and/or inspected by qualified personnel.

Please ensure that the circuit you use to connect your electrical equipment is protected by a Residual Current Device (RCD). When turning on electricity to an electrical power tool, the operator must check that the switch on the tool is in the off position.

Electrical power tools must be disconnected prior to changing attachments or carrying out repairs or maintenance.

### **Machinery Guards**

Guarding of machinery is for your protection. Unless you are carrying out maintenance on a machine no guard is to be removed from any equipment or machine. If a guard is missing then the equipment or machine must be tagged accordingly. If machinery has moving parts that you believe should be guarded, but are not, it should be reported to the manager. If guards are faulty or damaged the machine should be tagged and not used. Under no circumstances are guards to be tampered with or made inoperable.

### **Hand Tools**

Used incorrectly or in poor condition they can be very dangerous. Almost all hand tool injuries would be avoided if a few basic rules are followed:

#### **Select the right tool for the right job.**

- Use it properly, as designed
- Make sure it is in good condition and keep it that way
- Put it away safely, immediately after use
- Have a place for every tool and keep it there when not in use
- Don't carry sharp tools in your pocket. Carry them in your toolbox

- Don't place tools where they may dislodge

**A hand tool will not abuse you unless you abuse it.**

### **Cranes and rigging**

Crane operators must hold the appropriate certificate of competency. Only certified riggers/doggers or personnel working under their direct control are permitted to carry out rigging work as defined by the OHS legislation. All rigging equipment is required to be inspected visually by the operator. All heavy lifts will be the subject of a risk assessment using the SWMS format.

## **7. Working at Heights**

### **Elevated Work Areas**

Elevated work areas will be protected by guardrails and kick boards. No work will commence on a roof, formwork or unprotected areas unless they have been inspected and approved by the site manager.

### **Scaffolding and Fall Protection**

Scaffolding over 2 metres is only to be erected or modified by a licensed scaffold/rigger. All scaffolding above 4 metres in height shall use the Scaffold Tag system. As per AS 1576.1. All working platforms are to be secure, have edge protection in the form of handrails, kickboards and an access ladder.

A mobile scaffold must not be moved whilst a person is on it.

Where practical suitable scaffolding, work platforms or edge protection shall be provided where the potential exists for a person to be exposed to injury as a result of:

- Falling from a height
- Falling through a floor penetration
- Falling from exposed edges

Interference with scaffolding is not permitted. Inform the manager if alterations are required.

Employees required to work outside the protection of a guardrail shall wear fall arrest equipment. Persons using any form of harness must be trained in its use and able to demonstrate their competency.

### **Falling Objects**

When working above other workers always ensure that loose objects are unable to fall. Secure loose equipment and place all hand tools into your toolbox.

## Ladders

Before using a ladder check the following:

- It is long enough to protrude 1 meter above the landing platform.
- That it is secured at the top
  - If you are erecting a ladder, have someone to support it while you secure it at the top
  - That it is at the correct angle (1 in 4 )
  - That there are no obvious signs of damage or wear
  - When climbing up or down the ladder ensure there are 3 points of contact at all times

**Ladders are not to be used as work platforms**

## 8. Safe Work Procedures

### Safe Work Method Statements (SWMS)

Safe Work Method Statements outline a safe method of performing a job/task. Safe Work Method Statements must be completed for every procedure of work. SWMS include:

- Program of work, materials, time, staff and identification of potential problems
- Provide guidelines for appropriate information, instruction, training & supervision
- Risk assessments

### Mobile phones

The use of mobile telephones in the Dale Group factory and on site is restricted. Mobile phones have the potential to become a hazard in a manufacturing/construction site. Mobile phones are prohibited whilst using machinery of any kind.

### Fire Prevention

A clean and tidy workplace is the best method of fire prevention. Always dispose of rubbish and clean up fuel and liquid spillages immediately.

### Fire Extinguishers

Know the location of fire extinguishers and fire hydrants prior to commencing work.

## **Gas Welding and Cutting**

The following rules must be obeyed:

- Only trained and competent operators are to use the equipment – unauthorised use is prohibited
- Flash arrestors must be fitted to cylinders and hand pieces.
- Use appropriate PPE
- Use warning signs to designate area, which must also be ventilated

A fire extinguisher suitable for the purpose must be immediately available

- Always operate and store gas cylinders upright

## **Electrical Welding**

The following rules must be obeyed:

- Use appropriate PPE for complete protection, against burns and ultra violet light
- A fire extinguisher suitable for the purpose must be immediately available
- Welding leads must not be coiled while in operation
- Used electrode stubs must be discarded properly
- Only approved electrode holders to be used
- The earth lead must be attached to the work NOT adjacent building structures or pipe work
- Screens must be used and ensure suitable warning signs are erected.

## **Excavation and Trenching**

Always erect signs and bunting around excavations or trenches. Never remove signs or bunting from excavations unless directed by the manager. Do not use vibrating equipment in or near an excavation.

If you are working in an excavation always notify the manager and ensure there is a method of getting out quickly.

## **Signs and Bunting**

Signs and bunting are to be erected around excavations, persons working above, Craneage, demolition etc.; take heed of what the signs say. If warning signs and bunting are ignored the results could be fatal.

## **Noise**

The average maximum permissible level of noise over an eight hour day is 85 db. Action should be taken to reduce noise or work away from noise if it is temporary. Noise can cause communication problems, stress and after prolonged exposure, hearing loss. Use PPE to reduce your exposure.

## **Practical Jokes & Horseplay**

Horseplay and practical jokes create unplanned events and can be fatal. They will not be tolerated and are strictly prohibited.

## **Cleanliness**

Cleanliness is important in maintaining a safe workplace. Ensure that you keep your workplace clean and tidy at all times. Rubbish must be disposed of immediately in the bins provided. Do not rely on others to clean up and maintain your workplace.

You are required to:

- Ensure floor surfaces, furniture and equipment are adequately protected;
- Clean up work sites regularly, and at the end of each working period;
- Clean up materials along transfer routes at the end of transfer activity;
- Correctly dispose of waste;
- Control dust and fumes associated with work area. This may mean erecting temporary partitioning or installing temporary ventilation systems. It may also require changing protective clothing or cleaning feet before leaving work areas;
- Consider the effects of noisy activity and contain it, or plan it to cause minimum disruption to Dale Group' activities
- The use of petrol, diesel fuel, and/or LPG operated equipment is restricted, a Hot Work Permit is required;
- No naked flame appliances are to be used on site without approval;
- Chemical substances with high flammability such as Alcohol, Benzene, Toluene, Xylene, Methylated Spirits, petroleum products and derivatives, must only be used under special conditions – Hot Work Permit required.

## **Lunch Rooms**

Dale Group provides a lunch room which is the only area where food may be consumed. The room must be kept clean and tidy at all times. Rubbish and leftovers must be placed in the bins provided.

### **Material Safety Data Sheets (MSDS)**

A file containing MSDS shall be kept in the workshop admin area. MSDS must be read prior to handling or using hazardous materials. All hazardous materials must be stored correctly as agreed by the manager.

If any material or substance with a hazardous nature is used, a copy of the MSDS will be kept with the product or person using the product.

Hazardous materials brought on to the premises without the manager being in possession of the MSDS will require the product to be removed from the site until such time as the supplier provides the MSDS.

### **Public safety**

The work place is not a meeting area for family, friends or members of the public. People other than employees or contractors are specifically forbidden from the workplace unless specifically requested.

### **Children on Site**

Children are not permitted on site under any circumstances.

## **9. Environment Management Policy**

Dale Group Australia is aware of the need to minimize the impact of its operations on the environment. We have implemented a systematic management approach to controlling waste and minimising pollution of the environment. Consideration for our environment is integral to the management of our organisation.

The company will comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risks to health or the environment.

Dale Group Australia managers are to ensure that the environmental policy and supporting program are effectively implemented in their areas of control and to support supervisors and hold them accountable for their specific responsibilities.

- Supervisors are responsible and accountable for taking all practical measures to ensure that:-
- the workplace or worksite under their control is free from polluting the environment and
- any refuse or waste product is to be removed, controlled, or treated to prevent pollution of the environment and
- all environmental legislative requirements are being met

- Supervisors are accountable for detecting any unsafe or unhealthy condition.
- Supervisors who do not have the adequate authority to fix a problem must report the matter promptly together with any recommendations for remedial action to a company director.
- The company director will ensure that prompt remedial action is taken to minimise any environmental impact.

All employees and contractors are required to co-operate with management so that the policy, program, procedures and legislative obligations are effectively observed to minimise any impact on the environment

## **10. Incident, Injuries & Hazards**

### **OHS Dispute Resolution**

Where any employee or contractor encounters what they believe to be a safety hazard they shall immediately report their concerns to their manager or OHS Manager. As soon as possible, after an issue is reported, the manager will meet and try to resolve the issue. Employees and contractors shall endeavour to maintain continuous productive work during this procedure. Employees cannot leave the workshop or site over any OHS grievance except with prior consent from the manager. Details relating to the resolution will be set out in writing to the satisfaction of all parties.

### **Incident & Injury Reporting**

We require that all incidents (first aid, near misses where no injury has occurred and more serious injuries) to be reported to the manager or OHS Manager. This will ensure the events surrounding the incident, accident or near miss can be investigated and remedial action implemented to prevent a recurrence.

An incident and injury report form is included in all staff folders, and available in the workshop admin area to assist with incident and injury reporting. These must be completed for all incidents and handed to a manager or the OHS Manager immediately.

### **First Aid**

In the event of an injury, first aid must be sought after immediately and the incident reported to the manager. If it is deemed necessary to leave, take directions from the manager.

## **Hazard & Risk Management Reporting**

Dale Group encourages the reporting of workplace hazards. Look out for hazards both real and potential and assess the risks associated with each hazard. A hazard report form should be completed for all identified hazards. Some things to check are:

- Can you or anyone else be struck by or make injurious contact with anything?
- Can you be caught in, on, or between anything?
- Can you strain, over exert, slip, or trip on anything?
- Can you fall from where you are working or injure a fellow worker?
- Can you be exposed to any injurious condition such as gas, heat, fumes etc.?
- Can damage to equipment or the environment occur?

All hazards should be immediately reported to the manager or Manager. A Hazard Report form is included in all Staff Folders and is available in the workshop admin area.

All hazards, incidents and injuries and other relevant OHS issues will be a regular item of discussion at our staff meetings.

## **Procedure for Work Cover injury reporting**

The injured employee must complete a Work Cover claim form and attach Work Cover medical certificates. These documents are given by the employee to the manager, who forwards all documentation on to the Insurer.

The manager should contact the injured worker to determine the estimated absence from work.

The manager liaises with insurer to determine need for medical assessment, investigation or rehabilitation referral. An Injury Management Plan is then developed in association with the injured person, insurer and medical advisors. The injured worker and relevant managers are advised of the Injury Management Plan.

Managers are required to provide restricted, suitable or alternative duties where required. Suitable duties are provided in accordance with the operational needs of the business.

## **Injury Management & Rehabilitation Policy**

Injury Management & Rehabilitation is the planned and coordinated process of restoring the health and productivity of employees following the occurrence of a work related injury.

The underlying principle of Dale Group Australia's Injury Management Plan is that rehabilitation in the workplace, rather than at home or in a medical institution, is both more effective & more productive.

The components of Dale Group Australia's program include:

- Injury Management – Prompt medical diagnosis & treatment to maximize the rate & extent of recovery. Initial return to work guidelines are established and implemented between worker, manager and doctor.
- Rehabilitation – In cases where recovery and return to work are not successful within 2-4 weeks from injury, an approved rehabilitation provider may become involved in the process. Involvement from the worker, manager and doctor remain essential to the process.

The purpose of Dale Group Australia's rehabilitation policy is:

- To facilitate an early, effective & safe return to meaningful employment
- To establish that rehabilitation is the accepted & normal practice following injury, illness or disease
- To ensure that the rehabilitation plan is implemented by management, using the resources of the treating doctor or rehabilitation provider, and in consultation with employees, to ensure availability of the necessary elements and resources for an effective rehabilitation program
- To ensure a co-operative team approach between the injured worker, management, employees, treating doctors and rehabilitation providers
- To ensure the provision of suitable employment, including modified or alternative duties, consistent with medical opinion, will be made available to all injured workers at the earliest opportunity
- An individual return to work plan is established with the injured employee who is unable to work for 7 calendar days or more. This plan will be developed at the earliest opportunity, in consultation with the injured worker and their treating practitioner.
- Consultation and communication with all workers in the development and review of the occupational rehabilitation program and individual return to work plans
- To maintain the confidentiality of rehabilitation participants who will not be disadvantaged by their involvement in a rehabilitation program

## **Procedure**

When injury occurs, the following procedure will be followed:

- It is the employee's responsibility to notify the Company of an injury as soon as is practicable.
- Once the company is notified of an injury, it will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible, and will conduct an investigation.
- The manager will initiate early contact with the injured worker, and where appropriate, with the treating Doctor.
- The Company will notify its insurers of injuries, based on the State's Reporting Requirements.
- In the event that an employee sustains a minor injury at work and it is determined by a medical practitioner that they are unable to perform their normal duties in full, the manager will:
  - 1) ensure completion of an Accident & Incident Report
  - 2) allocate appropriate duties and advise the employee
  - 3) record the rehabilitation program & monitor the employee's progress
  - 4) upon medical clearance, return the employee to normal duties
- In the event that an employee sustains an injury and is likely to be unfit for their pre injury duties for 7 days or more as a result of a work related incident, the manager will:
  - 1) establish contact with the injured worker to ascertain the extent of the injury and the expected length of absence from work and obtain the employee's authorization to information ( Consent Form)
  - 2) discuss the provision of alternative duties with the employee
  - 3) fill out a return to Work Plan and Offer of Suitable Duties
  - 4) monitor & Review the progress of the injured worker, maintain a case file and protect the confidentiality of the information on this file
  - 5) upon medical clearance, return the employee to normal duties

## **Termination**

Whilst every endeavor will be made to provide rehabilitation to the injured worker, in some situations this will not be possible. If not, the company will consult with the employee prior to termination of employment due to illness or injury.

# 11. MANUAL HANDLING

## 1. Manual Handling Policy

Dale Group Australia is committed to ensuring a healthy and safe workplace through the identification, assessment and control of manual handling roles in the workplace.

All manual handling risks will be re-assessed and controls applied in accordance with risk management principles.

Staff will be provided with instruction to enable them to perform manual handling activities without risk to health.

All staff are required to follow the Safe Work Method Statement provided for manual handling tasks.

## 2. Manual Handling Training

Trainer Name:		Position:	
Location of training:		Date of training	
Employee sign off:			
Trainer sign off:			

### TRAINING INFORMATION

#### SMART Lifting Techniques:

##### Size up the load:

- How heavy is it?
- Do I need any help?
- Where is it going?
- Is the intended path clear?
- Which is the best way to hold it?
- How safe is my footing?

##### Move close to the load:

- Stand as near to the load as possible
- Spread your feet shoulder width apart
- Balance one foot slightly in front of the other



**A**lways bend your Knees:

- Maintain a low back curve as you bend
- Get a sure grip with both hands
- Tighten your abdominal and back muscles

**R**aise the object using your legs:

- Keep your head up
- Hold the load close to your body
- Lift smoothly and steadily while breathing out

**T**urn by moving your feet

- Pivot your feet to face the direction you are going
- Turn shoulders and hips together
- Avoid twisting or jerking movements
- Bend your knees and set the load down smoothly

#### **PUSHING LOADS**

- Stay close to the object
- Get a good grip on it
- Keep your back straight, stomach in and knees bent
- Lean in the direction that you are pushing
- If it is heavy, keep one foot in front of the other and your knees bent (this keeps you well balanced should the object move)
- Don't stack cartons too high. This can block your vision
- Ensure the load is stable
- Ensure that the load is not exceeding the weight limit on the trolley. You will be able to tell if it is over stocked as it will be a struggle to push

### **3. Team Lift**

#### **Team Lift**

Dale Group Australia has developed a Team Lift Policy for all Dale Group Australia staff in relation to lifting heavy objects. Further to providing a general Manual Handling Policy on lifting this Team Lift Policy has specifically been written to ensure that staff are working together to lift objects that are potentially unsafe.

All staff must remember that your safety is your responsibility. You must make conscious and sensible decision in relation to your own safety every day. Do not do something if you think it is unsafe, especially lifting. You are responsible for your own safety and it is Dale Group Australia policy that if you:

- Feel an object is too heavy
- Have an object over 20 kg's

- Are feeling tired
- Have to move an object more than once
- Have an object that is an awkward shape
- Have medical restrictions (including personal illness or work related)

You must get assistance from another staff member to lift that object.

If you have assessed the item and you feel it may be unsafe do not attempt to move it alone. Get someone to help you. Where possible use a transportation trolley. If not one is available at the time of the lift, leave it and wait for someone to arrive. If it is urgent that you move the item straight away, request the help of the customer or contact centre management to get their assistance.

The same *SMART* lifting technique should be followed by each person when attempting to lift the larger item.

***IT IS DALE GROUP AUSTRALIA POLICY FOR ITEMS THAT ARE MORE THAN 20 KGS IN WEIGHT ARE TO BE LIFTED BY 2 OR MORE PEOPLE.***

If you have medical restrictions you *must* communicate this to all of your staff members, your store manager and your regional manager. This is to allow these people to help you and to ensure that you do not exacerbate your injury further.

### **Carrying Objects**

Although manual handling consists of lifting it is not restricted to this only. It is important that when carrying objects you are aware of the hazards involved and you know of the correct ways to do so.

When carrying objects you must:

- Keep the load close to your body
- Do not attempt to carry too much. Break up the load into smaller lifts
- Do not change your grip on the load unless the weight is unsupported
- Avoid twisting your body – use your feet to change direction
- When turning move your whole body together. Ensure your shoulders are always in line with your feet.

## **4. Back Facts**

The human body is like a machine. You may not be aware, but your back has a musculoskeletal system, which is made up of a series of bones (levers), tendons (cables) and muscles (motors). Your spine consists of 24 bones or vertebrae between your head and pelvis. They are connected to each other by the shock absorbing intervertebral discs, and by the facet joints at the back.

Our bodies are built this way for a specific purpose. Just like a machine, if our body is overloaded or used for purposes that it was not designed for, it usually breaks down. Younger people are even more vulnerable to injury as their bodies have not yet completed growing.

With this in mind we always need to take into account the limitations our bodies have. When manually handling an object, your body can be at risk of injury if you do not use the correct techniques to lift push and pull etc.

***The spine is not straight. It curves gently at the neck, out at the chest, and in at the lower back. When your spine's natural curves are maintained, both in sitting and standing: Your body's weight is balanced. There is minimal stress and strain on the spine and surrounding muscles, this making you are less vulnerable to injury and strain.***

Most back problems are the result of years of neglect, and wear and tear. A combination of “Too Hard, Too Often and Too Long”, poor posture, lack of strength and flexibility, plus incorrect lifting technique all contribute to wear and tear.

This policy aims at advising staff on a safe lifting procedure whilst at work. This will prevent and minimize the number of workplace accidents and injuries caused by incorrect lifting techniques.

To assist minimizing the risk of back injuries in our workplace, Dale Group Australia have issued all stores with safety equipment to avoid excessive manual handling.

These include:

- A Step Ladder
- A high reach ladder
- Transportation Trolley

## **5. Manual Handling Safe Work Methods Statements**

### **What is Manual Handling?**

Manual handling means lifting, lowering, pushing, pulling, carrying, moving, holding or restraining any object, animal or person.

Manual handling means more than just lifting or carrying an object. Manual handling can include a wide range of activities such as pulling a lever, restraining an animal or holding and operating a power tool

### **Preventing Manual Handling Injuries**

Worker's compensation statistics show that one third of all occupational injuries in Australia happen during manual handling. This rate of injury has not been reduced by traditional approaches which concentrated on correct lifting techniques and saw the weight of an object as the only source of danger.

The most successful approach is a systematic one which aims to 'design out' the whole range of possible causes of injury during manual handling. Workers and their health and safety representatives are involved in this process.

### **Three Steps to Safe Manual Handling**

Work safe Australia's National Standard for Manual Handling and National Code of Practice for Manual Handling is a systematic approach to removing all the hazards involved in manual handling.

The standard requires employers to identify, assess and control all the risks arising from manual handling. In particular, it requires employers to control the risk of manual handling injuries through good design of all plant, equipment, containers, work practices and the working environment.

Employers are required to involve the workers and their health and safety representatives in this process through consultation.

The code of practice gives advice on the best way for employers to achieve the requirements of the standard.

#### **Step 1: Identify risks**

Manual handling tasks likely to be a risk to workers' health should be identified by employers in consultation with employees and their health and safety representatives. There are a number of ways to do this:

- **Check workplace injury records**

Work place injury records should be checked for problem tasks or work areas.

- **Talk to employees and their health and safety representatives**

The people actually doing the job will be aware of many of the risks and will often have good suggestions

- **Look at the workplace**

A simple walk through the workplace is a good way to identify risks. A checklist, such as the one at the end of this booklet, may be useful and will help you to identify problem areas that can be eliminated or reduced to make the task safer.

## **Step 2: Access risks**

Once the risky tasks or workplaces have been identified, they should be assessed in detail to try to find what is causing the problem. To do this it is helpful to look at the following aspects of the job:

- **Actions and movements**

The worker should not have to make any sudden, jerky or hard to control movements, or do anything which causes them discomfort or pain or to be in an awkward position.

- **Workplace and workstation layout**

The work area should be arranged so that manual handling tasks can be either eliminated or done at waist level, without too much bending, reaching or twisting.

- **Working posture and position**

Work activities should be varied so that the worker does not spend a long time holding the same posture or position. The worker should not have to bend down a lot or twist around to do their job.

- **Duration and frequency of manual handling**

The risk of injury increases as the task is done more often, faster or over a longer period of time.

- **Where the load is and how far it has to be moved**

There is an increased risk whenever the load is below mid-thigh height or above shoulder level. There is also an increased risk if a load has to be placed very accurately or carried over a long distance.

- **Weight**

Usually the heavier the object the greater the risk of injury during manual handling. However, weight should not be considered separately from the other factors listed here. For example, a person is more at risk of injury from carrying a bulky object

which can't be carried close to the body than from carrying a smaller object of the same weight. They will also be at a greater risk of injury from moving an object from an awkward position, such as a high shelf, than from moving an object of the same weight located in an easy to reach position.

■ **Force**

Many tasks in industry require the use of force to push, pull, hold or restrain an object and the greater the force the higher the risk of injury. It is important to realize that sometimes a large amount of force is needed to produce little or no movement, such as when restraining an animal, holding up a video camera or pulling a stiff lever.

■ **Characteristics of loads and equipment**

There are more risks involved in handling some loads. For example, a bulky parcel may be too wide and long to be held close to the body. Badly designed equipment for manual handling may also increase risks. For example, a four wheel trolley with wheels out of alignment may force the worker to make awkward push and pull movements.

■ **Work organisation**

Staff shortages, unrealistic deadlines and not enough rest breaks increase the risk of injury.

■ **Work environment**

Poor lighting, extremes of climate, not enough room to move and rough or slippery ground or floor surfaces will increase the risk of injury.

■ **Skills and experience**

Inexperienced, untrained and unskilled workers will be at greater risk of injury.

■ **Age**

In general, workers under 18 years are at greater risk because they are still developing physically.

■ **Clothing**

Some types of clothing increase risks. For example, loose sleeves may get caught on objects or a person wearing 'good' clothes without an apron or dust coat may be unwilling to grasp objects properly, close to the body.

■ **Special needs**

For example; employees returning from a long time away from work or illness may

need time to build up their skills and abilities. It may be necessary to make changes to the job or equipment for someone with an injury or disability.

### **Step 3: Control risks**

The best way to make manual handling safer is to redesign the task or workplace. There are a number of ways to do this:

- **Modify the object**  
For example; change the shape of bulky objects so that they are easier to hold. Or pack products in smaller cartons.
- **Modify workplace and workstation layout**  
For example, use an adjustable platform to reduce stooping and reaching and provide work surfaces at the correct height.
- **Change the way things are moved**  
Eliminate unnecessary handling. Ensure that all heavy objects are at waist level where they can be handled comfortably.
- **Use different actions, movements and forces**  
Reducing body movements and forces, such as bending, lifting, twisting, reaching and holding, reduces risk.
- **Modify the task**  
Modify the task by using tools such as levers, hooks or crowbars or by using team lifting.  
If none of these options can be used, then mechanical handling equipment like forklifts, cranes and hoists may be needed.
- **Ongoing evaluation**  
Ongoing evaluation is an important part of the risk control process. Risk control measures should be checked for effectiveness and changed where necessary.

### **Training**

Employers must provide adequate training in safe manual handling to employees. Supervisors and managers, health and safety representatives and staff responsible for work organization and job and task design should also receive training. The training should encourage understanding of ways to avoid the risks in manual handling. Adequate training should also be provided in the use of mechanical aids, team lifting and personal protective equipment such as gloves and aprons.

### The Law

In Australia the States and Territories have primary responsibility for occupational health and safety (OHS) legislation. Check with your local OHS authority for details of the relevant regulations and code of practice for your State or Territory. Commonwealth employees should contract COMCARE Australia.

## 6. Employee Sign Off

MANUAL HANDLING POLICY		
By signing this form I agree that I have read and understood the policy and agree to follow these as instruction in the workplace.		
Name:	Signature:	Date of Training

## 7. Manual Handling References

- National Standard for manual handling
- National Code of Practice for manual handling

## 12. EMERGENCY PROCEDURES

### Emergency Drill Procedure

A siren will signify an emergency. In the event of an emergency arising, personnel will assemble at the muster point and notify the Manager of their presence and await further instructions, according to the Company's Emergency Plan.

#### Follow these rules in an emergency:

Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so!

- Follow instructions, avoid panic, and cooperate with those responding to the emergency.
- Proceed to the designated or nearest exit.
- Turn off computers, equipment, fans, etc., and close desk drawers.
- Do NOT delay your exit from the building by looking for belongings or other people.
- When leaving the building/site, go to a clear area well away from the fire. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment.
- Do not re-enter the building/site until instructed to do so by your supervisor or fire/rescue worker.
- The above rules will be enforced. Periodic fire emergency drills may be conducted. Your life and the lives of others will depend on your cooperation.

## **Fire Emergency Plan**

The person responsible (Fire warden) for the site is **MARK JACKSON**

Method of audible fire alarm: **AIR HORN**

The assemble area in the event of evacuation for the site is:

**THE END OF DRIVEWAY, ON CHAMPION DRIVE**

### **Raising the Alarm**

On the discovering of a fire the following action is to be taken by the responsible person:

- Activate the nearest manual alarm point **OR**
- Orally advise other staff in the immediate area **AND**
- Call Fire Brigade – Dial **0** to get an outside line, **THEN 000**.
- When connected, **advise Brigade:**
  - ◆ Company name – **Dale Group Australia**
  - ◆ Exact address – **2/49 Champion Drive, Kelmscott**
  - ◆ Type of Fire ( if known)

- ◆ Company Contact – **Mark Jackson**
- ◆ Entry Point – **Advise we are on a bachelor block.**

### **Let Fire Brigade Hang Up First**

#### **THEN:**

- Dispatch responsible person to point of entry to direct Fire Brigade.
- Disconnect all outside calls.

#### **Additional Actions Required:**

- Advise office of location & extent of fire.
- Dispatch responsible person to advise other departments of the fire.
- Ensure Fire Warden is called
- Report fire to all senior company persons
- Prepare for evacuation if ordered.
- All visitors to the site will be the responsibility of their staff host and will evacuate with them.
- Under no circumstances will ANY PERSON enter the danger area without THE EXPRESS PERMISSION of the Fire Warden.

#### **Control:**

- During a fire emergency, the FIRE WARDEN will assume complete control until the arrival of the Fire Brigade.
- If the Fire Warden is unavailable at the time to the emergency, local control will be exercised in order of Company Seniority.
- Upon arrival of the Fire Brigade, the Senior Fire Brigade Officer will assume complete control. All staff will follow the directions of the Senior Fire Brigade Officer and assist him as required.

#### **If you ever discover a fire:**

- Remain calm. Do not shout “Fire!” but instead pull the nearest fire alarm

- Dial 000 on the telephone and give the operator the location of the fire, (exact address), company name, entry point and company contact Mark Jackson.

## Medical Emergency

**Telephone Ambulance** – Dial **0** to get an outside line, **THEN 000**

**When connected – advise:**

- Company Name – **Dale Roofing**
- Exact Address – **2/49 Champion Drive, Kelmscott**
- Nature of Injury i.e. Unconscious, Collapse, Fall, Any Bleeding etc
- Name of Company Contact – **Mark Jackson**
- Entry point – **Advise we are on a bachelor block.**

**Let Ambulance Hang Up First.**

**THEN:**

- Ring Business Savvy – You **MUST** make contact with someone there.
- Dispatch responsible person to point of entry to guide ambulance.
- Render all possible assistance to the injured person
- Advise Mark Jackson - If uncontactable, please ring Jon Jackson or  
Quentin Morren.

## Hold Up, Bomb Threat Etc.

**Telephone Police** – Dial **0** to get an outside line, **THEN 000.**

When connected, **advise:**

- Company Name – **Dale Roofing**
- Exact Address – **2/49 Champion Drive, Kelmscott**
- Advise Nature and Details of Threat
- Entry point – **Advise we are on a bachelor block.**

**Let Police Hang Up First**

Then:

- Dispatch a responsible person to point of entry to guide Police (only if safe to do so.)
- Advise most senior company officer available.
- Complete Threat Check-list and/or personal description form
- Refer all Media Calls to Mark Jackson.

## **13. Prohibited Activities**

A Safe and pleasant work atmosphere can only be achieved when everyone cooperates and commits to appropriate standards of behaviour.

Every employee at Dale Group has a shared responsibility toward improving the quality of the work environment.

The following is a list of behaviours that the company considers unacceptable. This is not an inclusive list, as the company cannot, with foresight, determine what inappropriate conduct under every circumstance is. Moreover the company does not limit its right to discipline or discharge employees to the prohibited conduct listed below. Remember that, while we value our employees, the company maintains the right to terminate its employees at any time and for any reason with or without notice.

Any employee found engaging in these behaviours will be subject to disciplinary actions including reprimand, warning, layoff or dismissal:

- 1.** Possessing, using, selling, negotiating the sale of, or being under the influence of alcohol, drugs or other controlled substances during working hours, on company property (including company vehicles), in company uniform or on company business.
- 2.** Falsification of the hours worked by you or any other employee.
- 3.** Falsification of any other employment related document including, but not limited to, personnel files, employment review documents, intra-company communication, communications with those outside the company, expense records, etc.
- 4.** Theft or destruction of company property or that of visitors, clients or fellow employees.
- 5.** Possession of potentially hazardous or dangerous property, such as firearms, weapons, chemicals, etc., without prior authorization.

6. Fighting with, or harassment of, any fellow employee or customer.
7. Unauthorized or excessive use of company property or property of any visitors, customers, fellow employees, including but not limited to, vehicles, supplies, telephones, mail and computers.
8. Disclosure of company trade secrets or any other confidential or proprietary information of the company, its customers or fellow employees.
9. Insubordination, including but not limited to, refusal to perform a requested or required job task.
10. Failure to follow, or general neglect of, safety rules and procedures.
11. Excessive tardiness or absences.
12. Smoking on Dale Group premises or sites.
13. The taking of unauthorized overtime.
14. Solicitation of fellow employees on the company premises.
15. Failure to wear clothing conforming to standards set by the company.
16. Failure to keep your workplace in a neat and sanitary condition.
17. Use of obscene or otherwise inappropriate language or conduct in the work place.
18. Failure to provide medical authorizations for medical absences in excess of two days.
19. Inappropriate horseplay which is either distracting to fellow employees or which could create dangers to others.
20. Criminal activity at, or outside of, the workplace.
21. Off-duty conduct which can affect the company's credibility or reputation.
22. Outside employment which interferes with your ability to perform your job at this company including, but not limited to, that with a competitor of the company.
23. Gambling on company premises.
24. Sleeping or neglect of job duty.
25. Taking unauthorized gratuities in connection with company business.

26. Lending keys to company property to unauthorized persons or allowing duplicate keys to be made.
27. Being away from the work area without prior authorization.
28. Harassment of, or discrimination against, an employee, customer or visitor because of that person's race, religion, colour, sex, age, disability or national origin.
29. Bad-mouthing or spreading rumours.

### **DISCIPLINARY ACTION**

As indicated earlier, violation of company policies or procedures may result in disciplinary action, including but not limited to, demotion, transfer, suspension with or without pay, or termination. The company encourages a system of progressive discipline depending on the type of prohibited conduct. The company is not required to engage in progressive discipline and may discipline or terminate an employee where he or she violates the rules of conduct, or where the quality or value of their work fails to meet expectations

As part of our progressive discipline system, and based on the nature of the employee violation, management will attempt to provide the employee first with a verbal warning, then one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave or termination. Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that the company is not obligated to follow any disciplinary or grievance procedure and that you may be disciplined or terminated without going through any procedure.

## **14. QUALITY OF WORK**

The fact that we have accepted you to join our team means we have confidence in the quality of your work. We have no doubt about your skills, and expect you to use them to get the work done right the first time.

We will also appreciate if you are always on the lookout for better ways of doing things. When you see them bring them to our attention. If there is something in it for you and us, we want to know about it, and we are happy to share the benefits.

In carrying out your work, we expect you to be given a fair go. Should circumstances arise where you feel you are being disadvantaged, you are requested to bring this to our attention.

**TABLE OF UPDATES, ALTERATIONS, ADDITIONS, DELETIONS**

<b>DATE</b>	<b>Section No.</b>	<b>Topic</b>	<b>Change (update, alteration, addition, deletion)</b>
			Implementation of Safety Book

**ACKNOWLEDGEMENT AND ACCEPTANCE**

Dated this.....day of .....20.....

\_\_\_\_\_

*Name of Employee (Please Print)*

\_\_\_\_\_

*Signature of Employee*

\_\_\_\_\_

*On behalf of DRA Enterprises (Australia) trading as Dale Group*