



ROCKINGHAM PEST CONTROL

Occupational Safety & Health Manual

Endorsed: July 2015

Version: 2

Endorsed by: R. Luckens

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OCCUPATIONAL SAFETY & HEALTH MANUAL

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1. Introduction

This Occupational Safety & Health Manual includes components as follows:

- Introduction and overview
- Safety Policies and procedures, and
- Health and Safety information

Once established, this manual should be formally reviewed at regular intervals, not less than every 3 years (or earlier if the need arises), to ensure compliance with legislative requirements. This review process should also be extended to be inclusive of any documents which form part of the policy.

Record of Revision

Edition Revision	Date	Section	Approved by	Revision Details
Version 1	December 2013	All document	R. Luckens	For review in line with legislative changes or in 2016.
Version 2	July 2015	Review of entire document.	R. Luckens	For review in line with legislative or other changes or in 2018.

This OSH Manual forms part of Rockingham Pest Control Occupational Safety & Health program, which is designed to promote, educate, identify and control workplace safety matters, which takes into account workplace priorities and resources, while meeting the minimum statutory obligations

2. Definitions

For the purposes of this manual, and when referring to instructions relating to occupational health and safety, the following key definitions will apply where the terms are used:

Organisation

Organisation means Rockingham Pest Control

The Act

The Act means the *Occupational Safety and Health Act 1984 (WA)* as amended.

Regulations

The Regulations means the Occupational Safety and Health Regulations 1996 (WA), as amended.

Accident

Accident means an unplanned and/or unexpected occurrence, which has caused an injury to a person or damage to property.

Australian Standard (AS)

Australian Standards are those standards approved by the Council of Standards Australia Committee, and form a national benchmark for products and services.

Competent person

"Competent person" in relation to the doing of anything, means a person who has acquired through training, qualification or experience, or a combination of those things, the knowledge and skills required to do that thing competently.

Employer

"Employer" means:

- (a) a person that employs an employee under a contract of employment; and
- (b) in relation to an apprentice, a person who employs the apprentice under a training contract registered under the *Vocational Education and Training Act 1996 (WA)* Part 7 Division 2;

Employee

"Employee" means:

- (a) a person by whom work is done under a contract of employment; or
- (b) an apprentice;

Hazard

"Hazard" in relation to a person, means anything that may result in -

- (a) injury to the person; or
- (b) harm to the health of the person.

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Hazardous substances

A hazardous substance is a substance that is toxic, corrosive, carcinogenic, irritant, mutagenic, or teratogenic.

Incident

Incident means any occurrence, including near misses, which may have caused personal injury or could have caused damage to property.

Manual handling

"Manual handling" means any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or move, hold or restrain a person, animal or thing.

Material Safety Data Sheet (MSDS)

A MSDS is a document that describes the properties and use of a substance, health hazard information, precautions for use, and safe handling information.

Personal protective equipment (PPE)

Personal protective equipment, (PPE), refers to clothing and equipment that complies with relevant Australian Standards, which is issued to an individual by the company to protect from injury or harm

Practicable

"Practicable" means reasonably practicable having regard, where the context permits, to –

- (a) the severity of any potential injury or harm to health that may be involved, and the degree of risk of it occurring;
- (b) the state of knowledge about -
 - (i) the injury or harm to health referred to in paragraph (a);
 - (ii) the risk of that injury or harm to health occurring; and
 - (iii) means of removing or mitigating the risk or mitigating the potential injury or harm to health; and
- (c) the availability, suitability, and cost of the means referred to in paragraph (b) (iii).

Risk

"Risk" in relation to any injury or harm, means the probability of that injury or harm occurring.

Self-employed Person

"Self-employed person" means an individual who works for gain or reward otherwise than -

- (a) under a contract of employment; or
- (b) as an apprentice or trainee, whether or not the individual is an employer.

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Workplace

“Workplace” means a place whether or not in an aircraft, ship, vehicle, building, or other structure, where employees or self-employed persons work or are likely to be in the course of their work.

Further definitions, as they relate to the state legislation can be found in the relevant act or regulations.

3. Rockingham Pest Control Occupational Safety and Health Policy

Management of Rockingham Pest Control are firmly committed to a policy enabling all work activities to be carried out safely and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors, authorised visitors and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the *Occupational Safety and Health Act (WA) 1984* and *Occupational Safety and Health Regulations (WA) 1996*.

Responsibilities

Management will take all reasonable steps to:

- provide a safe working environment
- safe systems of work
- plant and substances in a safe condition
- facilities for the welfare of workers
- information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- a commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- a commitment to continually improve our performance through effective safety management
- comply with all other legislative requirements when working in other jurisdictions and cross border

Each employee will:

- comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- take reasonable care of the health and safety of themselves and others
- wear appropriate and relevant personal protective equipment and clothing where necessary
- comply with any reasonable direction given by management for health and safety
- not to misuse or interfere with anything provided for health and safety
- report all accidents, incidents and near misses which occur on the job or to and from work
- report all known or observed hazards to supervisor or manager

Application of this policy

Rockingham Pest Control seeks the cooperation of all employees, customers and other persons working on or near our worksites. We encourage suggestions and consultation for realising our health and safety objectives to create a safe working environment with a zero accident rate.

This policy applies to all business operations and functions, including those situations where workers are required to work off site.

We will only achieve success with our safety management program if all staff demonstrate their commitment by having a positive attitude towards the maintenance of high safety standards and will be expected to sign a Safety Charter supporting this policy at the time of employment with Rockingham Pest Control. (As per Appendix 1)

4. Sub-contractor's Policy

In accordance with the Rockingham Pest Control Occupational Safety and Health Policy, it is the responsibility of each subcontractor to ensure the work undertaken by them (and as relevant) their employees is conducted in a safe manner. This means in accordance with the requirements of the *Occupational Safety and Health Act, 1984 (WA)* and Occupational Safety and Health Regulations 1996 (WA), and all relevant accepted industry and Australian Standards.

The subcontractor shall ensure that any employees have been adequately trained and are competent to carry out the work required of them.

The subcontractor and their employees shall abide by all site safety requirements and any reasonable directive given to them by a senior staff member of the main contractor.

Subcontractors' employees working on any site must also take action to prevent exposing others to any hazard created as a result of the work they are conducting.

In addition, and where appropriate, the subcontractor and his/her employee/s shall;

- hold relevant qualifications
- hold appropriate licences
- hold a certificate of competency or High Risk Work Licence (e.g. Elevated Work Platforms,)
- be registered with an appropriate body as relevant to the work of the subcontractor

Any expenses incurred as a result of the subcontractor's activities, including the provision of personal protective clothing and equipment, are the responsibility of the subcontractor.

Provision must also be made for insurance, such as professional indemnity. Copies of these documents must be attached to the sub-contractor checklist (Appendix 2), that will be completed prior to the commencement of any work for Rockingham Pest Control.

Should an accident occur while on site, it must be reported to the main contractor immediately to allow the appropriate investigation to be conducted.

5. Drugs and Alcohol Policy

Rockingham Pest Control are committed to providing a safe and healthy workplace for all employees. As part of this commitment the company will not tolerate the misuse of alcohol, other drugs or substances of abuse in the workplace. The purpose of this policy is to ensure that employees are fit for work and not under the influence of alcohol and or other drugs while at work.

Drugs (prescribed, non-prescribed and illicit) and alcohol can have a detrimental impact on safety and health in the workplace. Drugs and alcohol can reduce a person's ability to work safely by affecting the nervous system, coordination, vehicle control, concentration, alertness and can impede the ability to exercise judgment. Employees impaired by alcohol and/or other drugs increase the risk of injury and illness to themselves and to others. Impairment by drugs or alcohol may make any subsequent claim for worker's compensation invalid.

It is the policy of Rockingham Pest Control to ensure that employees do not:

- Attend for work in an impaired condition resulting from the use of alcohol or drugs;
- Possess or consume alcohol while on duty or at a work site of Rockingham Pest Control; and/or
- Unlawfully possess or consume any drugs while on duty or at a work site of Rockingham Pest Control.

Rockingham Pest Control has a legal responsibility to safeguard the health, safety and welfare of its employees and it aims to do that by:

- Recognising that alcohol/drug misuse is a health problem.
- Preventing drug and alcohol problems affecting the workplace.
- Helping to identify problems at the earliest stage.
- Offering support to those who have a problem.

It would be a breach of its legal duties if Rockingham Pest Control, as an employer, knowingly let an employee, who was under the influence of alcohol or drugs (to the extent that he or she is liable to expose themselves or others to risk as a result of being under such influence) continue to work. Employees are required to take reasonable care of themselves and others who may be affected by what they do.

In respect of drinking outside work whilst it is not illegal, and subject to personal choice, employees have an individual responsibility to ensure that they do not remain under the influence of alcohol when arriving for work, particularly where their employment includes activities like driving, undertaking manual handling tasks or operating machinery. Employees must be aware that failing to exercise such individual responsibility may result in their being stopped from working and the potential for disciplinary action.

Effects of Drugs

Drugs alter the way a person feels and/or thinks and can lead to impaired judgement and/or poor concentration, which in turn can impair productivity and greatly increase the risk of accidents/incidents. The after effects of drugs taken at the weekend and/or in the evening can still affect a person's performance at work.

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Signs of Use/Misuse

To help identify whether there may be a problem the following signs may be considered (it is important to note that these signs may be caused by other factors and should therefore only be regarded as indicators that an employee may be misusing drugs):

- Poor attendance/sickness records.
- Behavioural changes (mood swings, depression, confusion etc.).
- Reduction in productivity.
- Increased accidents/incidents, including near misses
- Disciplinary problems (lateness, absenteeism).

Effects of Alcohol

Alcohol can result in reduced work performance, damage customer relations, and cause resentment among employees who have to 'carry' colleagues whose work declines because of their drinking. It can also increase the risk of accidents/incidents as it affects judgement and physical co-ordination.

Signs of Use/Misuse

Alcohol misuse refers to the problematic use of alcohol, but it is not just about employees with an alcohol dependency, it is also about the attitudes to drinking and drinking practices within the work organisation generally. Misuse includes binge drinking, and regular or heavy drinking and, as with drug misuse, alcohol use can put both the individual, and others, at risk. Signs of an alcohol problem may be as follows:

- Drinking during working hours.
- Drinking during breaks or before coming on shift.
- Drinking heavily regularly, outside working hours.
- Getting drunk outside working hours.
- Strong smell of alcohol during working hours.
- Slurring of speech.
- Unsteady on feet.
- All of the signs attributed to drugs.

Other indicators that may point to alcohol abuse, and which may be explored, include:

- Work performance; missed appointments or deadlines, increased errors, poor concentration, unreliability and inability to remember instructions.
- Attendance; lateness in the mornings or after lunch, unauthorised leave, patterns of absence.
- Conduct; withdrawal, depression, anxiety, poor co-operation, mood changes, uncharacteristic behaviour, accidents, customer complaints, alcohol on the breath.

Prescription or Non-Prescription drugs

Drugs which are prescribed by medical practitioners or those that may be provided "over the counter" may affect the ability of employees to safely perform their work. An employee who is prescribed medication by a medical practitioner must:

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- Inform the practitioner of the nature of his/her work and obtain advice about the likely effect of the medication on his/her ability to perform that work safely;
- Inform his/her supervisor before starting work if he/she has been advised that it is likely the medication will have an adverse effect.

Where an employee's ability to perform their usual work safely is impaired, or is likely to be impaired because of prescription or non-prescription medication, the employee may be given other work to perform. If no suitable alternate work is available, the employee may be required to take paid or unpaid personal leave.

Alcohol & Drugs Testing

Rockingham Pest Control does not intend to test employees at random for compliance with this policy but will test employees when required for compliance with this policy. Testing for cause may be required where a manager or supervisor has reason to suspect that an employee might be affected by alcohol or other drugs, or wishes to rule out the possibility of alcohol or other drugs being a contributing factor to a workplace incident.

Circumstances where testing for cause may be carried out, include the following:

- After accidents or incidents and where an employee's general behaviour indicates to a supervisor that the employee may be influenced or adversely affected by alcohol or drugs.
- Where a supervisor becomes aware that an employee's performance has deteriorated such that in the opinion of the supervisor, job performance standards are not met and the supervisor suspects the use of alcohol or drugs to be a cause.
- Where a supervisor has reason to believe that there has been inappropriate use of alcohol or drugs.
- Testing will be strictly carried out by a registered outside agency in accordance with Australian Standards AS 4308:2008 and AS 4760:2006.

Breaches of this policy

Employees who breach this policy will be subject to disciplinary action, which may include termination of employment. On the first occasion an employee breaches this policy, Rockingham Pest Control may elect to issue the employee with a warning and encourage the employee to undertake treatment or counselling to assist them to comply with policy requirements. Employees who have been issued with a warning will be required to participate in follow up testing. Any employee who has been issued a warning and who commits a further breach of the policy will be subject to disciplinary action, which may include termination of employment.

6. Motor Vehicle Policy

Employees driving a company vehicle are expected to adhere to the requirements of the *Road Traffic Act 1974 (WA)* and the *Occupational Safety and Health Act 1984 (WA)* and Occupational Safety and Health Regulations 1996, at all times.

Section 20, of the *Occupational Safety and Health Act 1984 (WA)* places a duty of care on individuals, requiring them to take reasonable care to ensure their own safety. It is therefore the driver of the motor vehicle's responsibility to ensure they are in a fit condition, at all times when driving. That is, the driver must at all times, assess whether they are capable of driving the motor vehicle. In doing so they must consider whether they are;

- The holder of a current and valid Western Australian drivers licence for the particular class of vehicle,
- Affected by fatigue due to a lack of sleep,
- Affected by any drugs or alcohol, (including prescription and other non prescribed medication)
- Unable to safely drive a motor vehicle for any other known reason.

Restricted driving hours

An employee or subcontractor should not under any circumstances;

- Drive a vehicle for more than 2 hours continuously without taking a minimum of 10 minutes break.
- Undertake duties and driving for periods exceeding an aggregate of 10 hours a day.
- Recommence work without having had a minimum of 8 hours rest following cessation of duties.

Rockingham Pest Control Management must ensure that a suitable vehicle is provided for the journey undertaken and that plans are made to ensure that sufficient time is allowed to carry out their duties, as well as being able to meet the road, traffic, and weather conditions which may be encountered en-route.

Conditions of Use

There are a number of restrictions and understandings that cover the use of the vehicle, in accordance with the employee's conditions of employment or subcontractors service agreement. These are:

- Should an employee or subcontractor by his/her actions attract penalties for any traffic offence or parking infringement including the seizure and storage of an impounded vehicle due to the drivers behaviour of suspension/cancellation of their licence, they will be regarded as a personal responsibility to the employee or subcontractor concerned.
- In the event that a company vehicle is seized or impounded by the Police under the *Road Traffic Amendment (Hoons) Act 2009 (WA)* the employee will be expected to surrender their own vehicle in order for the RPC vehicle to be returned and the company not lose revenue.
- Any situation that leads to the suspension or cancellation of a drivers' licence must be notified to Rockingham Pest Control and use of the motor vehicle ceased immediately until such time as suspension or cancellation is no longer in effect.

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- The vehicle is provided to carry out normal business duties only. Limited private use of vehicles may occur if prior permission is obtained from RPC Management.
- The vehicle must be kept clean and presentable
- No alterations are to be made to the company vehicles without the express permission of the Management of Rockingham Pest Control.
- Where a company vehicle is involved in an accident and the driver of that vehicle is proven to be at fault, that driver may be responsible for the payment of any non-recoverable insurance excess payments.
- The vehicle is **NOT** to be driven by any other members of your family, friends or acquaintances. If they are involved in an accident, the designated driver will be required to:
 - (a) Reimburse the company for any costs incurred by the company in restoring the vehicle to its original condition.
 - (b) Reimburse the company for any excess claim charges that may have to be paid under the company's insurance covers for damage incurred to the Company's vehicle or to any third party.

7. Confined Space Entry Policy

A confined space means an enclosed or partially enclosed space which;

- is not intended or designed primarily as a workplace;
- is at atmospheric pressure during occupancy; and
- has restricted means of entry and exit,
- and which either has an atmosphere containing or likely to contain potentially harmful levels of contaminant; or has or is likely to have an unsafe oxygen level; or
- is of a nature or is likely to be of a nature that could contribute to a person in the space being overwhelmed by an unsafe atmosphere or a contaminant (contaminant means any substance, the presence of which may be harmful to safety or health).

Regulation 3.85 of the Occupational Safety and Health Regulations 1996 (WA), requires employers to ensure that work in a confined space is carried out in compliance with AS2865 – 2009, Confined Spaces.

Therefore it is the policy of Rockingham Pest Control, that under no circumstances should any employee or subcontractor enter a confined space without going through the relevant procedures and training. This would include ensuring a risk assessment of the confined space has been conducted by a competent person and specific training and instruction has been given to those who are involved in the entry.

Risk assessment must cover;

- the nature of the confined space the work to be done, including the necessity to enter the confined space,
- the range of methods by which the work can be done,
- the hazards involved and associated risks,
- the actual method selected and plant proposed, and
- emergency and rescue procedures.

Job Hazard Analyses must be in place before employees consider entering a confined space.

8. Personal Protective Clothing and Equipment PPE

In accordance with section 19(1)(d) of the Act, Rockingham Pest Control will provide employees with personal protective clothing and equipment that is necessary to protect them from injury.

Protective clothing and equipment will be issued to direct employees on commencement of employment with the company. All direct employees will be provided with the appropriate training and instruction regarding the use, care and storage of equipment.

Subcontractors will be required to incur their own cost for the purchase and provision of basic personal protective clothing and equipment. Minimum requirements will include Safety Boots, high visibility vests, protective eyewear & if working outside sunglasses and sunscreen.

All employees and subcontractors have a responsibility to use and maintain protective equipment. **Failure to use protective equipment will result in disciplinary action or breach of subcontractor agreement.**

Only personal protective equipment, which complies with the relevant Australian Standard, shall be used. **Personal protective equipment is not to be used as a substitute for safe working practices.**

Personal protective clothing and equipment required to be worn for each job will be specified on the Safe Work Procedure. Employees and subcontractors are also required to observe the mandatory signs displayed in designated work areas that indicate where protective equipment must be worn.

Where safety equipment is issued for personal use by an individual (direct) employee, a record must be kept of the issue and the employee to sign acknowledging its receipt on the RPC PPE Register. (Appendix 3)

PPE will be replaced on a wear and tear basis on presentation of the **old** equipment.

9. Manual Handling Policy

In accordance with Reg 3.4 of the Regulations, Rockingham Pest Control will ensure manual handling is reduced so far as is practicable, and that all employees are trained to assess the risks of manually handling loads before attempting to lift.

Hazard Identification and Risk Assessment

Manual handling tasks that are likely to be a risk to health and safety will be identified and added to the hazard register. They must then be assessed before the task is undertaken. The assessment is to be completed in consultation with the employees involved in the activity. In particular the assessment must address:

- The force applied by the person;
- The actions and movements involved;
- The range of weights handled;
- Duration and frequency of movements;
- Time and distance over which an object is handled;
- The availability of mechanical aids;
- The layout and condition of the workplace;
- The work organisation;
- Postural requirements imposed by the manual handling task;
- The skill, strength and the experience of the personnel;
- The nature of the object/material being handled;
- Any other relevant factors.

Risk control measures will be considered that

- Aim to eliminate or reduce the risk;
- Are practicable;
- Recommend changes to the work by redesign or modification of layout;
- Utilise mechanical lifting equipment;
- Recommend modifications to the load, improve housekeeping or redesign of work patterns
- Provide training, specific or general

Any risk control measure implemented must be re-assessed to ensure implementation has been successful. The follow-up will include:

- Consultation with managers, supervisors, and employees
- Observation of the tasks;
- Review and monitor injury reports.

It is the policy of this company to ensure the above principles are applied to prevent the injury of its employees and reduce manual handling. The Manual Handling Code of Practice provides larger insight into manual handling for all those who require extra training or assistance.

10. Material Safety Data Sheets Policy

To ensure the safety of employees, Rockingham Pest Control will make available a copy of the latest material safety data sheet on site for all employees, whenever and wherever any hazardous substances are stored or in use.

Rockingham Pest Control management are responsible for obtaining a copy of the MSDS either from the supplier of the chemical or directly from the manufacturer prior to the substance being supplied to the workplace. Third party MSDS which are produced by other parties and not the manufacturer or importer can be used as supplementary information, but should never be relied upon as the sole source of information.

A copy of the MSDS is to be easily accessible to anyone at the workplace and close to the area where the substance is used.

The conditions of use, handling, storage of the substance, as detailed on the MSDS, shall be strictly adhered to.

All hazardous substances must be correctly labelled with an MSDS that is reviewed and revised as often as reasonably necessary to keep it up to date and, in any event, at least every 5 years.

Register of (Hazardous) Substances

Rockingham Pest Control management or delegate shall establish and keep a current register of all substances stored in the workplace/s of which they have control.

The register is to contain a list of all substances currently used in the workplace, including the approximate volume/amount, and storage location, together with each MSDS.

The register is to be kept readily available to all persons who might be exposed to the substances, including emergency service personnel.

11. Smoking in the Workplace Policy

In accordance with Regulations 3.44B of the Occupational Safety and Health Regulations 1996, Rockingham Pest Control, will ensure that a smoke free working environment is provided for their employees therefore smoking is not permitted inside any building, or in any work vehicle.

Rockingham Pest Control employees will observe the Smoking Policy of any site they are working on.

When onsite if the client has a designated smoking area provided for those employees who wish to smoke Rockingham Pest Control may use this area and ensure the area is maintained in a clean and healthy state at all times.

12. Isolated Workers & Working Alone Policy

Rockingham Pest Control accepts its duty of care to ensure the safety of all persons while working in any situation. To this end we wish to ensure that employees working alone or in an isolated location understand the importance of implementing, and sticking to, procedures. Employees are deemed to be "alone" when they cannot be seen or heard by another person, and/or will not expect a visit from another person for some time.

Where possible employees will not be required to work alone, however where a situation arises that requires an employee to work alone or in an isolated location an appropriate procedure will be put in place. It is expected that as a minimum any procedure must include a process that addresses the following points:

- Advise others of the work location
- Agreement on start and finish times
- Decision on the frequency and method of contact
- Stick to the plan

Rockingham Pest Control will provide suitably maintained equipment that is appropriate to maintain communication between all parties, and ensure employees are trained in its use.

Rockingham Pest Control management solely shall be responsible to issue approval for employees to work alone or in isolation and shall not grant that approval unless a risk assessment has been completed for the job and all the above key points are documented.

Employees are responsible for taking all reasonably practicable steps to ensure their own safety when working alone or in isolation, and sticking to the agreed plan.

Working Alone

Working alone can be defined as the situation created when a person at work cannot be seen or heard by another person, and they cannot expect a visit from another person for some time. The minimum time a person has to be on his or her own for the person to be considered "alone" has not been set and each situation must be assessed on its merits.

For example a worker is alone when he or she:

- Works in a depot or site where there are no other employees,
- Works in a workplace when everyone else has gone home,
- Undertakes work in a vacant or dead plant,

When required to work alone, or away from other employees, there must be a procedure put in place to ensure regular contact is made with the isolated worker.

While risk control measures must also be put in place to reduce the likelihood of any accident, it is possible that unexpected circumstances may arise that puts people at risk.

The most obvious method is the use of mobile telephones, where the base caller contacts the worker at pre-determined intervals. A failure to establish contact, indicating something may have gone wrong.

Risk Management Controls when working alone include:

- **Advise** others of your work location
- **Agree** on start and finish times
- **Decide** on the frequency and method of contact
- **Stick** to the plan

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While working alone, should anything occur that is not part of the usual job, the worker should contact Rockingham Pest Control management in the first instance.

The risk of injury or harm for people who work alone may be increased because of difficulties contacting others when emergency assistance is required.

Emergency situations may arise because of the sudden onset of a medical condition; accidental work related injury or disease, or the exposure to a hazardous substance.

As part of the risk assessment and control process, should it be identified that a person is considered to be alone; the company will ensure additional risk control measures, other than those associated with the task are put in place. It is not the duty of the person working alone to initiate contact with others, except in an emergency.

When considering the suitability of an employee to work alone, the person must be able to:

- Carry out all work activities safely without direct supervision
- Manage events that are likely to occur when working alone
- Follow procedures to obtain emergency assistance if required, and
- Follow procedures to establish regular contact.

Working alone is not considered to be the same as working in isolation or remote locations. Jobs requiring work in remote locations must be assessed before they are undertaken.

13. Young and New Workers Policy

Rockingham Pest Control acknowledges its potential role in training new and young workers, and appreciates that there are special risk factors that need to be considered when managing these people in the workplace. A young worker is known as any person/s under the age of 18 including apprentices and school leavers.

Since young workers lack maturity and experience, Rockingham Pest Control will ensure induction and training programs thoroughly address relevant issues associated with the type and nature of work they will be expected to perform.

Where required all young workers will be expected to hold a Safety Awareness Training certification (WA Blue Card or National White Card), and receive an induction in line with the requirements of the publication "The First Step."

It is expected that any supervisory staff and Rockingham Pest Control management will confirm instructions with new and young workers and confirm their ability to perform a task by observing and assessing their performance.

Young workers will also be expected to contribute to the safety of their work environment by asking questions to seek clarity, reporting anything they deem to be a hazard and following instructions.

14. Stress Management Policy

Rockingham Pest Control recognises that the emotional health and well being of employees is an integral part of operating any safe and successful business, and fulfilling its duty of care under current legislation.

Work-related stress is the physiological and emotional responses that occur when there is an imbalance between the job demands and the employee's capabilities.

Rockingham Pest Control aims to ensure all employees are well trained and competent to enable them to perform in accordance with the expectations of the job. Additional consideration will be given when working with young workers to ensure the balance between expectations and a person's capabilities are reasonable based on their training and abilities.

Rockingham Pest Control Management will be cognisant of information that assists them to identify when an employee may be exhibiting behaviour that is typical for an individual who is experiencing work-related stress. All risk assessments should take into account the psychosocial risk factors, such as current work load, personal situations and work relationships.

Where an event has occurred that exposes employees to trauma or violence specific action will be taken by Rockingham Pest Control to arrange the necessary support through the provision of an Employee Assistance Program.

Employees who consider stress is becoming a factor in their work should immediately discuss the matter with their supervisor or manager. Rockingham Pest Control will ensure suitable resources and support are available to assist any employee who considers they may be experiencing work-related stress.

All information relating to an employee's health and well being will be kept strictly confidential.

15. Health and Safety Committee

It is Rockingham Pest Control policy that a mechanism will be provided to ensure consultation on all safety and health matters. A safety and health committee will be established if;

- Any employee requests one,
- Rockingham Pest Control decides to establish one, or
- The WorkSafe WA Commissioner gives a notice to Rockingham Pest Control to establish one.

Nominations for health and safety committee members will be called for and an election of members will be held if required. Employees will be then be advised of who the committee members are.

Any concerns regarding health and safety should first be raised with your supervisor; however you are free to discuss the matter with Rockingham Pest Control Management at any time.

All reports of hazards will be investigated and risk control measures put in place. Site visits from time to time (as determined by Rockingham Pest Control) by an appropriately trained Professional will assist to ensure the risks associated with hazard do not re-occur.

At any such time where a Safety & Health Committee is convened this committee will meet regularly to discuss and implement any Occupational Safety & Health matters and a copy of the minutes of the meetings will be made available.

16. Safety Information and References

To ensure the provision of suitable information relating to safety in the workplace, and as required by Reg 3.2 of the Regulations, a library of reference material in relation to Occupational Safety & Health will be maintained by Rockingham Pest Control. The reference material will be located in the main office.

All employees will have online access to the Occupational Safety and Health Act 1984 (WA) and Regulations available to them (links below), along with any relevant codes of practice and Australian Standards as determined by Rockingham Pest Control management.

Link to The Act & Regulations:

http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_650_homepage.html

17. Training and Supervision

In accordance with the requirements of section 19(1)(b) of the Act, Rockingham Pest Control will ensure all employees are provided with the appropriate training and level of supervision required to enable them to safely complete the tasks expected of them. All employees must be competent and aware of all relevant Job Hazard Analyses before commencing a job. Rockingham Pest Control will maintain a database containing details of employee's training.

Induction

All new employees shall undergo an induction prior to employment incorporating the Company's Safety Management Policies. A record of the induction will be documented using the training register.

Industry Specific Courses

Rockingham Pest Control endorses specific site inductions and training on as "as needed" basis to be determined by Rockingham Pest Control management including but not limited to:

- Safety Awareness Training course (White Card)
- Confined Space Entry Training
- If required, employees will be provided with the appropriate training to attain relevant certificates.
- **Subcontractors** will be required to have undertaken any relevant training at their own expense

Supervision

Any apprentices, trade assistants or trainees working with Rockingham Pest Control will be provided with the level of supervision as required for their individual year or level of training.

Skills and Competency Assessments

Generally, the competency of employees will be assessed on an ongoing basis. It will take into account their standard of work and compliance with relevant standards, technical knowledge, practical skills and manner in which they conduct themselves. Respect for following safety instructions, and taking care of themselves and others is also assessed.

Attendance at refresher courses will also be used to ensure all employees remain competent in their work. Competency assessments will be undertaken where required before employees commence work on site.

Workers will be selected for specific tasks based on their level of skill and competency. Where workers are unskilled in the required task, appropriate training will be provided prior to commencement of the work and recorded within their personnel file.

18. Hazard Identification & Management

The identification of workplace hazards is an ongoing responsibility of everyone. A **hazard** is anything that may result in injury or harm to the health to a person, or damage or the risk of damage to property. Hazards must be firstly assessed and control measures put in place to eliminate or reduce the likelihood of harm or injury.

1. Spot the hazard
2. Assess the risk
3. Make the changes
4. Re-Assess residual risk

Adopting this principle and understanding the definition will help employees make some decisions about their safety at work. Due to the type of industry we work in there are many hazards employees may be exposed to during the course of their employment with Rockingham Pest Control.

Job Safety Analysis Worksheets (APPENDIX 4) have been developed to ensure the risks are either eliminated where practicable or reduced by changes to work procedures and equipment or if this is not practicable. The wearing of personal protective clothing and equipment is required by The Act however is not always acceptable as the only control for a hazard or risk.

Codes of practice that have been developed by the government (WorkSafe WA etc) to assist employers and employees conduct assessments of the hazards in the workplace. To help find all potential hazards, jobs will be broken down into activities which follow the sequence of the task being assessed.

Job Safety Analysis Worksheets will be prepared in consultation with the employees carrying out the specific tasks and reviewed regularly, and when the work environment, the task itself or employee carrying out the procedure changes.

Each of the work activities and associated job steps identified in the Job Safety Analysis Worksheets prepared will identify potential hazards, a risk rating for those hazards and subsequent controls. If the task is deemed high risk work as detailed in Regulation 3.137 of the Occupational Safety and Health Regulations 1996 the Job Safety Analysis Worksheets must be in writing and specify;

- (a) the identified hazards to which a person is exposed in conducting the high risk work,
- (b) the risk of injury or harm to a person from the hazard/s,
- (c) the safety measures or controls to manage the hazard/s,
- (d) a description of the equipment used, and
- (e) the qualifications and training (if any) required for persons to carry out the task safely.

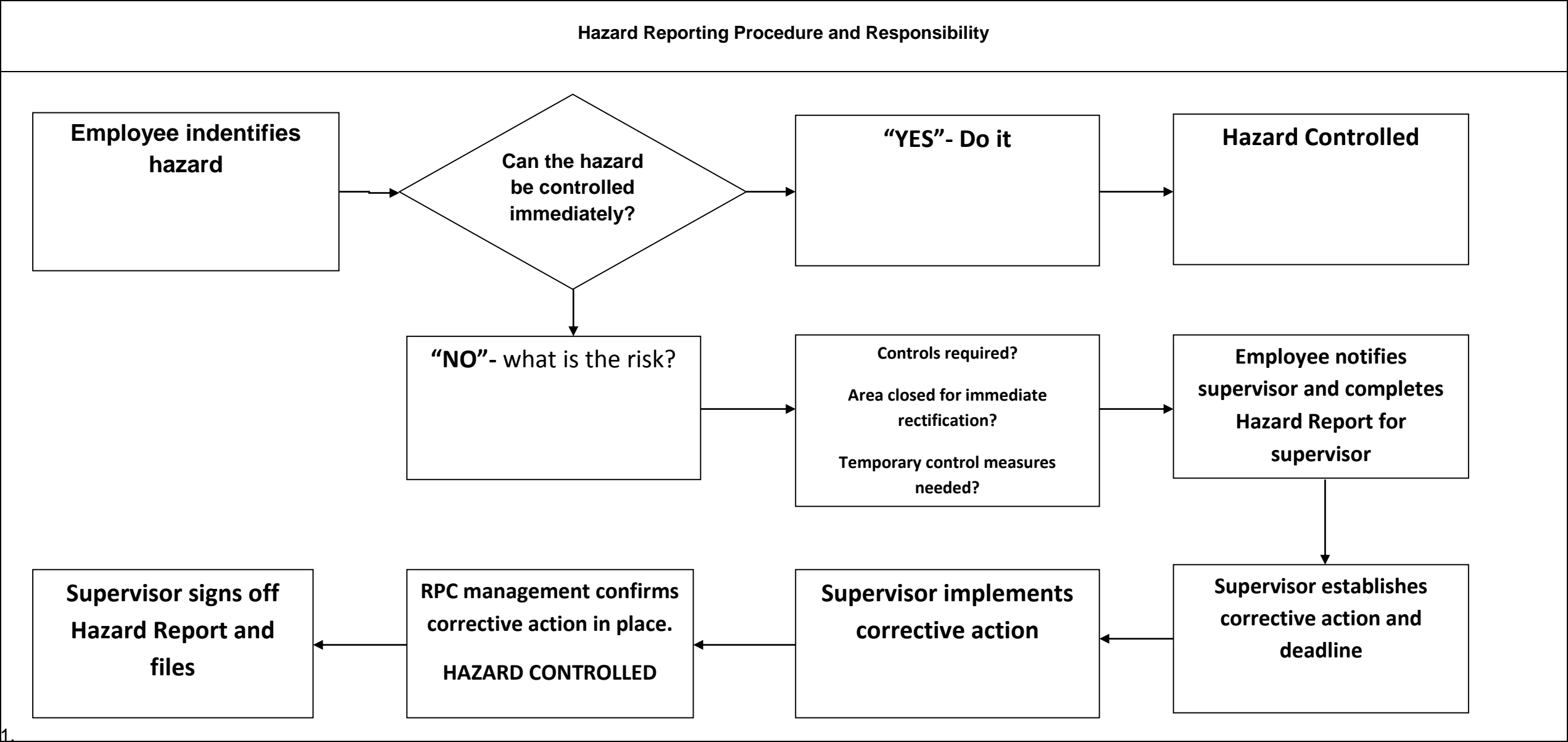
To assist this process, resources such as the following will be used:

- *Occupational Safety and Health Act 1984 (WA)*,
- *Occupational Safety and Health Regulations 1996 (WA)*,
- *AS/NZS ISO 31000:2009, Risk management - Principles and guidelines*
- *WorkSafe WA and industry Codes of Practice and other publications, e.g. safety alerts,*
- *Workplace experience, and*
- *Consultation with workers experienced in the task to be undertaken.*

Copies of templates for Job Safety Analysis Worksheets documentation can be obtained from Rockingham Pest Control management.

Where you identify a workplace hazard, the following reporting procedure should be followed. Where action cannot be taken to control the hazard immediately, a hazard report form must be completed:

HEALTH SAFETY & ENVIRONMENT POLICY



Hazard Register

In accordance with regulation 3.1 of the Occupational Safety and Health Regulations 1996, the following hazards typical to the industry have been identified. The natures of hazards in the workplace are many and varied. Some may be identified as one, or a combination of the following:

This chart is an example only		
Hazard	Job/Activity	Risk Control Measures
Soft tissue damage as a result of poor manual skills	Moving, carrying and lifting stock and equipment	Use of suitable aids, job planning, manual handling procedure
Hearing damage	Use of power tools, elevated ambient noise levels	Appropriate hearing protection, employee education
Heat Stress, Heat Stroke	Working outdoors	Slip, slop, slap, sunglasses, slower work rate, acclimatisation, frequent breaks, maintain hydration
Crush, impact and fall injuries	Operation of plant (Vehicles, fixed plant), climbing, working at heights	Appropriate guarding, regular equipment inspections and maintenance, JHA's, trained competent and ticketed/licensed personnel, fall restraint/arrest systems, permit to work system

While the above hazards are typical of those encountered in this industry, they are by no means an exhaustive list of hazards to be encountered. Any additional immediate workplace hazards will have been identified and entered into the Rockingham Pest Control Hazard Register (APPENDIX 5).

HEALTH SAFETY & ENVIRONMENT POLICY

Hazardous Substances

Hazardous substances can be very toxic, unless used correctly. The toxicity varies with the type of chemical, the absorption method through the skin and the length and amount of exposure.

Hazardous substances enter the body through:

- Skin contact and absorption
- Inhalation of fumes, vapours and dust
- Contact with the substance when eating or drinking
- Accidental contact, handling contaminated equipment or blowing to clear nozzles.

In accordance with the company's policy, material safety data sheets (MSDS) will be available for all hazardous substances. Before using the product it must be assessed to determine if an alternative product is available.

Only use chemicals out of correctly labelled containers. As a minimum a label must detail the common name of the product, the schedule rating, active constituent, type of use, directions for use, safety and first aid directions, disposal requirements, volume and name and address of the supplier/manufacturer.

Details regarding the type; quantity and storage location of hazardous substances will be listed on the register. Should it be necessary to use a hazardous substance, the exposure to employees shall be reduced as far as is practical, by the implementation of controls, which will include personal protective clothing and equipment., reference should be made to safe work practices, regulations, codes of practice, guide notes and other Australian standards, and where appropriate, international exposure standards.

Record keeping

It is important to keep records. The regulations require records to be kept for five (5) years. This includes records of MSDSs, workplace chemical registers, assessments, results of monitoring, and training.

The records must be secured in a safe place to ensure confidentiality. Detailed assessments, including monitoring, and health surveillance records must be kept for thirty (30) years.

2.

19. Working at Heights

If it is possible that you are able to fall from one level to another then the risks associated with that hazard must be assessed and measures taken to reduce the risk such as;

- use of an Elevated Work Platform (EWP)
- use of a fall-arrest or fall prevention system
- use of ladders

When using any/or a combination of the above measures, adequate training, instruction and supervision must be provided.

If working from a height of 2 or more meters, it is a requirement under the Regulation 3.143 of the Occupational Safety and Health Regulations 1996 to have completed a Job Hazard Analysis and for the JHA to be present on site.

Often a job may require access to plant rooms via walkways, platforms, and stairs. These must comply with AS 1657-1992 Fixed platforms, walkways, stairways and ladders - Design, construction and installation

Should adequate access not be available, and a risk of falling is likely, fall arrest equipment may be required or a scaffold erected in accordance with AS/NZS 4576:1995 Guidelines for scaffolding.

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20. Risk Assessment and Control

The assessment of risks is the evaluation of the likelihood of the identified hazard causing injury, harm or damage. Managers must use this assessment process to identify and evaluate significant factors that could affect the chance or extent of the outcome caused by the hazard.

Risk Severity

A risk rating system is used to evaluate the management process required to eliminate or control the effect of a hazard.

Using the risk matrix below the likelihood is measured against the consequences giving a quantitative risk rating. In determining the likelihood consider how many people are exposed to the hazard and how often exposure occurs.

Consequences Likelihood	Catastrophic (5)	Major (4)	Moderate (3)	Minor (2)	Insignificant (1)
A (almost certain) (5)	25	20	15	10	5
B (very likely) (4)	20	16	12	8	4
C (moderately likely) (3)	15	12	9	6	3
D (unlikely but could happen) (2)	10	8	6	4	2
E (very unlikely) (1)	5	4	3	2	1

Once a risk rating is determined for each hazard, a comprehensive list can be produced which places each hazard in order of priority for the implementation of risk control measures.

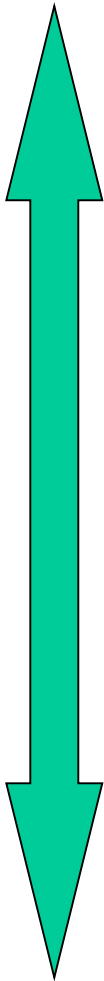
For each potential workplace hazard identified a Risk Rating will be determined by referring to the categories above.

Risk Control

As part of the safety and health management plan, the ongoing review of work practices will identify certain hazards. Once identified and assessed, action must be taken to control all risks. Risks must be controlled, by applying the hierarchy of control principals set out in the table below, which are considered to be listed in the order of preference.

Where it is considered that it is not practical to reduce the risk of injury to an employee by any other means, personal protective equipment will be used. The company in accordance with the company's policy will provide all personal protective equipment.

HEALTH SAFETY & ENVIRONMENT POLICY

Risk Control	
<div><div>Most effective</div><div></div><div>Least effective</div></div>	<div>Elimination E.g. Discontinue use of product, equipment, cease work process</div>
	<div>Substitution E.g. Replace with a similar item that does the same job but with a lower hazard level</div>
	<div>Isolation E.g. Put a barrier between the person and the hazard</div>
	<div>Engineering controls E.g. Change the process, equipment or tools so the risk is reduced</div>
	<div>Administration controls E.g. Guidelines, policy/procedures, rosters, training etc to minimise the risk</div>
	<div>Personal protective equipment E.g. Equipment worn to provide a temporary barrier</div>

21. Emergency Procedures

In the event of any emergency remain calm and think through your actions, do not place yourself or others at risk of injury at any time.

First Aid Treatment

First aid is the immediate treatment of an injured person. The injury and treatment will be recorded. The provision of first aid can reduce the severity of any injury and help speed up recovery.

In the event of an accident resulting in an injury requiring medical intervention:

1. Provide immediate first aid treatment
2. Have injured person see a Doctor, record visit and obtain first medical certificate
3. Gather details of accident on Incident/Hazard Report form
4. Complete insurance documentation
5. Follow Injury Management Process as prescribed by the *Workers Compensation and Injury Management Act (WA) 1981*
6. Report to WorkSafe WA if applicable after receiving first medical form

First Aid Boxes

First aid boxes will be provided by the company in the work vehicle. First aid boxes and first aid post are also available on most construction sites.

Each first aid box will contain those items as are necessary to deal with the type of injury likely to occur at the workplace.

Instructions for the immediate treatment of injuries, the provision of expired air resuscitation (EAR), and cardio-pulmonary resuscitation (CPR), will also be provided inside the box.

Emergency Evacuation

Ensure you are familiar with all visual and audible indications when on site and be prepared to respond in an appropriate way.

All facilities in WA must have strategically placed emergency evacuation plans displayed, ensure you are aware of the emergency exit and muster points.

Employees must also be familiar with emergency procedures for handling chemicals and working alone.

Fire Safety Equipment.

To reduce the risk of fire in your work area, maintain housekeeping standards at all times and only smoke in designated outdoor areas. Most worksites will have an evacuation procedure. You must familiarise yourself with this procedure which is to be followed when required.

In the event you discover a fire raise the alarm immediately. If you have been trained, and appropriate for the size of the fire, use the fire extinguisher located in the vicinity to control the fire.

HEALTH SAFETY & ENVIRONMENT POLICY

For sites where portable fire fighting equipment might not be available alert the fire brigade by dialling 000.

Exit paths should be clear at all times.














Where there is a likely risk of fire in a motor vehicle, a small 5kg fire extinguisher will be installed in that vehicle.

Each unit will be tested in accordance with the relevant Australian Standard, by a licensed contractor, and the test date shown on the tag attached to the equipment.

Classification of extinguishers

Extinguishers are classified by letter(s) designating the general class of fire, which the extinguisher has been found to be effective. For the purpose of classification the following letters apply:

- **Class A** - Fire in ordinary combustible materials such as wood, cloth, paper, rubber and many plastics.
- **Class Band F** - Fire in flammable and combustible liquids, cooking oils and fats.
- **Class C** - Fire inflammable gases.
- **Class E** - Fire involving live electrical equipment.

 Fire Protection Association Australia			Portable Fire Extinguisher Guide					Fire Protection Association Australia Website www.fpa.com.au
Two colour schemes for fire extinguishers exist		EXTINGUISHANT	CLASS A	CLASS B	CLASS C	CLASS E	CLASS F	CLASS D For fire involving combustible metals use special purpose extinguisher
PRE 1999	FROM 1999		Wood Paper Plastics	Flammable & Combustible Liquids	Flammable Gases	Electrically Energised Equipment	Cooking Oils and Fats	
		WATER	YES	NO	NO	NO	NO	Dangerous if used on flammable liquid, energised electrical equipment and cooking oils/fat fires
		WET CHEMICAL	YES	NO	NO	NO	YES	Dangerous if used on energised electrical equipment
		FOAM	YES	YES	NO	NO	LIMITED	Dangerous if used on energised electrical equipment
		POWDER	YES (ABE) NO (BE)	YES (ABE) YES (BE)	YES (ABE) YES (BE)	YES (ABE) YES (BE)	NO (ABE) LIMITED (BE)	Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capability is different
		CARBON DIOXIDE	LIMITED	LIMITED	LIMITED	YES	LIMITED	Not suitable for outdoor use
		VAPORISING LIQUID	YES	LIMITED	LIMITED	YES	NO	Check the characteristics of the specific extinguishing agent
<small>LIMITED indicates that the extinguishant is not the agent of choice for the class of fire, but that it may have a limited extinguishing capability. Solvants such as alcohol or acetone mix with water and therefore require special foam Green text indicates the class or classes in which agent is most effective</small>								

22. Accident Reporting and Investigation

In the event of a workplace accident ensure the injured person is provided with suitable first aid treatment immediately. If the injury is serious you may be referred to a site first aid station or sent to hospital.

Accident Reports

All injuries **MUST** be reported **ON THE DAY THEY OCCUR**, no matter how trivial they may appear at the time. This reporting procedure is **IMPORTANT** for the following reasons:

- Neglected minor injuries can become more serious
- The events contributing to the cause of the injury must be corrected to protect you and other persons from repetition
- Late reports may jeopardise any claim arising for Workers Compensation benefit.

Accidents that do not cause injury (near miss incidents) must also be reported as soon as possible after they occur. Details of all workplace accidents must be recorded on the Rockingham Pest Control accident report form.

Accident Investigations

The RPC manager and where appropriate, Safety Consultant will investigate all accidents resulting in personal injury. This may include the taking of a statement from the injured employee and any witness, along with photos of the scene.

In the case of a serious injury or incident, do not disturb the scene until advised to do so by management, except where there is a requirement to do so if rendering assistance to injured people.

The aim of all accident investigations is to identify the cause and contributing factors to enable action to be taken to prevent recurrence.

The details of the investigation must be recorded on the Incident/Hazard form.

Workers Compensation Claims Management

The *Workers Compensation and Injury Management Act 1981(WA)*, is administered by WorkCover WA. Every employed worker has a right to claim for compensation if injured at work.

Rockingham Pest Control will maintain Worker's Compensation Insurance to cover all employees and sub contractors as required to do so at law.

To make a claim for an injury which you believe is work related, you must in the first instance report the injury to the Manager, Rockingham Pest Control and complete an Incident Report Form. In addition to this a "First Medical Certificate must be issued by a Doctor and an insurance claim notification (Form 2B) completed to enable the insurer to assess the claim.

HEALTH SAFETY & ENVIRONMENT POLICY

Injury Management (Return to work plan)

In order to be compliant with the *Workers Compensation and Injury Management Act 1981(WA)*, Rockingham Pest Control is required to establish a return to work program for you, with your participation, if your doctor indicates so on your First or Progress Medical Certificates that you are:

- partially fit to return to work in your usual job, or
- totally or partially fit to return to an alternative job

The return to work program must be in writing and include:

- your name and the name of your employer
- a description of the goal for the return to work program (E.G. same role, same employer)
- the actions to be taken to enable you to return to work, and
- a signed statement as to whether you, your GP, and immediate supervisor agree to the content of the program

You are required to participate in the agreed return to work program. If you do not participate, your employer may apply to the Dispute Resolution Directorate for an order to reduce or even stop your weekly payments.

Employees need to understand that returning to work is normal. The first medical certificate provides for a range of options to be selected by the medical practitioner regarding return to work opportunities.

As the employer Rockingham Pest Control will make every effort to find suitable, alternative, and meaningful work, which is within any medical restrictions.

23. References:

- *Occupational Safety and Health Act 1984 (WA)*
- *Occupational Safety and Health Regulations 1996 (WA)*
- *AS/NZS ISO 31000:2009, Risk management - Principles and guidelines.*
- *WorkSafe WA Guidance Note 'Alcohol and other drugs at the workplace'.*
- *Workers Compensation & Injury Management Act (WA) 1981.*
- *AS/NZS 4308:2008 Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine*
- *AS 4760-2006 Procedures for specimen collection and the detection and quantitation of drugs in oral fluid*
- *AS 2865-2009. Confined spaces*
- *AS 1657-1992. Fixed platforms, walkways, stairways and ladders - Design, construction and installation*
- *AS/NZS 4576:1995. Guidelines for scaffolding*