

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 in enormous personal and financial costs. Each year in Australia industrial accidents are responsible for:

- 12.6 million lost working days.
- Nearly ten times more hours lost through injuries than through industrial disputes.
- 1,000 people suffering compensatable injuries every day.
- The deaths of over 500 people.
- Five 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 or 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 incident 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 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 Group 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 manners.

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 Group's OHS program.

Executive Management Managers and 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 by 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 workers 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 advise of the nominated treating doctor and recommendations of the accredited rehabilitation provide.

people2people is committed to ensuring that participation in a 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 corporation.

Employer's Responsibilities

Under the workplace Injury Management and Worker's Compensation Act (1998), people2people must:

- Have a current Worker's 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 an 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 to 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 Worker's Compensation and RTW (e.g. 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 the 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 employees job activities is available to the pertinent medical advisers and the external rehabilitation providers.
- To monitor the progress of participants in the RTW Program and record appropriate information to assist in its 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 assessments.
- Email notification – OHS@people2people.com.au
- Unions, employees and people2people.
- Any other additional mechanism deemed beneficial by the Directors.

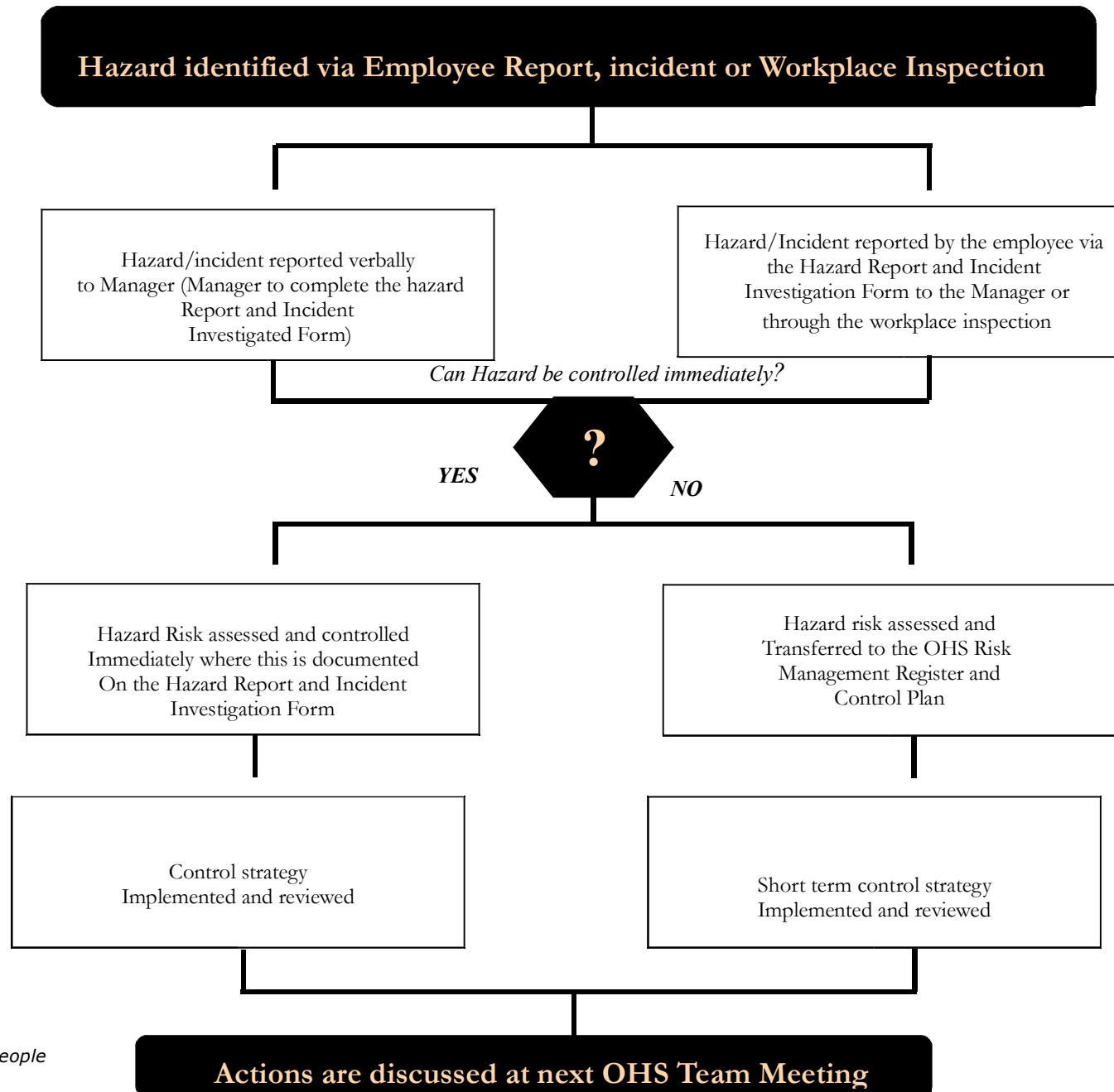
Consultation on OHS issues must be meaningful and effective to allow employees to contribute to decisions that may affect their health, safety and welfare at work. Business Unit Managers, Supervisors and Clients are required to consult with employees when:

- 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 or risks.
- Changes are proposed to the facilities, equipment, substances or systems of work.

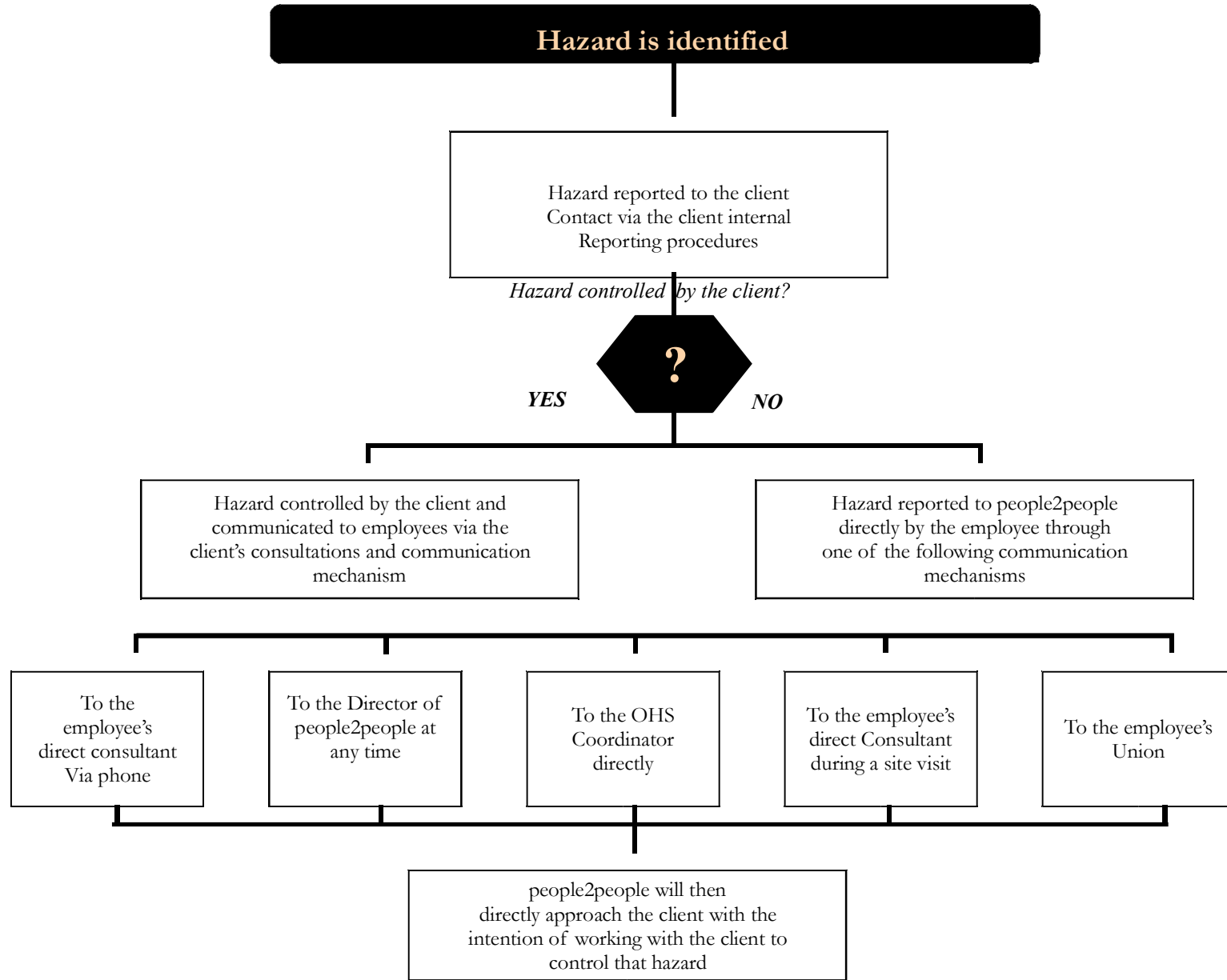
Where OHS issues cannot be resolved directly, external assistance will be sought.

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/HAZARD REPORTING (Internal)



HAZARD REPORTING (At Client Sites)



Hazard controlled by the client and communicated to employees Via the client's consultation and communication mechanism

INJURY REPORTING

Unfortunately, from time to time there will be people who have accidents whilst on clients premises. In the event that this happens, you should notify your supervisor of the accident and your people2people Consultant immediately.

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 Worker's Compensation paperwork and submit your WorkCover Doctors Certificate to people2people.

Should your injuries be severe enough to require a rehabilitation plan to assist you to return to work, this will be managed by our employees 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 done 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 and 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.
- Re-position 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.

Wherever possible, the chair and desk combinations should be adjusted so that, eyes are approximately level with the top of the VDU, 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/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 "Non-Smoking Policy" for all staff. The details of the policy area 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. The risk involved with manually handling loads is further increased when:

- The load is lifted from the ground.
- The load is lifted out of a ute or trailer (reaching forward while lifting).
- The load is carried over a long distance.
- A large number of loads are handled in one period (e.g. unloading a truck).

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 clear 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 (e.g. truck trays).

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. Feet apart for balance.
4. Relax knees.
5. Lower body and bend knees. Let your back bend if it wants to.
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 exists and 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 fire 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 - do not 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, colouring, any accents, any particular feature or odours.
- Do not make too much eye contact as they 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.
- 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 - was it educated, rambling, rational, accented, accompanied by distinctive impediment?

Distractions - was it a private or public phone?

Were there any background noise that may indicate the location of the caller?

Discovery of suspicious article

If a suspicious article is found:

- DO NOT TOUCH.
- 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 contract 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's 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 us.

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 perform 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 contents of this booklet, or your 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