

## **WELCOME**

Welcome to the people2people team. people2people is one of Sydney's fastest growing recruitment solution providers.

## **HEALTH AND SAFETY AT WORK**

The guidelines, procedures and policies noted in this booklet will cover a large number of the situations you may encounter in the workplace. If you are confronted with a situation that is not covered by this handbook, exercise common sense, prudence and professional judgement to ensure there is not chance of yourself or others coming to harm.

Accidents and injuries occurring in the workplace incur enormous personal and financial costs. Each year in Australia industrial accidents are responsible for:

- ❖ 12.6 million lost working days
- ❖ Nearly 10 times more hours lost through injuries than through industrial disputes
- ❖ 1000 people suffering compensable injuries every day
- ❖ The deaths of over 500 people
- ❖ 5 times more injuries than are suffered in car accidents
- ❖ An estimated \$9.6 billion in costs

All Australian workplaces are covered by Occupational Health & Safety (OHS) laws. Generally, the legislation focuses on the prevention of injury and illness and aims to:

- ❖ Secure the health, safety and welfare of people at work
- ❖ Protect people at or near workplaces from risks to their health and safety arising out of the activities of employees or contractors at work
- ❖ Ensure that expert advice is available on OHS matters affecting employers, employees and contractors
- ❖ Promote an occupational environment that is adapted to their health and safety needs
- ❖ Foster a cooperative, consultative relationship between employers and employees on health, safety and welfare of people at work

people2people employees and contractors must take all reasonably practicable steps to ensure that they neither do something, nor fail to do something, that creates a risk or increases an existing risk to their own health and safety or to that of other people who are at or near the place where they are working.

Everyone shares a responsibility to report all accidents and hazards in the workplace. This helps to identify areas of risk and take appropriate measures. It is equally important to report any 'near misses' (an accident which could have resulted in injury or damage to property but did not).

It is important to notify your people2people consultant if you are transferred to another role within the organisation.

## **OCCUPATIONAL HEALTH & SAFETY POLICY**

At people2people, we are committed to the health, safety and welfare of all people we employ and to the people who are affected by our undertakings, including all persons at client organisations.

### **Commitments**

As part of our overall OHS program, people2people is committed to:

- ❖ Establishing measurable objectives and targets to ensure continued improvement aimed at eliminating work related injury and illness
- ❖ Complying with relevant OHS legislation, codes of practice, standards and guidelines applicable to the Company and to exceed industry best practice OHS standards
- ❖ Documenting, implementing and communicating the OHS program to all employees and providing adequate resources to ensure the OHS program is maintained
- ❖ Making our OHS policy available to interested parties
- ❖ Periodically reviewing our entire OHS program, including the OHS policy, to ensure it remains relevant and appropriate given the nature of our business

### **Objectives**

The overall objectives of our OHS program are:

- ❖ Zero work related injuries and illnesses
- ❖ To provide effective and meaningful consultation to employees regarding issues that may affect their health, safety and welfare
- ❖ To implement an OHS risk management program to identify, assess and control all risks to the health, safety and welfare of all people affected by the undertakings of our business
- ❖ To provide all employees with adequate OHS systems, information, training, instruction and supervision to ensure work is conducted in the safest possible manner

### **Responsibilities**

#### Executive Management

The promotion and maintenance of OHS is primarily the responsibility of Executive Management. To this end, it is Executive Management's responsibility to develop, implement and keep under review, in consultation with employees, the Company's OHS program.

#### Executive Management Managers & Team Leaders

Each Manager/Team Leader is required to ensure that the intent and requirements of the OHS policy and the OHS program are effectively met and implemented in their areas of control, and to support any subordinates and hold them accountable for their specific responsibilities.

## Employees

All employees are required to cooperate with the OHS policy and systems to ensure their own health and safety and the health and safety of others in the workplace.

### **RETURN TO WORK (RTW) PROGRAM SUMMARY**

people2people Executive acknowledges the high social and financial cost of work related injury/illness and is committed to preventing such injury by providing a safe working environment. However, in the event of a work related injury, people2people Executive is committed to ensuring that the early RTW of an injured worker is a normal practice and expectation. people2people will ensure that the RTW process is commenced as soon as possible after an injury in a manner consistent with the worker's medical fitness for work.

people2people has developed this RTW program for the management of workers who are injured at work.

This program forms part of the operating procedures of the organisation and is consistent with people2people's insurance company's injury management program, and will be reviewed regularly.

Workers will be regularly informed of their rights and responsibilities and of people2people's policies on RTW. Workers will be consulted in the following ways:

- ❖ Face-to-face discussion with the RTW Coordinator and their direct supervisor
- ❖ Regular team meetings

people2people is committed to offering suitable duties to partially incapacitated workers. The RTW Coordinator is responsible for offering suitable duties for injured workers. All offers of suitable duties and employment will be in writing, time-limited and consistent with the advice of the nominated treating doctor and recommendations of the accredited rehabilitation provider.

People2people is committed to ensuring that participation in an RTW plan will not, of itself, disadvantage an injured worker. All efforts will be made to resolve disagreements about the company's RTW program, or its components, through discussions and in a spirit of cooperation.

## Employer's Responsibilities

Under the Workplace Injury Management and Workers Compensation Act (1998), people2people must:

- ❖ Have a current Workers Compensation policy covering all employees
- ❖ Comply with current RTW guidelines
- ❖ Employ a trained RTW Coordinator
- ❖ Notify the fund manager of any injury/illness within 48 hours, and have claim forms to the fund manager within 7 days of receipt
- ❖ Not dismiss as injured worker because of injury within 6 months of the date of injury
- ❖ Provide appropriate alternate duties consistent with medical advice
- ❖ Maintain confidentiality concerning an employees occupational return to work with WorkCover guidelines

- ❖ Inform staff of policies and procedures relating to Worker's Compensation and RTW through ongoing education, information and advice

### Employees Responsibilities

- ❖ Take reasonable care and comply with people2people and any client's policies, procedures and instructions in the performance of work, so as to prevent workplace injuries to themselves and others
- ❖ Seek first aid and/or medical treatment where needed following work related injury or illness. Request that any recommendations regarding capacity of work be documented by the examining medical practitioner on a WorkCover medical certificate
- ❖ Report any injury/illness by contacting a work supervisor, manager or the RTW Coordinator immediately after the incident notwithstanding the need to seek medical treatment
- ❖ Present any documentation relevant to their Workers Compensation and RTW (eg. medical certificates, claims forms) to the RTW Coordinator as soon as possible following the incident
- ❖ Actively participate in any agreed individual RTW plan
- ❖ Cooperate with reasonable workplace changes designed to assist the RTW of fellow workers
- ❖ Attend any medical examination arranged by people2people or its insurer for the purpose of assessing or reviewing the employee's condition
- ❖ Ensure that the scheduling of any medical treatment appointments take into consideration the operational requirements of people2people, and liaise with your consultant or supervisor regarding these requirements

### Role of the RTW Coordinator

The RTW Coordinator is responsible for facilitating the injured worker's return to work and has the following responsibilities:

- ❖ To coordinate the prompt notification of injury/illness to the fund manager within the current legislative requirements
- ❖ To be the coordinator between all key persons in the rehabilitation process
- ❖ To liaise as necessary with all parties in the rehabilitation process
- ❖ To ensure that all necessary information on the injured employee's job activities is available to the pertinent medical advisors and the external rehabilitation providers
- ❖ To monitor the progress of participants in the RTW program and record appropriate information to assist in it's operation and review

Please contact your consultant to be put in touch with the people2people RTW Coordinator.

Information on the relevant insurance company and external rehabilitation providers will also be provided at this point.

Please note that workers can choose a rehabilitation provider of their choice.

## OHS CONSULTATION STATEMENTS

people2people is committed to protecting the health and safety of all our employees. Injury and illness is needless, costly and preventable. Our company will consult our employees in implementing safety practices and systems that will ensure the health, safety and welfare of our employees.

Employee involvement at all levels is critical for ensuring a safe workplace.

people2people have established an OHS Consultation Arrangement which falls into the generic category of 'other agreed arrangements', as described in detail in the OHS Consultation: Code of Practice (2001).

The primary medium for consultation is through direct interaction between:

- Consultants and Directors with client contacts through site assessments
- Consultants and Directors with employees via inductions, placement briefs, team meetings and face-to-face reporting
- Client contacts and employees through established Client Consultation Arrangements
- The OHS Coordinator and employees through task specific risk assessments
- The OHS Coordinator and client contacts through task specific risk assessments
- Email notification – [OHS@people2people.com.au](mailto:OHS@people2people.com.au)
- Unions, employees and people2people
- Any other additional mechanism deemed beneficial by the Directors

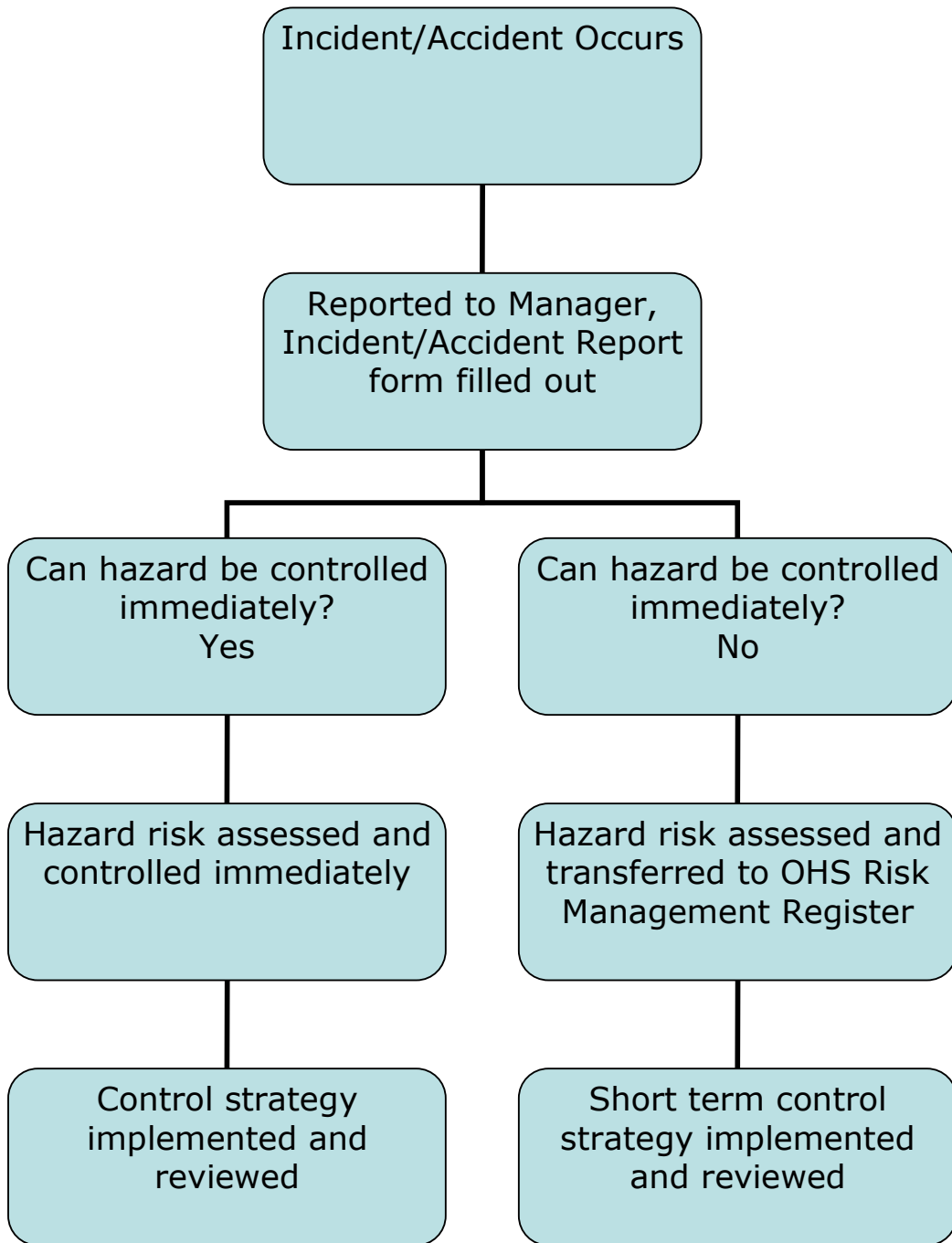
Consultation on OHS issues must be meaningful and effective to allow employees to contribute to decisions that may affect their health, safety and welfare at work. Business Unit Managers, Supervisors and Clients are required to consult with employees when:

- Identifying workplace hazards
- Changes are proposed to the workplace that may affect employee health and safety
- The risks associated with workplace activities and hazards are being assessed and decisions are being made about the control of risks
- Changes are proposed to the facilities, equipment, substances or systems of work

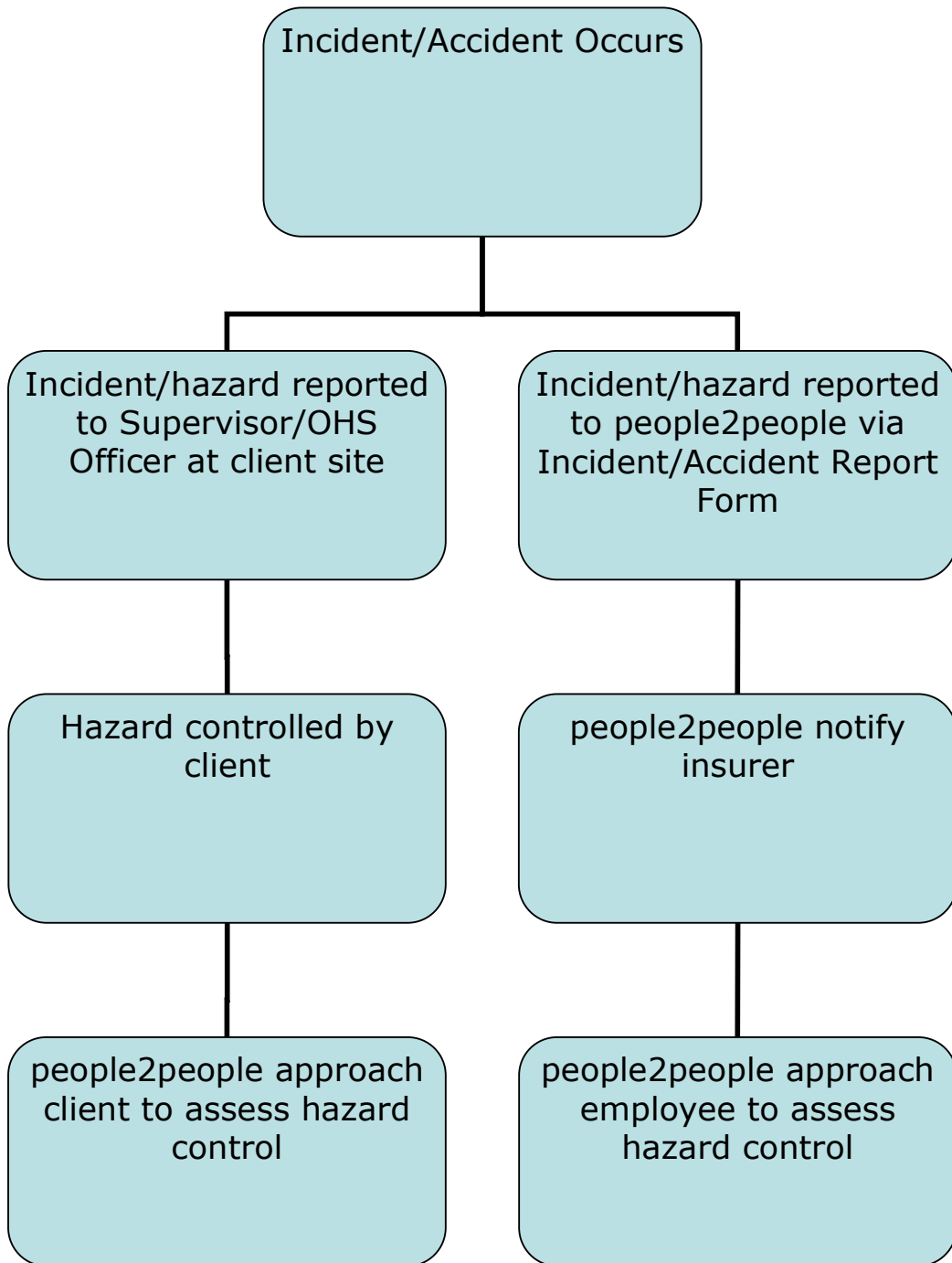
When OHS issues cannot be resolved directly, external assistance will be sought.

It has been agreed by people2people and their employees that these OHS Consultation Arrangements will be monitored and reviewed on an on-going basis to ensure that consultation with all employees is effective and that all safety issues are being addressed.

**INCIDENT/ACCIDENT REPORTING (Internal)**



**INCIDENT/ACCIDENT REPORTING (Client Site)**



## **INJURY REPORTING**

Unfortunately, from time to time there will be people who have accidents whilst on client's premises. In the event that this happens, you should notify your supervisor of the accident and your people2people consultant immediately. You should also fill in the Incident/Accident Report Form available on the people2people website as soon as reasonably possible.

You should seek treatment on-site initially and then if further treatment is required, transport will be arranged for you to attend a people2people nominated doctor for treatment.

These doctors are located throughout the country and are fully briefed on the procedures for treating our injured workers. Once you have been treated, you must ensure that you complete all relevant Workers Compensation paperwork and submit your WorkCover Doctors Certificate to people2people. Please note that employees are entitled to use a doctor of their choice.

Should your injuries be severe enough to require a rehabilitation plan to assist you to return to work, this will be managed by the RTW Coordinator and the rehabilitation provider.

## **COMMON HAZARDS IN THE OFFICE ENVIRONMENT**

### Repetitive or Sustained Forces

Does the task involve repetitive or sustained postures, movements or forces undertaken during PC based work such as typing/drafting/data entry?

As a general guideline, repetitive means performed more than twice a minute, and sustained means for more than 30 seconds at a time.

To reduce the risk:

- ❧ Introduce appropriate rest breaks/exercises as far as is practicable
- ❧ If possible, introduce varied work tasks or sharing repetitive tasks between employees

### Lighting & Ergonomics

Ensure lighting is adequate in terms of:

- ❧ Amount
- ❧ Number, type and position of sources
- ❧ How often and how long tasks are performed
- ❧ Avoid flickering and inappropriately coloured lights
- ❧ Control natural light from windows
- ❧ Reduce contrast between foreground and background
- ❧ Reposition monitor to reduce glare

Check the workstation to see if the chair provided can be adjusted to suit your requirements for back support and height. If using a PC ensure that the chair, bench and PC are ergonomically correct heights and distances. The PC monitor position should not cause your neck to bend forward uncomfortably or backward to any degree. Your eyes should look slightly downward when viewing the middle of the screen.

Whenever possible, the chair and desk combinations should be adjusted so that eyes are approximately level with the top of the monitor, thighs are horizontal, and feet rest comfortably on the floor.

### General Housekeeping

- ❖ Ensure desk/office is clean and tidy at all times
- ❖ Avoid tripping hazards including electrical cords and chairs
- ❖ Ensure workplace/tasks are free of excessive noise
- ❖ Ensure workplace temperature/humidity is comfortable

### **NO SMOKING POLICY**

There is now overwhelming evidence that passive smoking is dangerous for our health. In order to ensure a safe and healthy workplace, people2people have adopted a 'No Smoking Policy' for all staff. The details of this policy are as follows:

- ❖ No staff member is permitted to smoke while on duty, except during rostered breaks
- ❖ Smoking is only permitted in the designated smoking area

### **MANUAL HANDLING GUIDELINES**

Avoid accidents from carrying heavy loads, and personal injury to you and your fellow workers. Carefully read this checklist and comply with the guidelines it contains at all times.

The national Code of Practice for Manual Handling advises that the risk of back injury significantly increases when the load is above a 16-20kg range. This risk involved with manually handling loads is further increased when:

- ❖ The load is lifted from the ground
- ❖ Reaching forward while lifting
- ❖ The load is carried over a long distance
- ❖ A large number of loads are handled in one period

Back injuries can happen suddenly at the time of lifting a heavy object but they can also develop over time as a result of cumulative hidden damage.

To reduce the risk:

- ❖ Correct lifting techniques are to be used
- ❖ Use mechanical lifting devices where possible
- ❖ Use trolleys, wheelbarrows and other aids to assist
- ❖ Use team lifting techniques if possible
- ❖ Arrange your work to minimise the need for manual handling
- ❖ Store loads as close as possible to waist height if shelves or racks are used
- ❖ Maintain cleared space around and above stored loads so that they can be lifted without awkward postures
- ❖ Use portable steps to gain access to a higher level rather than climbing onto, climbing from or jumping off the higher level

If you are unsure of the correct lifting procedures always speak with your supervisor.

### Manual Handling Checklist

1. Assess load for size and weight
2. Put your feet close to the load
3. Keep feet apart for balance
4. Relax knees
5. Lower your body and bend your knees
6. Drop your chin to your chest
7. Get a firm grip on the load
8. Now... raise your head
9. Straighten legs
10. Lift the load and turn your feet to the direction you wish to go before you walk – don't twist your body first

Remember: Accidents don't just happen, they are caused. Remove the cause and be safe!

## **FIRE AND EMERGENCY PROCEDURES**

### Fire

- ⚡ Prompt action by you can save lives and property
- ⚡ Preventing fires is the first and best course of action
- ⚡ Always report faulty electrical switches or exposed wiring
- ⚡ Do not block electric motors in electrical equipment
- ⚡ Do not use faulty electrical appliances
- ⚡ Be alert for cigarette butts dropped into flammable materials, especially pot plants and waste bins
- ⚡ Know where the fire exits are and where fire fighting equipment is located in your area
- ⚡ Know the evacuation assembly point for your property
- ⚡ Know the different types of fires for which particular types of extinguishers are used

You must acquaint yourself with the fire safety drill appropriate to your workplace immediately on commencement at that site.

### Burglary

If you suspect a burglary on arrival at your work area:

- ⚡ Do not touch anything – don't add your own fingerprints
- ⚡ Call your supervisor or manager
- ⚡ Do not go into dark areas or closed rooms – the offender may still be in the building. Leave the area if you are concerned

### Hold-ups

In the case of hold-ups:

- ⚡ Do not be a hero! Protect YOURSELF at all costs!
- ⚡ Do not argue with the offender. Hand over whatever they are after

- ⚡ Try to note points about them without obviously doing so – gender, height, weight, ethnicity, any accents, any particular features or odours
- ⚡ Do not make too much eye contact as that may antagonise them. Move calmly and slowly when requested

### Bomb Threats

A bomb threat may be in one of the following forms:

- ⚡ In writing by facsimile, hand or type written note
- ⚡ Orally, by telephone, face-to-face, electronic recording equipment or relayed verbal message
- ⚡ By mail – suspicious article

If the threat is written:

- ⚡ Place the document into a plastic envelope (or transparent folder) to preserve its condition and to prevent contamination
- ⚡ Restrict access to the document as it is physical evidence and will be surrendered to the police

If the threat is received via the telephone:

- ⚡ Remain calm and attempt to extract as much information as possible
- ⚡ Locate the telephone checklist
- ⚡ Do not hang up – it may be possible to trace the call
- ⚡ Using the telephone checklist, write down as much information as possible
- ⚡ Try to attract the attention of another person who may be able to listen in – it may help to remember critical information later

If possible, obtain the answers to the following:

- ⚡ Where is the bomb?
- ⚡ What time will it go off?
- ⚡ What does it look like?
- ⚡ What kind of bomb is it?
- ⚡ Why are you doing this?

Try to assess:

- ⚡ The caller – whether male or female
- ⚡ Speech – educated, rambling, rational, accented, distinctive impediment?
- ⚡ Distractions – was it a public or private phone?
- ⚡ Was there any background noise that may indicate the location of the caller?

### Discovery of a Suspicious Article

If a suspicious article is found:

- ⚡ DO NOT TOUCH IT
- ⚡ Clear people from the immediate area
- ⚡ Secure the area
- ⚡ Inform your supervisor or manager who will initiate the evacuation
- ⚡ Inform police

### Evacuation Procedure

All threats are to be taken seriously unless proven otherwise.

Your supervisor/manager will inform the police.

Leave the area as directed by your supervisor/manager.

Assemble at the designated assembly point for the property where all evacuees will be accounted for.

Once an evacuation has taken place the building will only be reoccupied on advice from emergency response personnel, usually the police.

### **DRUG AND ALCOHOL POLICY**

people2people is committed to achieving the highest performance in occupational health and safety, with the aim of creating and maintaining a safe and healthy working environment through its and its clients businesses.

Consistent with this, the company will not permit alcohol or illegal drugs to be brought onto people2people's premises or client sites, nor will it tolerate the consumption of alcohol and/or illegal drugs on-site.

Prescribed drugs that may affect your and others safety at work include pain relievers, sleeping pills, tranquillisers, cough medicine, anti-histamines etc. If you are on these types of medication they may affect your work performance. If you are affected you should not be at work. Please note that some of our clients, in consultation with the unions, have drug and alcohol testing procedures in use.

people2people will provide counselling and support facilities for employees with recognised problems.

### **THE JOB**

If you arrive at the job assignment and find that the job description or work location has significantly changed, call your people2people consultant to discuss prior to starting work.

Nobody is expected to undertake a job until he or she has received instructions on how to do it properly, and has been authorised to do that job. Nobody should undertake a job that appears to be unsafe or use chemicals without understanding their hazardous properties, if any.

### **ANY QUESTIONS?**

If you have any questions regarding the content of this booklet, or you work as a contractor, please do not hesitate to ask your consultant. Once again, welcome to the people2people team. We look forward to working with you.

Mark Smith  
**Director**