



UPTI Workplace Health & Safety Handbook



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DOCUMENT CONTROL

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1 WORKPLACE HEALTH AND SAFETY POLICY

1.1 EMERGENCY PROCEDURES

We aim to ensure that all employees, contractors and visitors are protected from the risks of fire and other emergencies. We have systems and procedures in place to safeguard the working environment and to ensure that fire systems and associated requirements are properly maintained in accordance with relevant legislation.

1.1.1 Objectives

The objectives of these implementation procedures are to ensure, as far as is reasonably practicable, the safety and well-being of employees, contractors and visitors who attend one of our work sites.

To comply with these procedures, and to conform with relevant legislation and Codes of Practice, emergency procedures are prepared and communicated, Emergency Warning and Intercommunication Systems (EWIS) are provided.

These procedures include guidelines to assist employees to recognise and respond to concerning behaviours in a systematic way to prevent the risk of escalation to violence or other serious incidents.

1.1.2 Emergency Control Organisation (ECO)

The ECO consists of emergency wardens [building wardens and floor wardens]. The role of the ECO is to ensure the safety of the building's occupants (including themselves) in an emergency.

During emergencies, instructions from ECO personnel (i.e. emergency wardens) overrule the normal management structure.

Please familiarise yourself with the various emergency signals, evacuation routes, emergency exits, assembly areas, emergency wardens, first aiders, etc, in your area.

1.1.3 Procedures

Emergency Evacuation Plan

At all times during the emergency, stay calm, and follow the instructions of the emergency wardens

1. On hearing the ALERT signal prepare to leave the building - secure confidential materials and valuables, collect personal belongings, switch off computers, electrical appliances, equipment, machinery, etc.
2. On hearing the EVACUATE signal, or if instructed to do so by an emergency warden, leave the building by the nearest and safest exit route.
3. If safe to do so, take handheld personal belongings such as briefcases and handbags when evacuating. Do not return to the building to collect these items.
4. Assist any person with a disability to leave the building, or to the nearest fire isolated stairwell or fire safe haven for multi-storey buildings – do not attempt to carry people downstairs.
5. Walk quickly and calmly to the designated assembly area for your building or as advised by the emergency warden or fire brigade personnel.

6. Remain at the assembly area (in groups) until instructed to leave by an emergency warden or fire brigade personnel.
7. Do not re-enter the building until informed that it is safe to do so by an emergency warden or fire brigade personnel.
8. Do not enter a building in alarm.

Fire/Smoke

Raise the Alarm

- If safe to do so, ensure the immediate safety of anyone within the vicinity of the fire.
- Ring emergency on 000 or 112 from a mobile phone.

Provide the following information:

- Staff name;
- Building number, level, room number;
- Type and extent of the fire, etc.
- Inform your supervisor or emergency warden if safe to do so.
- Evacuate the immediate area.

Fire Fighting

- If safe to do so and if trained in the use of the equipment – attempt to extinguish the fire.

Evacuate

- Evacuate the building as instructed to do so by an emergency warden;
- Walk quickly and calmly to the assembly area;
- Close doors as you exit - do not lock doors; and
- Remain at the assembly area in groups until instructed to leave by emergency warden or Fire Brigade personnel.

Do not re-enter the building until informed that it is safe to do so by the ECO or fire brigade personnel.

Intruder(s)

- If safe to do so, note and report suspicious persons to a supervisor or emergency warden.
- If confronted, obey intruder(s) instructions.
- Observe carefully:
 - Any articles touched by intruder(s);
 - Physical details and attire;
 - Points which may aid description including mannerisms and weapons;
 - The direction that intruder(s) leave the area;
- As soon as possible ring emergency on 000;
- Provide details of the incident;
- Seek advice on next action;
- Record information for police; and

- Be prepared to evacuate or secure the building area – await further instructions from the ECO.

Chemical Hazard / Spill / Gas Leak

Raise the Alarm

- If safe to do so, ensure the immediate safety of anyone within the vicinity of the spill;
- Evacuate the immediate area; and
- Report the spill to your supervisor.

Isolate Hazard

- Anybody who has been exposed must, if safe to do so, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment. NOTE: If unsure of the hazards present and their associated risks to health and safety, consult with your supervisor prior to taking any action; and
- Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area at a safe distance by erecting a temporary barricade and placing suitable warning signs.

Bomb Threat

General

Basic Rules:

- Treat situation as genuine;
- Record exact information for police.
- If the threat is by telephone:
 - Prolong call – keep the person talking and ask:
 - Location of Bomb;
 - Time set to explode;
 - Do not replace the handset – this enables the call to be traced.
- If an object is found:
 - Do not touch;
 - Keep areas clear.
- If the threat is by letter:
 - Do not handle more than necessary;
 - Where possible the item should be placed into a plastic pocket to preserve any physical evidence.
- Do not use mobile phones or other electronic equipment that may trigger a device - Turn off mobile phones.

Raise the alarm

- Ring emergency 000 or 112 from a mobile phone; and
- Advise emergency warden.

Evacuation

- Be prepared to evacuate – await further instructions from management, the appropriate warden or emergency service personnel.

- Evacuate the building as instructed to do so by an emergency warden;
- Persons should be requested to take all handheld personal belongings such as briefcases and handbags when evacuating. Do not return to collect these items.

Suspicious Mail or Packages

If suspicious mail or package has not been opened

- Place the item in a plastic bag and seal it. Place items in a second plastic bag and seal that bag;
- Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger;
- Ring emergency services on 000 or 112 from a mobile phone;
- Provide the following information:
 - Name;
 - Location (Building Number, Level, Room Number);
 - Number of people potentially exposed;
 - Description of package/device;
 - Action taken (e.g. package sealed or covered, area isolated).
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth;
- If possible (without leaving your work area) wash your hands; and
- Wait for help to arrive.

If suspicious mail or package has been opened

- Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, do not attempt to clean it up, or brush from your clothing;
- If possible, place an object over the package without disturbing it (such as a large waste bin);
- Follow steps 2 to 6 above;
- If possible, have the building ventilation shut down and turn off any fans or equipment that is circulating air around your workplace; and
- Wait for help to arrive.

If suspected that the device is an explosive device

- Ring emergency services on 000 or 112 from a mobile phone; and
- Evacuate the area.

People with Specific Needs

In emergency situations, your response to different people may need to vary. There may be people who have a visual or hearing impairment; have difficulty with mobility or standing; use walking aids or a wheelchair; are pregnant; have heart conditions; asthma; experience panic attacks; or are claustrophobic.

What to do in an emergency situation - your individual response

Whether a disability is of a temporary or permanent nature, whenever possible it is important that you plan ahead for emergency situations and/or evacuations.

- If you are an employee or a regular visitor and have specific requirements, seek out the relevant Emergency Wardens or speak to your Supervisor and confirm a co-ordinated response in the event of an emergency;
- Identify who you might ask for assistance and communicate how they can best support you in the event of an emergency situation;
- Do not assume that people around you will know what to do. If you are confident in giving instructions it can prevent being hindered by others offering inappropriate assistance; and
- Know the EXIT routes in the buildings that you frequent, and check these for suitability, even if they are not your normal routes of travel.

Assisting a person with a physical disability

- Ask what assistance the person requires (e.g. clear the path before them, walk alongside or behind on steps). Try to avoid offering advice or pre-empting what a person needs if you do not know the person;
- Ask permission before providing physical guidance, holding, lifting or carrying a conscious person. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them;
- Lifts are not to be used in an emergency situation, if a person is reliant on a wheelchair for mobility and there is no access available to get them downstairs, another person should wait with them in a fire isolated stairwell or landing until emergency services arrive, as it is the safest place. Ensure that the Building Warden is advised of their location (floor number, stairwell) and if another person is with them;
- If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get the emergency services involved. Try providing a chair for the person to climb up onto. Do not try to lift them unless you are trained to do so; and/or
- A person with a hearing impairment may be unaware of an emergency situation if only audible alarms are in operation. If you are aware of a person with a hearing impairment in your work area, please alert them that they need to evacuate the building.

Personal Injury

Personal Injury - minor

- Contact first aid officer within building for treatment;
- Send the injured person to a health service if necessary;
- Inform supervisor; and
- Complete Hazard and Incident Report Form

Personal Injury - major

- Care for patient – call for help;
- Send someone to ring emergency services on 000 or 112 from a mobile phone;
- Provide the following information:
 - Name;
 - Location (Building, Level, Room Number);
 - Nature and type of injury;
 - State of consciousness of the injured person(s);
 - Age and gender of the injured person(s);
 - If possible, the number and names of the people involved;
 - Any other relevant information –breathing/not breathing, chest pains, bleeding;

OR

- Dial 000 then ring management as above;
- Contact health service if necessary;
- Ensure area is clear for emergency personnel;
- Inform supervisor;
- Notify WH&S as soon as possible; and
- Complete Hazard and Incident Report Form.

Please familiarise yourself with the location of first aid cabinets and the current first aiders in your area. This information is available from your safety officer, health and safety representative or emergency warden.

1.1.4 Education Program

Fire Wardens will receive specialised training appropriate for the size and nature of the business

All Employees

- Induction program;
- Annual Refreshers.

1.2 RISK MANAGEMENT



We recognise that an effective Risk Management framework is necessary, and we are committed to establishing a comprehensive, integrated and effective framework that forms an integral part of our Business Planning and Strategic planning processes.

1.2.1 Intent

This policy outlines the expectations that we have of all employees with respect to risk management, to ensure management can demonstrate that risks in all parts of the business are being identified and managed in a way that is appropriate for the business environment and objectives.

1.2.2 Commitment

We recognise that risk management is an integral part of good management practice. We are committed to achieving best practice in the area of risk management and will apply its principles and practices throughout the business units.

1.2.3 Timeframe

Risk management must be constantly assessed. There are a number of opportunities that allow UPTI and its employees to assess and manage risk.

1. Before every new task being performed;
2. After any incident;
3. Whenever changes or modifications are made in the workplace; and
4. Annually.

1.2.4 Objectives

The primary objectives of our Risk Management framework are:

- To ensure that the overall strategic direction of the business is appropriate in view of the external market and regulatory environment in which it operates;
- As a means of identifying priorities (in terms of relative levels of risk) and allocating scarce resources effectively and efficiently;
- As a means to safeguard the business assets – people, financial, property and information;
- As a means of demonstrating due diligence in discharging legal, regulatory and confidentiality requirements and meeting the expectations and standard required;
- As a means of identifying and maximising opportunities for business growth and diversification where such opportunities involve some degree of risk.
- Establishing common procedures and forms for the assessment of risk across all areas of the business having regard to specific operational needs and differences;
- Identifying key areas of risk exposure and our risk profile at an overall level and reporting on such matters on a regular basis to the Directors;
- Ensuring that Risk Management-related plans and strategies are Integrated into the Business Planning Process and reflected in operational plans and processes;
- Defining acceptable levels or ranges of risk tolerance and risk appetite for different areas of the business and in relation to both hazard and opportunity-type risks;
- Ensuring that Business Continuity Planning is implemented to address major business continuity risks such as service delivery or IT system breakdowns;
- Ensuring that levels and areas of risk retention are appropriate and that where necessary, insurance or other forms of risk financing and risk transfer are in place; and
- Create an environment where all employee's or members assume responsibility for risk management.

1.2.5 Risk Management Framework

Our risk management framework is a set of components that provide the foundations and organisational arrangements for designing, implementing, monitoring reviewing and continually improving risk management throughout the Company.

The framework will enable:

- a formal, structured approach to risk management that is appropriate to the business activities and operating environment; and
- a risk management approach consistent with the principles of AS/NZS ISO 31000:2009.

1.2.6 Risk Management Program

We have developed the Risk Management Program which contains procedures to address all stages of Risk Management.

The Risk Management Program describes the legal requirements and process used to facilitate the early identification of foreseeable hazards, assessment of risk and implementation of control mechanisms.

These processes are:

1. Identify hazards;
2. Assess risks that may result because of the hazards;
3. Decide on control measures to prevent or minimise the level of the risks;
4. Implement control measures; and
5. Monitor and review the effectiveness of measures.

STEP 1: Identify Hazards

Here you are looking for those things or processes at your workplace that could cause harm.

Because workplace hazards are not always obvious, you need to allocate enough time to look for hazards. There are a number of types of workplace hazards including:

- Work environment (such as slippery floor surfaces);
- Energy (such as electricity or heat);
- Manual tasks;
- Noise;
- Substances (such as chemicals); and
- Plant, machinery and equipment.

There are a number of ways of looking for hazards including:

- Walking through your workplace and looking for hazards in a systematic way looking at physical things and workplace activities;
- Asking workers about hazards;
- Consulting with workplace health and safety representatives and committees;
- Considering how people use equipment and materials and how they could be hurt directly and indirectly by workplace activities;

- Conducting a safety audit;
- Scientific or technical evaluation;
- Reviewing your workplace records such as sick leave and incident reports;
- Acquiring information from designers, manufacturers and suppliers; and
- Talking to anyone who can help such as your industry association and suppliers of equipment and consumables.

STEP 2: Assess the Risk that May Result Because of the Hazards

Look for the ways that people could be hurt or become ill and at the possible causes of injury or illness. This is also called a risk assessment.

For each hazard:

- Estimate the likelihood of an incident occurring at your workplace, bearing in mind existing control measures; and
- Estimate the consequences of an incident occurring at your workplace, bearing in mind existing control measures.

Consequences range from:

- Extreme - death or permanent disablement;
- Major - Major bodily injury or Major work caused illness;
- Serious – serious bodily injury or serious work caused illness;
- Moderate - injury or illness requiring casualty treatment; and
- Minor - requiring first aid only with no lost work time.



Likelihood ranges from:

- Very likely (almost certain) - could happen frequently;
- Likely - could happen occasionally;
- Possible – could possibly happen;
- Unlikely - could happen, but rarely; and
- Very unlikely (Rare) - could happen, but probably never will.

Combine your likelihood and consequence estimates to rate the risk.

STEP 3: Decide on Control Measures to Prevent or Minimise the Level of the Risks

You need to answer the following questions:

- Are there legislated things that I must do in relation to the specific hazard?
- Is there a Code of Practice relating to the specific hazard?
- What are existing controls?
- Are controls as high as possible in the list of control priorities?

- Do controls protect everyone exposed to harm?
- What additional controls are required?

If there is a **Workplace Health and Safety Regulation** about any hazards you have identified, then you must control the risks associated with those risks in the way specified in the appropriate Regulation.

If there is a **Code of Practice** about any of the hazards you have identified, then you must do what the code of practice says or adopt and follow another way that gives the same level of protection against the risks.

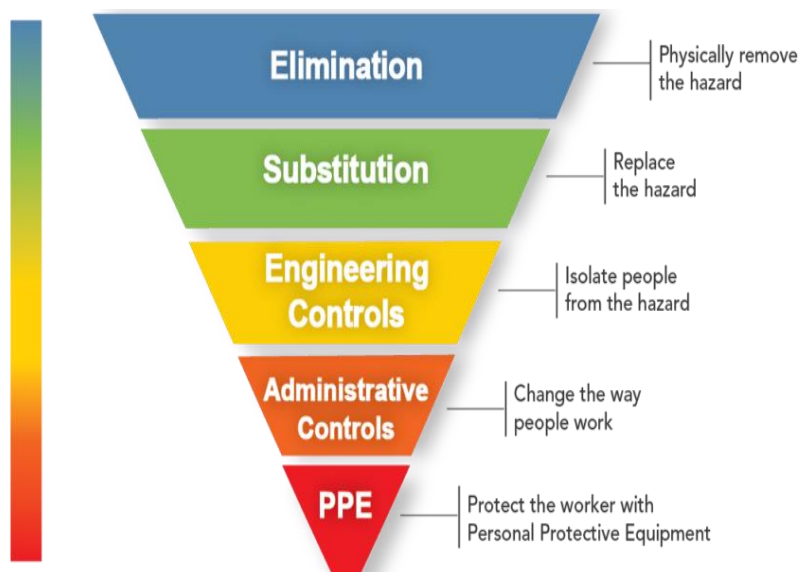
List of control priorities

Control measures should be implemented in the following order:

- **Eliminate:** Get rid of the harm or prevent the risk;

If this is not possible:

- **Substitute:** Replace with something less harmful;
- **Engineering:** Change work processes or the physical work environment, for example, by redesigning work, plant, equipment, components or premises;
- **Administrative:** Apply administrative arrangements, for example, limit entry or time spent in a hazardous area; or
- **PPE:** Use personal protective equipment.



STEP 4. Implement Control Measures

Control measures are implemented through empowering every business unit with an action plan to be disseminated to everyone to ensure these controls are put in place. Employees will be provided training, instruction and supervision to ensure control measures are put in place.

STEP 5. Monitor and Review the Effectiveness of Measures

Finally, the controls that have put in place will be reviewed and changed as necessary.

Benefits of using the above procedures

By using the HAZARD AND INCIDENT REPORTING PROCEDURES YOU WILL BE ABLE TO:

- Encourage early reporting and corrective actions;
- Reduce the number of incidents arising from our activities;
- Enable senior management to identify areas of concern; and
- Facilitate corrective actions to address the causes of the hazards or incidents.

By using the RISK ASSESSMENT PROCEDURE, YOU WILL BE ABLE TO:

- Assess the risk level posed by your identified hazards; and

- Implement effective control measures;

By using the CORRECTIVE ACTIONS PROCEDURE, WE CAN ASSURE THAT THE IDENTIFIED HAZARDS ARE TRACKED AND CONTROLLED.

By using the MONITORING PROCEDURE, we can be assured that the same hazards can be identified and addressed quickly.

1.3 FIRST AID

1.3.1 Purpose

The purpose of this procedure is to describe the role, responsibilities and support available for employees to assist in obtaining first aid information.

Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness and promote recovery.

The office is considered to be a low-risk workplace where workers are not exposed to hazards that could result in serious injury or illness, and any work-related injuries and illnesses requiring first aid would be minor.

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2. First Aid Kit
3. Accident
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1.3.2 Roles and Responsibilities

Managers

Company directors and Managers have a duty to exercise due diligence to ensure that the business or undertaking complies with the WHS Act and Regulations. This includes taking reasonable steps to ensure that the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.

Company directors must consult, so far as is reasonably practicable, with workers who carry out work for the business or undertaking who is (or likely to be) directly affected by a work health and safety matter.

Company directors must ensure that an emergency plan is prepared for the workplace that provides procedures to respond effectively in an emergency.

Workers

Workers have a duty to take reasonable care for their own health and safety and must not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace, such as procedures for first aid and for reporting injuries and illnesses.

First Aid Officer

Employees who wish to act as business first aiders should have a keen interest in first aid and be appointed to the role of their own free will. They are also able to relinquish the role of the first aider at any point in time. The recommended ratio for the number of trained first aiders in the workplace (high risk) is one first aider for every 25 workers.

It is the responsibility of the first aiders to:

- Respond promptly to provide an emergency service for injury/illness as required, while always working within their level of competence;
- Arrange prompt and appropriate referral as required;
- Keep confidential all information received in the course of their duty (medical information must only be released to medical employees);
- Record all treatment (however minor) on the First Aid Injury Report Register;
- Encourage employees who have had an occupational injury/illness to record this on a Hazard and Incident Report form;
- Attend training as required;
- Maintain first aid facilities, including first aid equipment, checking and restocking of first aid kits as necessary; and
- Report any deficiencies in the first aid service to the First Aid Champion or Manager.

Qualifications

First aiders will be considered appropriately qualified provided that they complete a first aid certificate, attend a cardiopulmonary resuscitation (CPR) training session at least once per year and renew their first aid certificate every three years.

First aid duties can be demanding, both physically and emotionally, and first aid personnel should have the capacities to perform such duties. In selecting personnel to perform first aid duties, the following capabilities need to be considered:

- Ability to remain calm in an emergency;
- Reliability;
- Ability to complete required studies;
- Ability to use the knowledge and skills gained;

A person possessing a current senior first aid qualification should be able to:

- Undertake the initial management of injuries and illnesses occurring in the workplace; and
- Record details of first aid given on the First Aid Injuries Register.

1.3.3 First Aid Kit

The contents of first aid kits should be appropriate for the types of injuries and illnesses likely to occur in the workplace. To decide on the type, quantity and sizes of items needed, an assessment should be carried out to determine the likely demand. Where a risk assessment shows there is a need for extra first aid kits and certain first aid requirements such as trained personnel, these requirements should be available as considered necessary for each work area.

To minimise the risk of cross-infection, wherever possible, kit items should be disposable sterile items.

A first aid kit may be of any size, shape or type, but should be large enough to house all the required contents and made of a material that will protect the contents. It should have a white cross on a green background prominently displayed on the outside. It should contain a list of the contents for that kit.

RECOMMENDED CONTENTS OF A FIRST AID KIT

A first aid kit for a workplace where the risk of injury or illness is low should include at least the following:

- Adhesive strips (assorted sizes) for minor wound dressing;
- Non-allergenic adhesive tape for securing dressings and strapping;
- Eye pads for emergency eye cover;
- Triangular bandage for slings, support and/or padding;
- Hospital crepe or conforming bandage to hold dressings in place;
- Wound/combine dressings to control bleeding and for covering wounds;
- Non-adhesive dressings for wound dressing;
- Safety pins to secure bandages and slings;
- Scissors for cutting dressings or clothing;
- Kidney dish for holding dressings and instruments;
- Small dressings' bowl for holding liquids;
- Gauze squares for cleaning wounds;
- Forceps/tweezers for removing foreign bodies;
- Disposable latex or vinyl gloves for infection control;
- Sharps disposal container for infection control and disposal purposes;
- Sterile saline solution or sterile water for emergency eyewash or for irrigating eye wounds. This saline solution must be discarded after opening;
- Resuscitation mask to be used by qualified personnel for resuscitation purposes;
- Antiseptic solution for cleaning wounds and skin;
- Plastic bags for waste disposal;
- Notepad and pen/pencil for recording the injured or ill person's condition and treatment given;
- Re-usable icepack for the management of strains, sprains and bruises; and
- Appropriate Personal Protection Equipment



In work environments where specific injuries and illnesses such as burns, and eye injuries may occur, additional first aid kit contents and facilities should be provided.

Where burns have been identified as potential injuries, a supply of cool running water and non-stick burn dressings should be available.

Eyewash stations should be provided where eye injuries have been identified as potential injuries.

First aid kits should also be provided for workers working away from the workplace, for example, installers attending at customer's residences.

1.3.4 Accident

Workers should be informed about first aid equipment and facilities within a reasonable time of commencing (i.e. Induction). Information should be complete, easy to understand and accessible. Where appropriate, verbal methods (explanations, demonstrations), visual methods (posters) should be used. All workers should know what to do, where to go, and from whom to seek first aid.

First Aid Hazards in the workplace include:

1. Manual tasks – Overexertion can cause muscular strain.
2. Working at height – Slips, trips and falls can cause fractures, bruises, lacerations, dislocations and concussion.
3. Electricity – Potential ignition source could cause injuries from the fire, and exposure to live electrical wires can cause shock, burns and cardiac arrest.
4. Machinery – Being hit by moving vehicles can cause fractures, bruises, lacerations, dislocations and concussion.
5. Extreme temperatures – Hot surfaces can cause burns and exposure to heat can cause heat stress and fatigue.
6. Violence – Behaviours including intimidation and physical assault can cause nausea, shock and physical injuries.
7. Animals – Bites, stings, kicks and scratches.

Information about first aid should be included in the accident plan.

1.3.5 Hygiene

Hand washing is an important measure in preventing the transmission of infection. Hands should be washed using soap and water:

- Before eating;
- After using the bathroom;
- Before and after contact with an ill or injured person;
- Before and after contact with blood, body substances or contaminated items; and
- After removal of protective gloves.

An alcoholic hand wash or equivalent should be used in emergency or field situations, where hand washing facilities are limited or not available.

Contaminated waste should be placed in a leak-proof bag or container and sealed. All waste should be handled with care, to avoid contact with blood and body substances. Gloves should be worn when handling contaminated waste bags and containers.

Waste disposal should comply with state or local government requirements.

1.3.6 Sharps

Sharps are a major cause of accidents involving potential exposure to biological hazards which can pose a risk of transmission of hepatitis B, C and the HIV virus. Sharps are not allowed on Company premises unless the user provided the Company with a copy of a doctor's certificate notifying of use.

Employees of UPTI are not permitted to inject the employee and, in all situations, where the injection is required, the employee must contact the doctor or ambulance.

1.3.7 First Aid Signs

The use of well recognised, standardised first aid signs assists people to easily locate first aid equipment and facilities. First aid signs may be constructed to suit individual requirements but should comply with AS 1319 Safety signs for the occupational environment. Examples of suitable first aid signs are:

1. Symbolic first aid sign - white cross on green background;
2. Symbolic first aid sign to indicate direction to First Aid - white cross and arrow on green background; and
3. English text first aid sign.

1.3.8 Record Keeping

All first aid treatments must be followed up with the internal Incident Report Form, to be submitted to the First Aid Officer and/or manager.

A first aid incident register recording book, located with first aid kit, is to be maintained at the workplace for a number of reasons including:

- To identify areas or processes that are likely to give rise to injury or illness;
- To review safety procedures for preventing further problems;
- To implement safer and healthier work practices;
- To identify where first aid facilities and services are most needed; and
- As evidence of implementation of this standard for workers' compensation purposes.

A copy of the first aid record should accompany the injured or ill person if the person is transferred to a medical service or hospital. A worker should be given a copy of their first aid record or have access to that record on request. The original copy of the first aid record should be retained at the workplace.

When recording information relating to first aid, consideration should be given to the following in any record:

- Name, address, date of birth and sex of injured or ill person;
- Contact phone number/s;
- Basis of employment, for example, full time, part time, casual, visitor;
- Occupation;
- Nature of injury or illness, for example, fracture, burn, respiratory difficulties;

- Bodily location of injury or illness;
- How the injury or illness occurred;
- Time and location of the incident which caused the injury or illness;
- Details of treatment, for example, the first aid treatment given and/or referral to ambulance, doctor, hospital or elsewhere;
- Subsequent injury/illness management;
- Any other relevant details such as witnesses to the incident; and
- Name and signature of person completing the record.

Confidentiality and Information

Personal information about the health of a worker is confidential. This information includes details of medical conditions, treatment provided and the results of tests. Disclosure of personal information, without that person's written consent, is unethical and in some cases, may be illegal.

Health professionals should not be asked to disclose personal information about the health of a worker unless written authority has been received by the employee. The release of such information would contravene the profession's code of ethics.

1.3.9 Education Program

The First Aid education program consists of:

First Aid Officers

- Senior First Aid every 3 years; and
- CPR every year.

All Employees and Contractors

- Induction program

1.4 MANUAL HANDLING

1.4.1 Obligations

UPTI is committed to eliminating or minimising all risks that may contribute to work-related manual handling injuries.

1.4.2 Responsibilities

Management:

To achieve this commitment UPTI will ensure:

- The working environment is designed to be consistent with safe manual handling practices;
- All work practices involving manual handling are designed to be safe and without risk to health and safety;

- All work is carried out in a manner consistent with safe manual handling procedures and safe working procedures;
- Plant and equipment are designed, constructed and maintained to be safe and without risk to health and safety when manually handled;
- All employees are consulted on all manual handling issues;
- All manual handling activities, which are likely to be a risk to health and safety, are identified and assessed, and controls introduced to eliminate/minimise the risk of manual handling injuries;
- Appropriate training of all employees when they are being inducted into jobs for which there are manual risks, when a new manual task is introduced or when a task has been redesigned, and when new equipment, tools, or furniture has been introduced; and
- Records of manual handling risk identification, assessment and control are maintained.

Employees:

Each employee has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves;
- Comply with any lawful direction given by management in relation to manual handling;
- Not to interfere with any equipment provided for the benefit of manual handling tasks; and
- Assist the employer in identifying manual handling tasks.

What is Manual Handling?

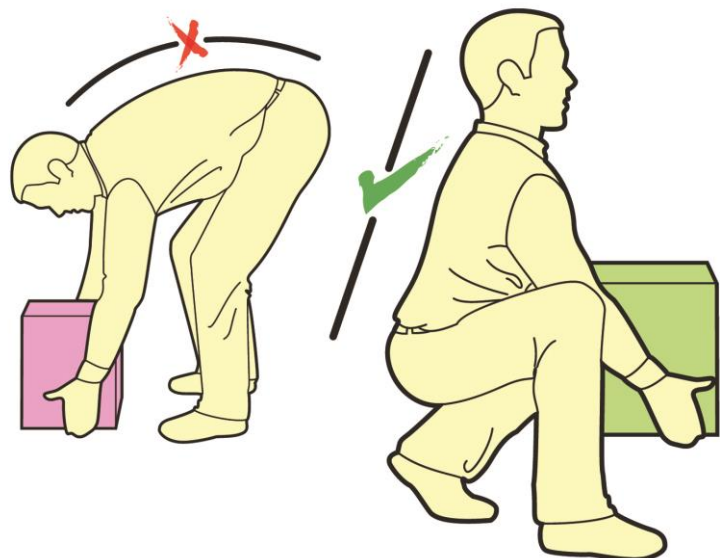
Manual tasks are those workplace activities requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain a person or object. Manual tasks include tasks that have repetitive actions, sustained postures and may involve exposure to vibration.

The types of injuries related to manual handling include:

- Repetitive strain injuries;
- Muscle injuries;
- Tendon and ligament injuries;
- Bone injuries;
- Injuries from falling objects; and
- Manual handling in the office.

Examples of manual handling tasks in the office include:

- Typing;
- Lifting and moving boxes;
- Filing;
- Changing water cooler bottles;
- Carrying materials;
- Printing large amounts of work; and
- Using trolleys.



1.4.3 Preventing Manual Handling Injuries

If risk assessment shows that there is a potential for injury you must eliminate or control these hazards. The hierarchy of controls outlines the steps you must take to eliminate or control hazards.

Eliminating hazards is the most effective way to make the workplace safer. To minimise risk:

- **Substitute** – substitute the hazard with another of lower risk e.g. use 10 kg boxes instead of 20 kg boxes.
- **Isolate** – isolate the hazard from the person put at risk.
- **Engineering** – minimise the risk by engineering means e.g. provide adjustable workstations to avoid unnecessary reaching or bending.
- **Administration** – minimise the risk by administrative means e.g. introduce job rotation, implement a safe lifting policy, provide appropriate training.
- **Personal Protective Equipment (PPE)** – provide PPE e.g. non-slip footwear to prevent slips, trips and falls while performing manual handling activities.

If no single measure can control the risk, you must use a combination of controls.

One or more of the following must be used to eliminate the risk or if this is not reasonably practicable, to minimise the risks by

1. Altering the workplace: - For example, use an adjustable platform to reduce stooping;
2. Altering the environmental conditions, including heat and cold and vibration;
3. Altering the work organisation or systems of work;
4. Modifying items used or substituting items: - For example, change the shape of bulky objects so that they are easier to hold, or pack products in smaller cartons;
5. Using aids designed to assist in manual handling;
6. Providing information, training, instruction and supervision in task-specific method for performing a manual task, personal protective equipment or a combination of these;
7. Designing workplaces and workstations to ensure safe, efficient movement and to promote correct postures;
8. Purchase mechanical devices to reduce the need for manual tasks;
9. Inform contractors of manual task requirements and check they have conducted risk assessments before carrying out tasks at our sites; and
10. Consult with employees in relation to manual handling hazards.

Note: The methods used in 6 should only be used as the sole means of controlling the risk where it can be demonstrated that it not reasonably practicable to achieve risk control by the use of 1-5.

Having eliminated or controlled the risks you should:

- Be aware and anticipate new hazards;
- Make sure no new problems have been created by the controls;
- Talk to your co-workers;
- Check the register of injuries and reports;
- Promote health and safety; and
- Strive for continuous improvement.

Review your risk assessment when:

- There is evidence that the risk is no longer valid e.g. new technology;
- An injury or illness occurs; or
- A change is proposed to the workplace.

1.5 INFECTION CONTROL POLICY

1.5.1 Purpose and Scope

The purpose of this policy is to minimise as far as possible risks of harm to UPTI employees, customers, and visitors which may arise through passing infections between each other.

1.5.2 Definitions

Infection requires three main elements — a source of the infectious agent, a mode of transmission and a susceptible host. Infection control is preventing the transmission of infectious organisms and managing infections if they occur.

Infectious agents are biological agents that cause disease or illness to their hosts. Contact transmission usually involves transmission of an infectious agent by hand or via contact with blood or body substances. Contact may be direct or indirect.

Direct contact transmission occurs when infectious agents are transferred from one person to another, for example, a customer or client's blood entering a UPTI worker's body through an unprotected cut in the skin.

Indirect contact transmission involves the transfer of an infectious agent through a contaminated intermediate object or person, for example, an employee touches an infected body site on one customer or client and does not perform hand hygiene before touching another customer or client.

Standard precautions are work practices which require everyone to assume that all blood and body substances are potential sources of infection, independent of perceived risk.

1.5.3 Principles

Effective infection control is central to providing high quality support for customers, and a safe working environment for UPTI employees and visitors.

Staff, customers and clients are most likely sources of infectious agents and are also the most common susceptible hosts. Other people visiting the premises may be at risk of both infection and transmission.

The main modes for transmission of infectious agents are contact (including blood borne), droplet and airborne. Transmission of infection may also occur through sources such as contaminated food, water, medications, devices, or equipment. Infection control is integral to customer and client support, not an additional set of practices.

Customer and client rights are respected at all times; they are involved in decision-making about their support, and they are sufficiently informed to be able to participate in reducing the risk of transmission of infectious agents.

1.5.4 Outcomes

Infections and infection transmission is prevented and managed as far as possible through the application of standard precaution practices.

1.5.5 Functions and Delegations

Position	Delegation/Task
Directors	Endorse Infection Control Policy. Compliance with Infection Control Policy. Promote and maintain workplace occupational health and safety.
Management	Compliance with Infection Control Policy. Establish and implement systems for infection control. Ensure infection control policies and procedures are effectively implemented and adhered to.
Staff	Compliance with Infection Control Policy

1.5.6 Risk Management

Risks of infection are regularly assessed, identified, and managed. Employees are trained in infection control practice, including relevant application of precautions to minimise the risk of infection. Employees are offered vaccinations against Influenza, Diphtheria, Tetanus, Hepatitis A & B, and other relevant contagious conditions.

1.5.7 Policy Implementation

The Company ensures effective implementation of infection control. All staff have access to policies and procedures relating to infection control. Tailored training is provided to persons with specific tasks where infection transmission is a risk.

Records of infection control activities are maintained, including infection control training undertaken, information provided to customers and clients and the use of personal protective equipment (PPE).

1.5.8 Infection Control

Risk Management Plan: Once infection risks are identified, the Company's risk management program includes eliminating the risk factors or modifying or changing procedures, protocols and work practices or monitoring consumer and employee compliance with infection control procedures or providing information/education and training to consumers and employees.

Infection Risk Assessment: UPTI identifies and assesses infection control risks by taking into consideration the likelihood of infection from a particular hazard, and the consequences if a person is infected. Factors such as frequency of exposure, levels of training and knowledge, existing controls, environmental factors, and the experience of employees are considered. The risk assessment matrix (see Risk Management Policy) prioritises identified risks for action.

UPTI develops and prioritises actions for managing identified risks.

1.5.9 Education and Information

Education regarding infection prevention core principles is provided to all new staff and to existing staff annually. Advice and information are provided to staff regarding new and emerging infectious disease threats and trends. Advice and education related to infection prevention is routinely provided to customers and clients.

1.5.10 Standard Precautions

Standard precautions are applied in all situations in which staff may have come into contact with blood or fluids such as in the event of an injury.

1.5.11 Hand Washing and Hand Care

Hand washing and hand care are considered the most important measures in infection control. Skin is a natural defence against infection. Cuts and abrasions on exposed skin should be covered with a water-resistant dressing changed as often as necessary. Hands must be washed and dried before and after each interaction with a customer or client.

Hands should be washed with a soap or cleaning agent covering all surfaces.

1.5.12 Quarantining

Staff and customers experiencing infectious conditions will be requested to refrain from attending UPTI premises and activities during the infectious period of the condition.

1.5.13 Response to Possible Infection

When potentially infected body fluids come into contact with an employee or customer, appropriate steps must be taken to decrease the impact of such contact, including first aid and assessment at a medical centre. A supervisor must be notified of such incidents as soon as possible and an incident report form completed.

1.5.14 References

- UPTI Workplace Health and Safety Policy
- UPTI Risk Management Policy
- Incident Report Form

1.6 SLIPS, TRIPS AND FALLS

Slips, trips and falls cause approximately one-quarter of all serious injuries. Therefore, it is important that the risks are eliminated to prevent slips, trips and falls in the workplace.

Common causes of Slips, Trips and Falls:

- Uneven floor surfaces;
- Unsuitable floor coverings, including loose or torn carpet (especially on stairs);
- Wet floors;
- Changes in levels;
- Trailing cables; and
- Poor housekeeping.



Preventing Slips, Trips and Falls

- Good housekeeping practice can prevent most slips, trips and falls;
- Clean up all spillages immediately. If the floor is wet, use appropriate signs to indicate that extra care is required or use another route;
- Try to place equipment to avoid cables crossing pedestrian routes. Use cable guards to cover cables where required;
- If the floor surface changes from wet to dry (e.g., when coming in from a wet path), warn of the risks by using signs and locate non-slip doormats where these changes are likely;
- Where rugs or mats cannot be eliminated, make sure they are securely fixed and that the edges do not present a trip hazard;
- Assess the cause of a slippery floor surface and treat it accordingly. For example, treat the surface chemically using appropriate cleaning materials and methods. In some cases, you may need to repair or replace the floor surface; and
- Where there are changes in level and slopes, improve the visibility and lighting in that area, consider providing a handrail and add apparent tread or other floor markings.

1.7 HOUSEKEEPING

1.7.1 Purpose

To establish the requirements and responsibilities for routine housekeeping to ensure that work areas are maintained, kept in a clean manner and present an acceptable appearance.

1.7.2 Policy

UPTI strives to provide a safe and healthy environment for its employees, contractors and visitors. Good housekeeping is a major factor in minimising occupational injuries and illnesses.

All employees are encouraged to take personal initiative to continually contribute to a safe, clean and orderly environment. Employees can do this by:

- Keeping all walkways and stairways clear of trash, debris, materials and tools to prevent tripping;
- Do not accumulate boxes, scrap and other materials. Put them put in a bin or trash area or in storage to prevent fire and tripping hazards;
- Keep amenities clean and free from a build-up of clutter;
- Remove rubbish from amenities daily;
- Ensure all power leads are attached to the wall and not at risk of causing a trip hazard, pulling down of electrical equipment or damage being done to the cord; and
- Ensure there is enough light for to see and to prevent accidents.

1.7.3 Procedure

All personnel will work towards maintaining their respective workplaces in a clean and orderly manner.

Housekeeping encompasses all activities related to the cleanliness and maintenance of the Company and client's buildings, materials, and equipment and the elimination of non-essential materials and hazardous conditions. The following general housekeeping practices must be applied to all areas within all areas where employees perform activities for the Company:

1. Garbage, scrap, debris and other trash materials are to be properly disposed of in designated containers and shall be removed at frequent and regular intervals. Containers used for garbage wastes shall be equipped with covers.
2. Material and equipment will be stored only in appropriate storage locations.
3. Floors should be maintained clean and as dry as reasonably practicable. A "Caution Wet Floor" sign to be installed in areas where there is liquid on the floor. Liquid spills are to be cleaned up immediately.
4. Equipment is to be kept clean and in good working condition.
5. Individual work areas are to be kept clean to ensure that work activities may proceed in an orderly and efficient manner.
6. Supplies, parts, and equipment will not be used in a manner that would be hazardous or adversely affect the work quality. Control should be used to ensure that the work area is maintained in an acceptable manner.
7. Shelved items must be placed in an orderly manner and arranged so that the items cannot easily fall while nearby items are being retrieved.
8. Items will not be placed in front of shelves so that employees must climb or reach over the items stored in front of the shelves to retrieve items.
9. Storage of unnecessary combustibles such as cardboard boxes is discouraged.
10. Items stored shall remain 30 cm below the plane of the ceiling sprinkler heads or 40cm below the ceiling in areas without automatic sprinkler systems. Every floor, working place, and passageway shall be kept free from protruding nails, splinters, loose boards, and unnecessary holes and openings.

1.7.4 Inspections

Work areas will be inspected for deficiencies in cleanliness and good physical appearance. Inspections should be performed at a frequency that will ensure the desired level of cleanliness and appearance are maintained.

Supervisors should monitor these areas on a minimum of monthly cycles to ensure that housekeeping is acceptable.

During inspections, any safety-related deficiencies that constitute hazardous conditions should be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the Work Health and Safety Representative.

The Work Health and Safety Representative shall complete a Hazard Identification Form and follow the relevant procedures from there.

1.8 OFFICE ERGONOMICS

1.8.1 Ergonomics

Workplace Health and Safety legislation in Australia leans towards a proactive approach to safety management. We support this and believe that rehabilitation is not an adequate tool to address musculoskeletal disorders.

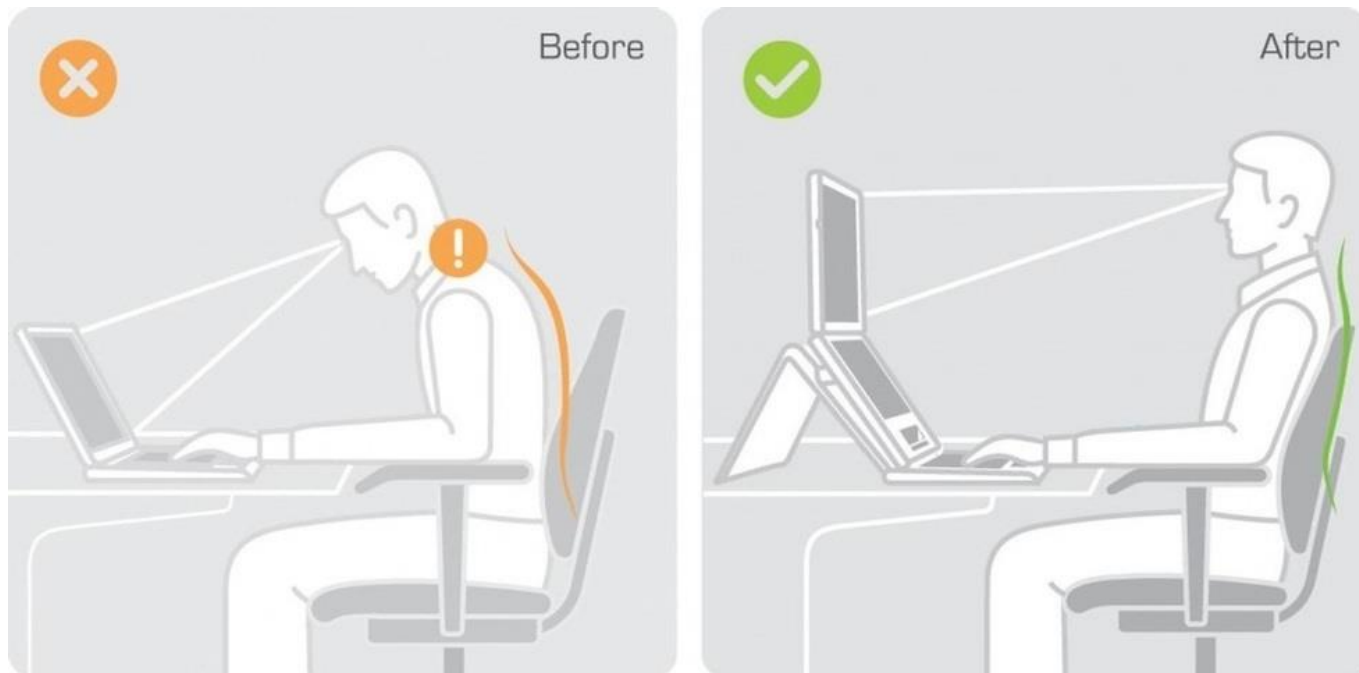
Prevention ensures our general duty of care for the health and safety of our workers, contractors and clients are met and in turn, encourages everyone to improve the health and safety of those in their working environment.

We encourage employees to take necessary precautions to prevent incidents and injuries from occurring. This is achieved through implementation of the Ergonomics Program which encompasses the Health and Safety Policy and employee education programs.

Below are some ways in which you can work ergonomically:

- Use a good chair with a dynamic chair back and sit back in this;
- Keep arms and elbows relaxed and close to the body;
- Sit tall with ears, shoulders and hips in a vertical line;
- Ensure that the top of the monitor casing is 5-8 cm above eye level;
- Sit at arm's length from the monitor;
- Make sure that there is no glare on the screen, use an optical glass anti-glare filter where needed;
- Centre the monitor and keyboard in front of you;
- Keep your wrist flat and straight in relation to your forearms to use the keyboard/mouse/input device;
- Use a negative tilt keyboard tray with an upper mouse platform or downward adjustable platform adjacent to the keyboard;
- Use a stable work surface and stable keyboard tray (to eliminate bounce);
- Place feet flat on the floor or a stable footrest; and

- Take frequent short breaks.



1.9 ELECTRICAL TEST AND TAG

This Procedure provides a practical summary of the test and tag requirements of the employer. For more detailed information please refer to the relevant Australian Standard.

1.9.1 Scope

This Procedure applies to all staff, visitors and contractors visiting company workplaces.

1.9.2 Obligations

Employees and supervisors are responsible for general and electrical safety in their own areas. This includes the testing and tagging of electrical equipment and tools.

All electrical equipment should be in good working order with no frayed or defective cords or leads or plugs.

Damaged/defective cords or electrical items must be immediately removed from service and be labelled with a 'Do Not Use' tag in accordance with Electrical Safety Legislation or Australian Standard.

Electrical cords/leads and plugs must be protected from damage, including damage by liquids.

In the workshop double adaptors & piggyback plugs must not be used at any time unless you have written approval from management.

All employees are responsible for reporting electrical hazards, incidents or damaged electrical equipment to management or a supervisor.

1.10 USE OF LADDERS (INCLUDING SMALL STEP LADDERS)

At times you may be required to use ladders. You must maintain three (3) points of contact at all times.

Prior to using a ladder, you must also consider the following:

1. The type of task, and how long it will take.
2. The physical surroundings and conditions in which the task will be undertaken.
3. Will the job involve working near electricity? Is it safe to use a metal ladder?
4. Are the surfaces the ladder will rest on unstable?
5. Is there anything likely to prevent the ladder from being set up and secured properly?
6. Does the person have to 'face away' from the ladder when going up and down, or working on it?
7. Does the ladder show any evidence of faults?
8. Is the ladder too short to allow the person to stand on a rung at 900mm from the top, or stand below the second tread below the top plate?
9. Will the person be required to work on the ladder for more than a couple of hours, increasing the likelihood of fatigue?
10. Will the job involve heavy work or the use of both hands to hold something?

If the answer to any of these questions, or questions like it, is "yes", then additional measures will need to be taken to ensure the work can be done safely.

Where the ladder is used, it may be necessary to have a second person and/or warning signs or a barrier on hand to ensure the ladder is not knocked by passing traffic or pedestrians.

1.10.1 Correct Use of Ladders

Ensure the ladder is set safely and securely. Whenever possible, the worker should:

1. Face the ladder when going up and down or working on it.
2. Stand on a rung at 900mm from the top.
3. Stand below the second tread below the top plate.

1.10.2 Ladder Maintenance

Ladders need to be regularly inspected to ensure it does not pose a risk. Ladders with any faults should be replaced or repaired.

1.11 PERSONAL PROTECTIVE EQUIPMENT

This standard must be applied wherever Personal Protective Equipment (PPE) is supplied as a means of protection against hazards. It is also UPTI's commitment to ensure that continuous compliance is maintained for all relevant regulations, risks and client specific requirements.

1.11.1 Definition

Personal protective equipment is where clothing and personal equipment is used to prevent personal injury. UPTI provides personal protective equipment to employees such as gloves, earmuffs or plugs, glasses and dust masks as required by the particular work being undertaken. Employees are to provide their own safety boots when required. Contractors will comply with this policy in ensuring their employees and subcontractors have and utilise personal protective equipment applicable to their particular work.

1.11.2 Employees Responsibilities (or Contractor/Subcontractor as applicable)

The Managers and Supervisors must ensure that:

- Appropriate personal protective equipment is provided;
- Employees are appropriately instructed and trained in the use of personal protective equipment and where applicable, certified;
- Enforce the uniform and proper use of PPE;
- Ensure equipment is provided in a clean and hygienic condition;
- Ensures compliance with client specific requirements prior to employees and or subcontractors performing the task for the client;
- Ensure PPE is suitable for the task.
- Ensure employees are trained in its use.
- Employees must:
 - Not intentionally misuse or interfere with PPE;
 - Apply any training given and wear or use any personal protective equipment supplied;
 - Regularly inspect and maintain PPE;
 - Report defective equipment;
- This policy will be regularly reviewed in the light of legislation and Company changes.

1.11.3 Procedure

Equipment Purchased

All personal protective equipment purchased must comply with the appropriate Australian Standard.

Personal Protective Equipment (PPE) - Commencement of employment

At the commencement of employment, the Contractor needs to ensure employees are trained in the use of PPE and have required PPE available to them for the work being undertaken.

UPTI employees are required to wear non-slip, closed-in, flat footwear when working in office areas.

Occupational Specific PPE applies to manufacturing equipment and employees are required to adhere to the instructions of their supervisor and/or signage in the use of PPE in manufacturing work areas.

Personal protective equipment can be broken up into three areas as follows (examples included within each area):

Head

Approval safety headgear must be worn by all personnel when in areas of falling objects, electrical or other hazards and/or in areas where it is deemed necessary that you must wear such protective equipment.

Other protective equipment includes:

- Respirators - filters fumes, gases and particulates
- Dust mask - filters dust particles
- Safety glasses/goggles/sunglasses protect the eyes against:
 - chemicals
 - impact and dust particles
 - UV radiation
- Earmuffs and/or earplugs provide protection against exposure to excessive noise.
- If working outside, onsite or in any other area exposed to sunlight an appropriate hat must be worn

Body

Employees must wear protective clothing as provided which provides limited protection against chemicals, abrasions and UV Rays etc.

- If working outside, onsite or in any other area exposed to sunlight sunscreen must be worn on exposed skin areas.

Limbs

Examples of personal protective equipment for the limbs are:

- Safety Footwear - protects feet from impacts, cuts and chemicals or high-temperature liquids.

Inspection and Maintenance

Employees and Contractors must ensure that personal protective equipment is:

- Properly maintained, stored, repaired and disposed of according to manufacturer's instructions;
- Records maintained for issue, inspection, and use by date, certification, repair and disposal;
- Regularly checked as part of a worksite inspection; and
- Tested where applicable.

Storage

PPE is to be stored in a way which ensures its cleanliness and functionality. The manufacturer's specifications are to be consulted for directions on storage and longevity of equipment.

Repairs/Disposal

PPE that is damaged or defective is to be repaired or discarded. In addition, contaminated PPE is to be disposed of appropriately and in accordance with regulatory requirements.

Maintenance Records

UPTI WH&S coordinator/s are responsible for maintaining records relating to the distribution of PPE. This may include retaining manufacturer's warranty information in the event of defective goods and as well all testing/inspection records for certified equipment.

2 FITNESS FOR WORK

2.1.1 Purpose

The business has a duty of care to provide employees with a safe and healthy work environment. Similarly, employees and contractors have a responsibility to work in a safe, responsible and reasonable manner. The policy assists UPTI to help ensure individuals are “Fit for Work” while on one of our work sites.

UPTI’s procedure on "Fit for Work", which includes Fatigue, Stress, Alcohol and Other Drugs represents a commitment to ensure effective systems and procedures are in place to reduce the risk of harm associated with fatigue, stress, alcohol and other drugs in the workplace.

2.1.2 Scope

UPTI recognises that an individual’s fitness for work may be affected by a variety of factors.

The Procedure applies to any person conducting work on any of our sites or premises and includes:

- All employees;
- All contractors working on the site; and
- All visitors, including suppliers and external Company employees.

UPTI is committed to achieving a safe, productive and healthy work environment and recognises that fatigue, stress, alcohol or drug misuse may impair an individual’s ability to perform work safely.

UPTI is seeking to establish a culture whereby it is unacceptable for any employee or contractor to use alcohol or other drugs in such a way that they are impaired when at work. We require the performance of our employees and contractors to be unimpaired by fatigue, stress, alcohol or drug misuse.

2.1.3 Objectives

This procedure aims to achieve a healthy, safe and productive workplace, which is consistent with our Vision of “No Harm in the Workplace” and the legislative requirements.

The procedures provide a framework for dealing with these issues and aim to provide a safe work environment for an individual at UPTI’s sites by:

- Eliminating hazards which are a consequence of the actions of individuals who are not fit for work;
- Providing assistance to employees through a range of measures to overcome problems that could impair their fitness for work;
- Ensuring that all who are deemed unfit for work are dealt with in an effective, fair and constructive manner; and
- Promoting a healthy lifestyle amongst employees and their families.

2.2 DRUGS AND ALCOHOL



UPTI is committed to providing a safe, healthy and productive workplace. UPTI recognises that alcohol and other drug abuse can have an adverse effect on an individual's ability to perform effectively and safely and therefore endanger themselves, their fellow workers and the public, along with possible risk to UPTI.

UPTI and any subcontractor employees shall be prohibited from entry to site if under the influence of alcohol or any other drug. UPTI has a zero-tolerance level for employees attending to one of our work sites while under the influence of drugs and alcohol. All employees must maintain a BAC (Blood Alcohol Content) of 0.00%.

Responsibilities

Management:

Will ensure that the performance of the employees, contractors and others to be unimpaired by drug or alcohol misuse whilst on our work sites or performing work for us.

UPTI will make every effort to provide assistance and rehabilitation in the form of reference to medical help or counselling if required. These efforts will be exercised in the event that the employee request this assistance from the employer prior to coming to work under the influence of either drugs or alcohol. The moment the employee enters the workplace under the influence they are in breach of the Employer's drug and alcohol policy.

Employees:

Employees shall not perform any task whilst under the influence of alcohol or any other drug.

Employees shall not use, possess, distribute or sell alcoholic beverages, illicit or non-prescribed drugs or misuse legitimate prescription drugs while at work.

Employees will ensure that they do not undertake any work for us if affected by alcohol or drugs in a manner that puts their own or any other person's health and safety at risk. An employee who believes that they are in an unfit state to perform their work must inform their supervisor prior to starting work.

Employees who have concerns about working with any other employee due to possible alcohol consumption or drug use shall consult with their supervisor or the Administration Manager.

We acknowledge that drugs and alcohol are part of our society. These substances must not be permitted to jeopardise our employees' safe work performance and wellbeing whilst an employee.

We recognise that drug and alcohol dependency is an acquired condition and is therefore treatable. Employees are encouraged to seek counselling and or other assistance to end or control their dependency. Within reason, we undertake to support those employees who are engaged in and are adhering to an assistance program by maintaining their employment status and confidentiality to the extent that it does not impair our ability to ensure the safety of other employees, contractors and visitors to the site.

The consumption, possession, sale of illegal drugs by employees or contractors is prohibited whilst at work.



When we host social and business functions, at either our premises or other locations, a variety of beverages will be available. Every encouragement and support for the consumption of non-alcoholic and low alcohol beverages will be given. On no account, will illegal drugs or substances be available.

The induction and WHS programs will include an overview of our Drug and Alcohol Policy for improved employee awareness and understanding.

We may assist in arranging confidential counselling and rehabilitation support services for employees with drug or alcohol issues.

We reserve the right to administer appropriate drug and alcohol testing of all employees. We can request these tests under reasonable grounds of suspicion, post incident or randomly.

Breaches of this policy will result in disciplinary action. Depending on the circumstances, such action may include summary termination of employment.

This Policy is based on the following principles:

- The use of drugs and alcohol can negatively affect and impair an individual's ability to perform their work both safely and effectively; and
- Higher risks of injury, damage and loss occur through the use of drugs and alcohol by individuals, both on and off the job.

Failure on a Client Site

Should you fail a drug test on a client site we will view this the same as failing a test on our site. Following investigations and consultation with the host, the findings may result in disciplinary action leading up to and including termination.

Reasonable Cause Testing

If UPTI or a co-worker believes any person to be unable to safely carry out their duties, the person will immediately be removed to a safe area.

UPTI will complete an assessment of the individual to determine the person's fitness for duty. If appropriate, the Supervisor will arrange an onsite drug and alcohol test to be conducted. The initiator of "reasonable cause" testing will also be tested.

If a positive drug or alcohol test result is returned, a sample will be sent to a nationally accredited agency for confirmatory testing.

Post-Incident Testing

Employees or contractors involved in high potential or serious incidents may be tested for the presence of drugs and alcohol. Conducting drug and alcohol testing will not compromise the treatment of injured persons.

On receipt of the drug and alcohol test results, the Supervisor will meet with the individual to make a decision about his/her fitness for duty and to discuss any necessary action arising from the event.

If the drug and alcohol tests are negative, and there is no other reason to consider the person not safe for work, and the incident is not sufficiently serious to warrant the person being stood aside, he/she will be asked to return to work.

If the drug and alcohol tests are negative, but UPTI or the Supervisor believes there are other reasons to consider the person not safe for work, arrangements will be made to send the person off-site.

If a positive drug and/or alcohol test result is returned, the procedures as described for "reasonable cause" will apply.

Random Testing

UPTI has developed a program of random testing that ensures that all employees and contractors will be tested, on average, at least once in a twelve-month period.

Testing will be conducted on an entire workgroup or team at a time. Employees and Contractors and visitors in an area or workgroup where testing is being conducted will also be tested.

Test results will be treated as described for reasonable cause testing.

Prescription Medication (Including non-prescribed pain medication)

Employees who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

Return to Work

Employees and contractors will be required to return a negative test result before they will be allowed to return to work. A refusal to undertake drug and alcohol testing will be recorded and dealt with as a non-negative result. Retests will be at the expense of the employee or contractor.

Employees and Contractors returning a non-negative test result will be tested each month on a random basis for six months following a return to work.

Confidentiality

We recognise our obligation to ensure all test results remain confidential. This obligation also applies to all management and supervisory and testing personnel.

Breach

In the event that an employee identifies that they have a substance abuse problem or addiction, they should notify management as soon as possible. An employee who suspects that they are under the influence should under no circumstances enter the workplace. If an employee needs to notify management, they can do this by phone. The employer will then request a clear result prior to your return to work. This will be at the employee's expense.

The Employer recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate support groups.

It is ultimately the responsibility of the person affected by alcohol and/or substances to be prepared to accept their circumstances and to take positive steps to rectify them. If the person cannot safely fulfil these responsibilities of employment, then UPTI will be unable to continue employment.

Should an employee return a non-negative result this Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

Non-compliance by other workers may also result in appropriate action up to and including termination of their engagement with the Employer.

Contractor Responsibilities

Contractor employees are responsible for:

- Ensuring they are not, by the misuse of alcohol or other drugs, in such a state as to endanger their own safety or the safety of others and be able to perform work satisfactorily;
- Informing their supervisor if they are taking prescription or over the counter drugs which may interfere with their capacity to work safely and effectively; and
- Reporting concerns related to working with anyone whose performance may be impaired to their immediate supervisor.

Assistance

Assistance can be obtained from your doctor who can provide information, advice and consultations regarding any alcohol or drug problems/concerns.

2.3 FATIGUE MANAGEMENT

2.3.1 Purpose

The business has a duty of care to make sure its employees are not impacted by fatigue due to extended hours or stress.

2.3.2 Fatigue

The following effects can be the result of working extended hours and fatigue when it occurs over a period of time:

- Blurred vision, difficulty keeping your eyes open, head nodding, drowsy relaxed feeling, irritability, not feeling refreshed after sleep (waking tired), falling asleep at work, micro-sleeps (falling asleep for less than a second to a few seconds, and being unaware that you have done so, usually due to sleep loss);
- Ill health, e.g. gastrointestinal symptoms, sleep deprivation, depression, and aggravation of pre-existing diseases. This is exacerbated by disruption to healthy lifestyle habits such as regular exercise and well-balanced diet;
- Stress through demands to remain alert and trying to balance family life with work;
- Increased potential for injury due to poor concentration;
- Social disruption where a person is unable to fulfil family and other commitments due to the workload;
- Increased exposure to workplace hazards as a result of longer work hours in contact with the hazard, e.g. noise, fumes, chemicals;
- Communication problems as a result of lack of normal contact with the workplace, e.g. inability to attend meetings, loss of contact with fellow employees; or
- Training and instruction opportunities may be missed.

2.3.3 Managing Extended Hours

Situations arise in the Company where working extended hours are unavoidable. Detrimental effects of fatigue can be minimised by the following actions;

Prolonged excessive workload demands should be assessed and the need for additional resources considered completing the job to minimise the potential for fatigue.

The work situation must be monitored to ensure employees are able to take their required work breaks and time off.



In the event a job unexpectedly takes more than 12 hours to complete, the person in charge must assess the situation and the fitness of the employees to continue working.

Work breaks should be arranged during the extended hour's job for physical rest and recuperation.

Arrangements may have to be made to provide food and beverages during the work period.

Consideration must be given to how employees will return home when the work is completed. Transport should be provided, or taxi charges allocated where fatigue may be a risk to driving or where personal security could be an issue.

A break of at least 10 hours should be arranged following a period of extended hours work to allow adequate time for rest and recuperation.

2.3.4 Stress

Workplace stress can occur when people are subjected to demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies.

In general, the combination of high demands in a job and a low amount of control over the situation can lead to stress.

Stress in the workplace can have many origins or come from one single event.

Good and Bad Stress

Stress can be both good and bad. Some stress is normal. It is often what gives us the motivation to meet our daily challenges.

Stress can have negative effects on your health and well-being when high demands and expectations continue for long periods that exceed your abilities, skills and coping strategies.

Effects of stress

- Decreased productivity;
- Feeling exhausted;
- Feeling frustrated;
- Dissatisfaction with your role;
- Increased blood pressure;
- Increased stomach acids; and
- Headaches.

Below are strategies that can be used to control stress in the workplace:

- Job design: Designing jobs so that the demands of jobs meet the capabilities of workers;
- Adequate rest breaks: Providing sufficient time for recovery from fatigue and providing enough notice to employees when hours of work are changed;
- Improving consultation: To ensure employees have participated in decision-making;
- Improving communication: To ensure employees are aware of the events and decisions that affect their work environment;
- Improving equipment and tools: Ensuring employees have the correct tools and equipment to perform their job;
- Developing a supportive workplace culture;
- Establishing clear roles and responsibilities;
- Establishing suitable work/life balance policies; and/or
- Training: Provide training for employees on stress management techniques.

2.4 NO SMOKING POLICY



Environmental tobacco smoke is considered a potential health risk and there is now sufficient evidence that passive smoking increases the risk of lung cancer. Passive smoking is also dangerous for people with pre-existing heart or lung conditions and can trigger asthma attacks, cause chest infections, headaches and sore throats.

As an employer, UPTI has a duty under the legislation to provide and maintain a safe working environment and to protect the health of all employees from illness or injury arising from the workplace. To protect the health of all employees for the ill effects of cigarette smoke at work, UPTI has adopted a policy of providing a smoke-free workplace.

It is recognised that, while this initiative will provide a positive benefit to all employees, some employees members may have difficulty in adjusting, particularly those whose smoking habit is a long-standing one.

Every effort will be made to assist smokers to adapt to working conditions under the policy. It must be stressed, that breach of this policy will be dealt with in the same manner as a breach of any workplace health and Safety Policy.

Smoking shall not be allowed in any of the companies owned, occupied buildings, vehicles or plant and client's residences.

2.4.1 Smoke-Free Workplace Policy

We are committed to providing, as far as is reasonably practicable, a smoke-free environment for all employees.

Passive smoking, also known as the inhalation of environmental tobacco smoke (ETS), increases risks to health. For the purposes of this policy, a reference to smoking includes cigarettes, cigars, pipes etc.

We do not support or encourage smoking.

The aim of this policy is to protect the health of employees, and visitors, while at the workplace. To achieve a smoke-free workplace and to protect employees and visitors from the effects of smoking, we are committed to the following:

- Smoking is banned throughout all enclosed workplaces and in all Company vehicles;
- Smoking may only occur in designated smoking areas to minimise the exposure of non-smokers;
- Compliance with smoking-related rules that may be in force at any client-controlled site; and
- Compliance with all legislative requirements in relation to smoking and ETS.

The responsibility for enforcing this policy rests with managers. All employees and contractors are obliged to:

- Protect the health of their fellow employees, and visitors, while at the workplace with regard to smoking by complying with this policy at all times;
- Observe and comply with smoking-related rules that may be in force at any work site;
- Ensure adherence to their respective state legislation and codes of practice relating to smoking, tobacco and ETS; and
- Breaches of this policy will result in disciplinary action. Depending on the circumstances, such action may include termination of employment.

Smoking is prohibited in all areas of the workplace. Smoking by-products such as cigarettes, butts and matches must be disposed of appropriately.

UPTI upholds the right of an individual to work in a smoke-free environment.

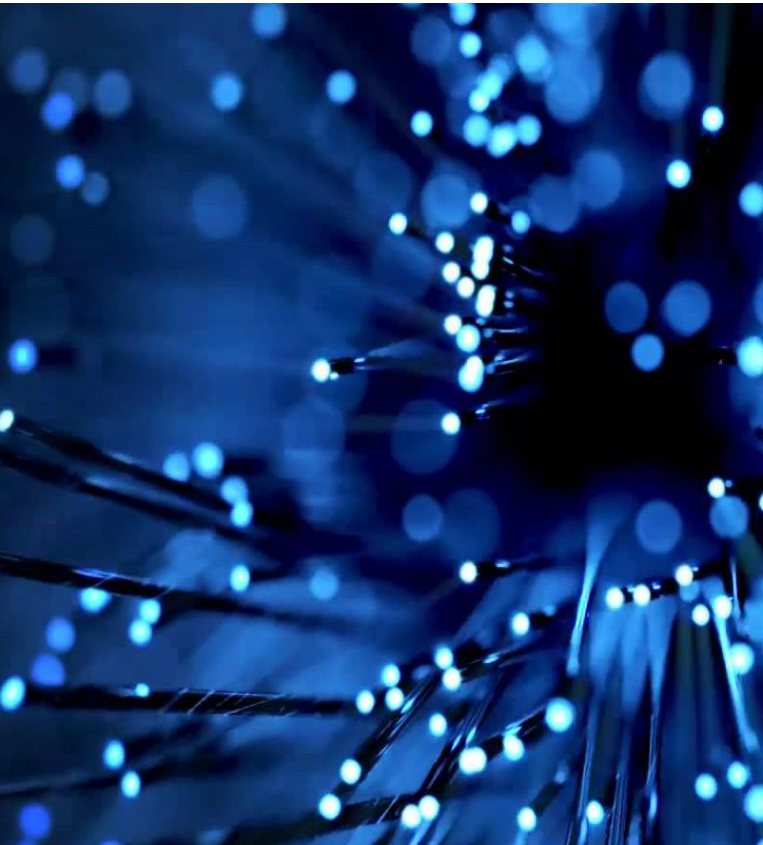
2.4.2 Signage

Signage may be required near building entrances and air intakes to minimise the possibility of exposure to environmental tobacco smoke resulting from smokers congregating in areas outside buildings. 'No smoking within 10m' signs can be displayed to discourage this behaviour

2.4.3 Information and Assistance

UPTI is committed to providing information to employees on the policy. Education forms a key part of the implementation phase of this policy.

In addition, information on alcohol and prohibited drugs will be made available to employees upon request and periodically through various communications.



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