

# Health, Safety and Environment Management Plan



# Health, Safety and Environment Management Plan

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# Health, Safety and Environment Management Plan

## 1. Overview

We are a heavy mobile equipment mechanical fitting and auto-electrical business that operates out of Perth as well as provides labour to support client equipment servicing, repairs and maintenance activities on their site. We do not manage projects on client sites or on behalf of clients, rather will perform services for clients at their Perth location.

Our employees operate equipment and machinery and may be involved in high risk work and fabrication.

Labour supply employees based on a client site will work under the direct supervision of the client as if they were an employee.


### 1.1 Purpose and Scope

The purpose of this management plan is to establish and maintain a framework of systems and processes to achieve an effective healthy, safe and environmentally considerate workplace the business and its employees across all aspects that fall within their control.


We are committed to implementing a structured approach to maintaining a consistently high standard of safety and environmental performance and this management plan will assist in meeting legislative obligations and community expectations.

This management plan applies to all staff and employees and to all other persons at risk from work carried out at our workplaces and by our staff and employees when operating at a client site.

Staff and employees are required to comply with client's HSE policies and procedures when operating on their premises / site. Where conflicts between our business and client HSE requirements occur, staff and employees are required to address the issue with their client site contact to determine the most appropriate outcome.

	<b>Note</b> Failure to comply with the requirements of this management plan may lead to disciplinary action.
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We are not ISO 9001 QMS certified, however operates its internal document control and control of records system in alignment with this standard. All documents are assigned a unique identifier number, revision number and date, and are approved by the Director for use. Electronic copies are kept and backed up regularly. Provision of hard copies of policies and procedures will be considered upon request.

	<b>Note</b> With a view to minimising their impact on the environment, we prefer electronic distribution of all documentation.
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The HSEMP includes and covers the following as a minimum:

- HSE policy
- Work Health and Safety (General) Act (WA) 2020 responsibilities
- Monitoring and inclusion of relevant legislative changes
- Consultation and communication
- HSEMP review, amendments, reissue and distribution
- Employee induction and onboarding process
- Contractor management
- Hazard and risk management
- Incident and injury management
- Emergency response
- High risk work
- Use and operation of powered hand tools

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- Hazardous substances and dangerous goods management and storage
- Hydration
- Manual handling
- Fatigue management
- Continuous improvement processes
- Documentation and control of records
- Training and competencies

## 1.2 HSE Policy

We are committed to a safe and healthy workplace for our employees, contractors and visitors by providing a work environment that is free from physical and psychological harm.

We recognise our responsibilities to the environment and to the communities in which it operates.

To carry out this commitment we will:

1. Set objectives of zero harm or injury to our employees, our neighbours and our environment as a result of our operations.
2. Establish and maintain structured HSE management systems to provide a framework for continued performance monitoring and improvement.
3. Integrate risk management into everything we do.
4. Ensure a culture of responsibility and accountability of our employees.
5. Encourage open, honest and responsive communication of HSE matters with our employees, our neighbours, the community, customers, consumers, public interest groups and the government.
6. Expect the same commitment of our contractors and suppliers with regard to these HSE commitments as we have made ourselves.
7. Meet or exceed all local HSE regulatory requirements with respect to our operations and our discharges to air, land and water.
8. Minimise the impact of our activities by, wherever practicable, designing out hazards and minimising the volume of wastes generated.
9. Maintain a zero tolerance approach to employees presenting to work while under the influence of alcohol or drugs. Prescription medication that does not impact on an employee's ability to safely conduct their duties is acceptable.

Policy Aspect	Office Expectations	Client Site / Location Expectations
<b>Fitness for Work</b>	<ul style="list-style-type: none"> <li>• Present fit for work (manage your health and fatigue to ensure you are capable of your role).</li> <li>• Be drug and alcohol free.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations and anything required by the specific site location.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Daily / random drug and alcohol testing.</li> <li>• Hydration testing.</li> </ul>

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Policy Aspect	Office Expectations	Client Site / Location Expectations
<b>Safe Work Practices</b>	<ul style="list-style-type: none"> <li>Engage in safe work practices at all times.</li> <li>Use all equipment as per manufacturer's instructions.</li> <li>Do not use any equipment showing evidence of damage that may reduce its capacity for safe operation, e.g. frayed electrical cords.</li> </ul>	<ul style="list-style-type: none"> <li>As per site office expectations.</li> <li>Follow all site specific safety requirements, including PPE, authorised access zones, isolation procedures, etc.</li> </ul>
<b>Environmental Controls</b>	<ul style="list-style-type: none"> <li>Engage in sound environmental practices, such as recycling approved materials, reducing waste to landfill wherever possible and powering down lights and equipment when not in use.</li> </ul>	<ul style="list-style-type: none"> <li>Participating in, and following all environmental practices and controls.</li> <li>Reporting any actual or potential environmental risks through site processes.</li> </ul>
<b>Ergonomics</b>	<ul style="list-style-type: none"> <li>Set-up your work environment to reduce physical fatigue and maintain sound working posture.</li> <li>Stand up at regular intervals.</li> </ul>	<ul style="list-style-type: none"> <li>As per office expectations.</li> <li>Participate in any site start of shift exercises or activities.</li> </ul>
<b>Injury Management</b>	<ul style="list-style-type: none"> <li>All injuries regardless of severity must be reported to ensure we can appropriately manage the situation in a timely manner. Delayed medical support can greatly increase your incapacity.</li> <li>Doctors shall be used for advice on all injuries requiring treatment beyond simple first aid and their advice is to determine any return to work conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Satisfy site requirements, this may include clearance to return to work by their approved medical professional.</li> </ul>
<b>Emergency Evacuation</b>	<ul style="list-style-type: none"> <li>Be familiar with emergency exits and muster point.</li> <li>Follow the directions as shown on evacuation plan in the work building when directed to evacuate.</li> </ul>	<ul style="list-style-type: none"> <li>As per office expectations and those of the site currently being attended.</li> </ul>

## 1.3 Definitions

Term	Definition
<b>ALARP</b>	As low as reasonably possible
<b>AS</b>	Australian standard
<b>AS/NZS</b>	Australian / New Zealand standard
<b>Work Health and Safety Representative</b>	A worker elected by members of their work group to represent them in health and safety matters
<b>HSEMP</b>	Health, safety and environment management plan
<b>ISO</b>	International Standards Organisation
<b>JHA / JSEA</b>	Job hazard analysis / Job safety and environmental analysis

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Term	Definition
<b>KPIs</b>	Key performance indicators
<b>SDS</b>	Safety data sheet
<b>SWI</b>	Safe (or standard) work instruction
<b>Worker</b>	The term worker includes employees, contractors and sub-contractors and their employees, labour hire employees, outworkers, apprentices and trainees, work experience students and volunteers

## 1.4 Legislative Context

The following legislation provides the broad framework under which this management plan operates. This list is not exhaustive. It is incumbent upon our business and employees to consider the relevance of other legislation as it may apply to specific jobs, services or client locations.

- Work Health and Safety Act (WA) 2020
- Work Health and Safety (General) Regulations (WA) 2022

Examples of other legislation that may apply to specific client locations:

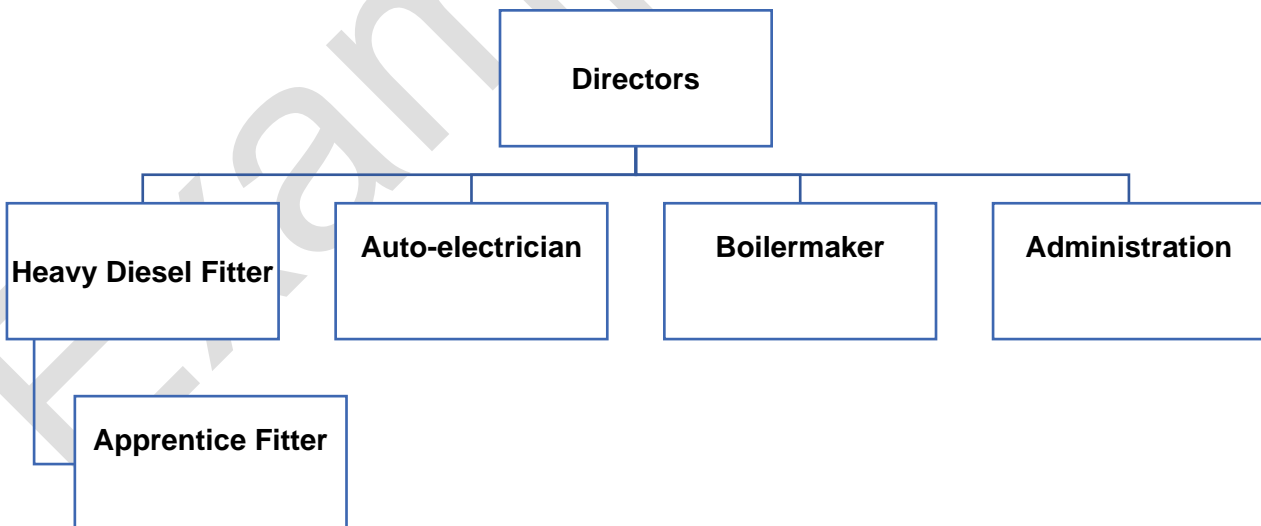
- Work Health and Safety (Mines) Regulations (WA) 2022

We are subscribed to the following sites to receive updates on relevant legislation:

- Federal Register of Legislation (<https://www.legislation.gov.au/>)
- Department of Mines, Industry Regulation and Safety (<https://www.dmirs.wa.gov.au/content/subscribe-updates>)
- WorkSafe newsletters (<https://www.commerce.wa.gov.au/worksafe/subscribe-worksafe-newsletters>)

Where updates to legislation impact on our business a review will be conducted to confirm any changes to existing documentation, procedures, policies, etc. Any such changes will be rolled out to employees through existing communication channels, such as email, toolbox talks, safety meetings, etc.

## 1.5 Organisational Chart



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## 1.6 Responsibilities

The business is committed to complying with its workplace health and safety obligations as defined within the Work Health and Safety (General) Act (WA) 2020. In summary:

Role	Responsibilities
Director / Managers	<ul style="list-style-type: none"><li>• Make decisions about health and safety that may affect work activities or other people</li><li>• Ensure legal requirements regarding health and safety are met</li><li>• Action safety reports and carrying out workplace inspections</li><li>• Ensure safe work method statements are completed</li><li>• Ensure safe work practices</li><li>• Conduct inductions and regular safety briefings</li><li>• Participate in incident investigations</li><li>• Lead by example and promoting health and safety at every opportunity</li></ul>
Workers	<ul style="list-style-type: none"><li>• Take reasonable care for their own health and safety</li><li>• Take reasonable care for the health and safety of others</li><li>• Comply with any reasonable instructions, policies and procedures given by their employer, business or controller of the workplace</li><li>• Be fit for work (zero alcohol and drug policy)</li><li>• Wear and use appropriate PPE for the tasks being performed</li><li>• Report all hazards and incidents in a timely manner</li><li>• Engage in toolbox talks, safety meetings and pre-start information meetings</li></ul>

## 1.7 Consultation and Communication Arrangements

Open communication within the business is important to ensuring a safe workplace and as such workers are encouraged to:

- Ask questions relating to WHS
- Bring up safety concerns
- Make recommendations regarding WHS
- Give regular feedback
- Become involved in evaluation of safety issues
- Participate in any WHS related problem solving process
- Appoint a Work Health and Safety Representative

It is important that workers help shape decisions about WHS particularly when:

- Identifying hazards and assessing risks
- Making decisions about ways to eliminate or minimise those hazards or risks
- Proposing business changes that may affect the health and safety of workers
- Purchasing of new equipment or substances
- Developing or changing job tasks or safety procedures

All workers are encouraged to raise any work health and safety concerns they may have with the Director and / or Work Health and Safety Representative.



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## 1.8 Health and Safety KPIs

Health and safety KPIs use both lag and lead indicators to guide the business performance and target health and safety initiatives and programs. These indicators will be recorded in the Health and Safety KPI Tracker spreadsheet (FRM-018) and communicated to employees through regular toolbox and safety meetings.

The tracking charts will also be placed and regularly updated on the safety noticeboard.

Objective	Current	Target
Personal task based risk assessments completed weekly		20
Supervisor safety observations completed weekly		5
Review of existing risk assessments or new risk assessments completed weekly		1
Lost Time Injury Cases weekly	0	0
Restricted Duties Injury Cases weekly	0	0

Personal task based risk assessments are handed to the supervisor at the end of each shift for review and recording.

Supervisors will record the number of safety observations they complete each week and record any hazards identified in the Hazards Register.

New and reviewed risk assessments will be managed in line with the Risk Management section of this manual.

We choose to use whole case numbers rather than frequency rates due to the small number of employees, which would result in wild fluctuations to the value should that measure be used.

As part of any annual review, the Health and Safety KPI targets will be reconsidered and new targets set. These new targets, along with outstanding actions related to hazards (prioritised based on risk score, practicality and cost) and targeted training related to any high occurrence safety issues such as hand injuries will form the basis of the annual health and safety improvement plan.

The improvement plan shall be documented and placed on the safety noticeboard. At each safety meeting, progress towards the goals outlined in the improvement plan will be discussed and new actions assigned as required to meet them. All actions borne out of safety meetings will be recorded in the actions register (FRM-005) and managed accordingly.

## 1.9 HSE Management Plan Authorisation, Amendments, Reissue and Distribution

The HSEMP is approved by the Director and is maintained, controlled and issued under their authority.

In keeping with Document Control standards, the controlled version of this document is stored within the electronic document management system. Printed copies and those issued to our clients, prospective clients or other third-parties shall be issued as uncontrolled copies and will not be maintained.

The HSEMP shall be reviewed periodically (at least annually) to reaffirm its adequacy and conformance to the current business and legislative requirements. The review, either in part or in full, shall be performed by the Director.

Each page of the HSEMP is identified by a revision number. Revisions are numbered consecutively with each revision cancelling and replacing all previous revisions and amendments.

Amendments to the HSEMP are made as required to reflect legislative changes, site or client requirements and must be authorised by the Director. The amendments are made by a reissue of the HSEMP.

Previous versions of the HSEMP will be retained within the electronic document management system for a period of no less than three years. A comparison of the previous versions may be conducted to identify notable changes.

Changes to the HSEMP shall be rolled out to all staff and employees.

## 2. Employee Inductions, Onboarding and Mentoring

New employees will complete a company induction, covering business values, policies, HSE and general expectations.

Employees will undertake all necessary in-person and online inductions required to access a client site in advance of any travel and will communicate with the site contact to confirm date of arrival and meeting location.

A training plan for new or inexperienced employees attending a client site or location has been developed and focuses primarily on a mentoring program.

It is expected that new or inexperienced employee will already be competent in their role and that the senior / more experienced employee is there to provide them with guidance on site requirements and expectations, site layout and transport / travel within the site and to and from site based accommodation.

The new or inexperienced employee shall be accompanied by a more senior / more experienced employee with relevant site experience for at least the first two visits. This shall allow the new or inexperienced employee to be mentored, gain site exposure and experience, and develop a sufficient level of experience and confidence to operate on site by themselves. The number of site visits the new or inexperienced employee shall be mentored will be based on observations of a range of soft skills relating to their overall performance, conduct, output and engagement with site personnel as measured by the senior / more experienced employee. Feedback shall also be sourced from the site contact/s when making a judgement on the timing for the new or inexperienced employee to attend site on their own.

### 2.1 Induction Items

Topics covered in the induction:

- Company vision, mission and values
- Quality assurance
- Organisational chart
- Work health and safety obligations
- Health, safety and environment policy and management plan
- Emergency response procedure
- Risk management policy
- Continuous improvement
- Documentation and control of records
- Time confirmation
- Business operational flow
- Client satisfaction
- Harassment, discrimination and workplace bullying policy
- Employment and recruitment policy
- Discipline and termination policy
- Grievance and complaints policy
- Contractor management
- Company property
- Walk through of the site, including the evacuation plan, first aid room and fire exits

### 2.2 Client Site / Location Attendance

Before any employees visit a client site or location the following aspects must be determined and completed as required by the client and in agreement with the Director.

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- Detail and verify the scope of the job with the client and employees
- Confirm the purpose, length and expected outcomes of the site visit with the client and employees
  - An initial site visit may occur in order to discuss, negotiate or verify the final detail of any scope or labour supply
- Confirm if the site visit will be recurring event, e.g. operate on a shift basis in order to conduct and complete the requirements of the job or labour supply
- Gain access to and complete any online site specific inductions required before site access is permitted
- Identify and arrange for attendance at any in-person inductions required before site access is permitted
- Identify and provide copies of any and all documentation required by site before site access is permitted
  - This may include evidence of relevant business insurance, WorkCover, licenses, competencies, etc.
- Determine and obtain any client specific site requirements, including access permits, medicals, legislative and compliance requirements (e.g. police check for gold mines), quarantine / hygiene requirements, cultural sensitivities and restricted areas
- Determine travel requirements and book / arrange for booking as required
- For site visits in excess of a single day, or where travel requires an overnight stay, book / arrange for accommodation
- Confirm site contact, including phone and email details
- Attend site in a fit for work condition and participate in any site based alcohol and drug testing regimes
- Participate in any site hazard monitoring programs as required, e.g. noise or dust monitoring
- Reinforce the requirement with employees to follow all business and site based safety, environmental, heritage, security and operational rules and reporting requirements while on the client's site and during any travel

## 2.3 Driving on a Client Site

Employees are not expected to drive while on site and will not provide their own vehicle. Should it be necessary for an employee to drive while on site, they must complete all required inductions, training and assessment and be authorised by an approved site contact. A site based vehicle must be provided.

The employee shall follow all site based driving rules at all times, including conducting and recording pre-start inspections, wearing a seatbelt, positive two-way radio communications, adhering to signage and traffic priority rules, use of the flashing beacon, restricted access zones, etc.

# Health, Safety and Environment Management Plan

## 3. Smoking and Hygiene

Aspect	Office Expectations	Site Expectations
<b>Hygiene</b>	<ul style="list-style-type: none"> <li>• Maintain a high level of personal hygiene.</li> <li>• Do not attend work if diagnosed with a communicable disease (e.g. Influenza, COVID19, Measles, etc.) or if feeling sufficiently unwell.                             <ul style="list-style-type: none"> <li>○ A medical certificate may be required for absences greater than a single day</li> </ul> </li> <li>• Jewellery must be removed before operating moving machinery or tools or where there is any risk of entanglement, such as when using portable ladders.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> <li>• Follow all site specific hygiene policies and procedures.</li> </ul>
<b>Smoking, including vaping</b>	<ul style="list-style-type: none"> <li>• Our site is a smoke free work site.</li> <li>• Smoking is not permitted in any company vehicle, enclosed area, or where denoted by signs.</li> <li>• Smoking is only permitted in designated smoking areas.</li> <li>• Cigarette butts must be disposed of appropriately and not left on the ground.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> <li>• Follow all site specific smoking policies and procedures.</li> </ul>

## 4. Contractor Management

We do not have a history of using subcontractors and has no plans to do so into the future. It is expected that all labour supply contracts and heavy machinery maintenance, repairs and servicing on behalf of client's will be resourced through existing employees. As and when the need presents itself, we will employ new workers to manage the day to day work load of the business, subcontractors will not be used.

External contractors may be engaged to perform work that is outside the scope of the business or for the servicing of specialised equipment within the workshop, e.g. automated parts washing unit, fire extinguishers, etc. A contractor assessment document has been created to assist with this process (FRM-010).

Contractors shall be under the direct supervision of the business while operating at the Perth location and shall adhere to the HSE Management Plan.

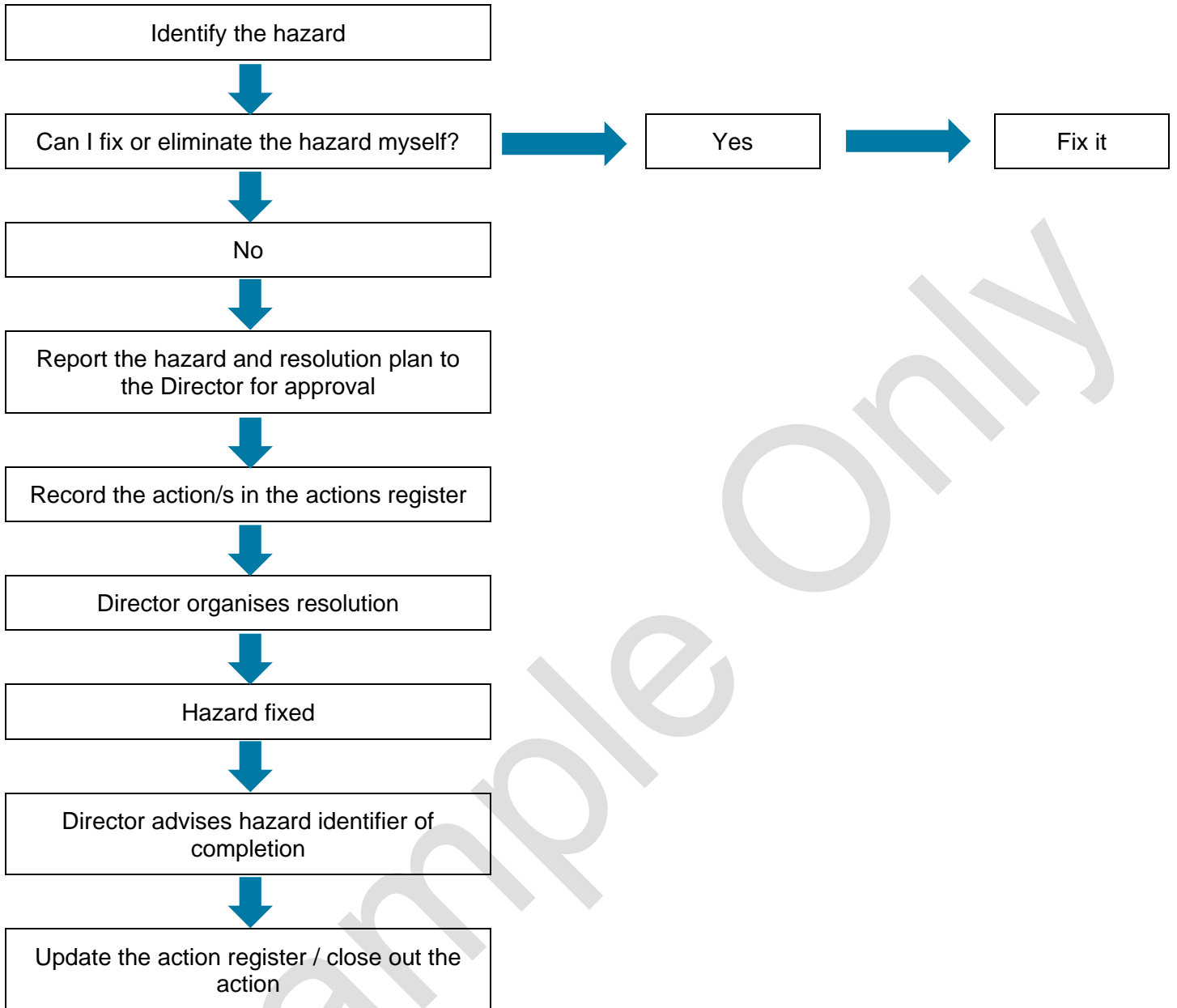
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Aspect	Office Expectations	Site Expectations
<b>Selection</b>	<ul style="list-style-type: none"> <li>• Approved and suitably qualified for the scope requirements.</li> <li>• Provide copies of all relevant certifications, qualifications, licences and insurances for the business and all individual contractor employees.</li> <li>• Check references, criminal records, claims, judgements, directorships and other public records (e.g. bankruptcy).</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> </ul>
<b>Alignment</b>	<ul style="list-style-type: none"> <li>• Key criteria for selection of individuals or organisations is based on their alignment with the criteria outlined in the HSEMP and ERMP.</li> <li>• Complete the business induction.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake site induction.</li> <li>• Acquire any necessary work permits.</li> <li>• Uptake of site values, policies and procedures.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Supervision shall be engaged to assist contractor/s in working safely and effectively.</li> <li>• Supervision levels will vary depending on the needs and experience of the contractor/s.</li> <li>• Contractor/s to follow all reasonable and legal instructions from a supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> <li>• Contractor/s follow all reasonable and legal instructions from a supervisor on site.</li> </ul>
<b>Review</b>	<ul style="list-style-type: none"> <li>• Post work or job review to be conducted to determine suitability for future engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> </ul>

## 5. Hazard Management

Aspect	Office Expectations	Client Site / Location Expectations
<b>Hazard Identification and Risk Assessment</b>	<ul style="list-style-type: none"> <li>• All operating hazards are identified, the associated risks assessed and where practicable eliminated or otherwise treated based on the hierarchy of controls.</li> <li>• Record actions in the actions register.</li> <li>• Refer to the Hazard Management Flow Chart below.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete hazard identification and reporting as per relevant site / location requirements.</li> <li>• Participate in any site hazard monitoring programs as required, e.g. noise or dust monitoring</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Perform personal risk assessments.</li> <li>• Complete hazard reports as required.</li> <li>• Make hazards safe.</li> </ul>

## 5.1 Hazard Management Workflow



## 5.2 Actions Register

The actions register (FRM-005) is a centralised document where actions from all sources are recorded, monitored and reviewed. Reviews of the actions register may occur at any staff meeting or toolbox talk. Once an action has been completed, it will be marked as closed with the date recorded and relevant comments added.

## 6. Risk Management

Risk Management establishes the process for the management of risk attributable to all activities and processes associated with the normal operation of the business. The aim of risk management is to maximise opportunities in all activities while simultaneously minimising adversity.

It is the responsibility of all management and employees to identify, analyse, evaluate, respond, monitor and communicate risks associated with any activity, function or process within their relevant scope of responsibility and authority.

The concepts applied through this policy to managing workplace health and safety may also be applied to other business risks such as financial, operational, environmental, community, equipment and regulatory, legal and compliance.

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## 6.1 Definitions

Risk is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard. Risk is characterised and rated by considering two characteristics:

1. Probability or likelihood (L) of occurrence
2. Consequence (C) of occurrence

This is expressed as  $R$  (risk) =  $L$  (likelihood) x  $C$  (consequence).

Term	Description
Likelihood	Qualitative description of probability or frequency.
Consequence	Outcome of an event, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.
Risk Control	Taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
Risk Assessment	Process of evaluating and comparing the level of risk against predetermined acceptable levels of risk.
Risk Owner	Person(s) responsible for managing risks and is usually the person directly responsible for the strategy, activity or function that relates to the risk.

## 6.2 Principles

We are proactive in our approach to risk management, balancing the cost of managing risk with anticipated benefits, and undertakes contingency planning in the event that critical risks are realised.

We have a duty to ensure the health and safety of workers and other persons at the workplace, managing risks:

- By eliminating health and safety risks so far as is reasonably practicable; and
- If it is not reasonably practicable to eliminate the risks, by minimising those risks so far as is reasonably practicable.

Management will systematically assess, monitor and review risks. Risk assessments shall be performed for business activities, jobs and tasks, with appropriate controls identified and implemented to minimise the overall risk level to an acceptable level. A risk assessment template has been developed to assist with this (FRM-004).

Risk assessments shall be monitored and reviewed on a regular basis as well as when conditions change to ensure they continually reflect the existing situation and the existing controls are confirmed as still adequate and effective, and where this is not the case new controls are determined, implemented and reviewed for effectiveness.

We are committed to ensuring all hazards, their associated risk scores and controls identified through the risk assessment process are collated in the Risk Register (FRM-017). This document will be updated as new risk assessments are performed, or existing ones reviewed as the scope of work or work environment changes.

## 6.3 Outcomes

As far as is reasonably practicable, workers and other persons are not put at risk from work conducted by the business.

We are protected from adverse incidents, reduces its exposures to loss and mitigates and controls loss should it occur.

We have ongoing, unimpeded capacity to fulfil its mission, perform its key functions, meet its objectives and support its employees and clients.

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## 6.4 Risk Management Aspects

Aspect	Office Expectations	Client Site / Location Expectations
<b>Tools</b> <ul style="list-style-type: none"> <li>• Personal risk assessment</li> <li>• Full / team risk assessment</li> <li>• Risk register</li> </ul>	<ul style="list-style-type: none"> <li>• Consideration of what could go wrong is critical in all phases of work / business.                             <ul style="list-style-type: none"> <li>○ Quotation</li> <li>○ Procurement</li> <li>○ Delivery / Supply</li> <li>○ Administration</li> </ul> </li> <li>• Formal and informal tools are available for use and are outlined in your induction</li> <li>• Guidelines for use                             <ul style="list-style-type: none"> <li>○ Personal risk assessment – Individual task with a low risk</li> <li>○ Full / team risk assessment – Team task with moderate or greater risk</li> <li>○ Risk register – Collation of all hazards and controls derived from full or team risk assessments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Use tools as required on each site e.g. Take 5, Take Control, SLAM, etc. for personal risk assessments and JHA / JSEA for higher risk or unusual tasks not supported by a SWI.</li> </ul>
<b>Areas of Risk</b>	<ul style="list-style-type: none"> <li>• Consideration of what could go wrong is critical in all phases of work / business.                             <ul style="list-style-type: none"> <li>○ Quotation</li> <li>○ Procurement</li> <li>○ Delivery / Supply</li> <li>○ Administration</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations and those identified on site by the client (e.g. molten metal, explosives area, etc.) or yourself.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Level to be determined based on either a personal or team based risk assessment.</li> <li>• Required for inexperienced operators, complex or high risk tasks or operations.</li> <li>• Minimum of one supervisor for every ten workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Operate under supervision as required by client or site expectations.</li> <li>• Follow all client or site supervisor specific risk management requests.</li> </ul>
<b>Risk Rating</b> <ul style="list-style-type: none"> <li>• Likelihood</li> <li>• Consequence</li> </ul>	<ul style="list-style-type: none"> <li>• Rating shall be performed as per the Risk Matrix.</li> </ul>	<ul style="list-style-type: none"> <li>• Rating shall be performed as per the relevant client Risk Matrix documentation.</li> </ul>



# Health, Safety and Environment Management Plan

Aspect	Office Expectations	Client Site / Location Expectations
<b>Controls</b> <ul style="list-style-type: none"> <li>Acceptable controls</li> </ul>	<ul style="list-style-type: none"> <li>Conduct an inspection of all operating equipment before use and tag out of service if unsafe.</li> <li>Hazards must be mitigated where they pose an unacceptable risk, i.e. Risk score of 10 or above.</li> <li>Hazards should be mitigated where they have a risk score of below 10 where it is deemed practical.</li> <li>Ideally controls will eliminate hazards. Where this is not possible the hierarchy of controls shall be followed (Figure 1).</li> <li>Controls shall be implemented to achieve ALARP.</li> <li>Monitor and review controls to confirm effectiveness and ensure they have not introduced new, unintended hazards. Implement new controls as required.</li> <li>Once controls are in place, any risks that remain high or extreme (yellow or red in the Risk Matrix) must be reviewed and signed off by the Director.</li> </ul>	<ul style="list-style-type: none"> <li>Implement controls to mitigate hazards in line with site protocols and procedures.</li> <li>Complete risk assessments, apply controls and obtain sign off approval as per host site expectations.</li> <li>Complete the business process if the site system is either non-existent or simplified (potential to complete both sets of paperwork).</li> </ul>

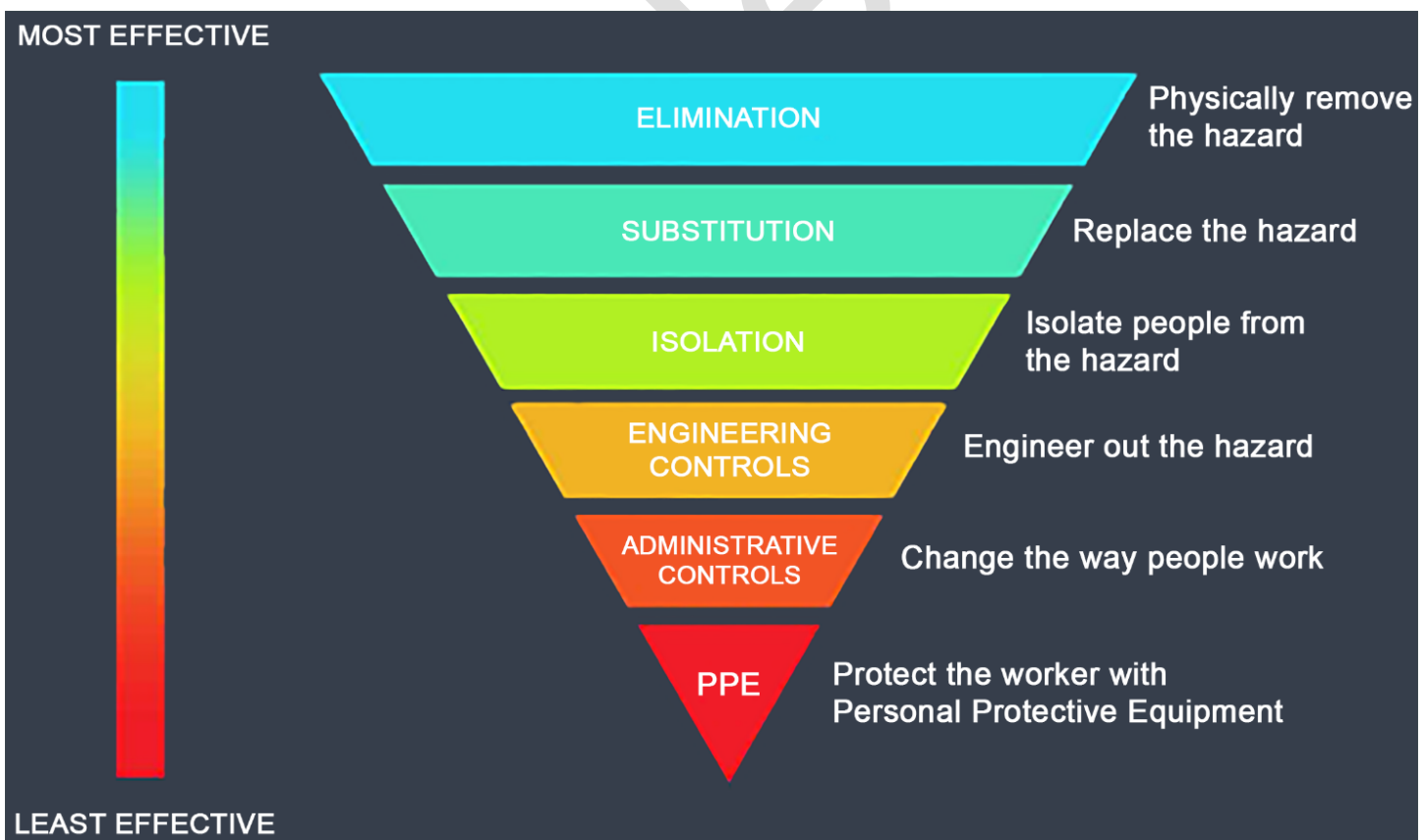


Figure 1: Hierarchy of controls

# Health, Safety and Environment Management Plan

## 6.5 Risk Matrix

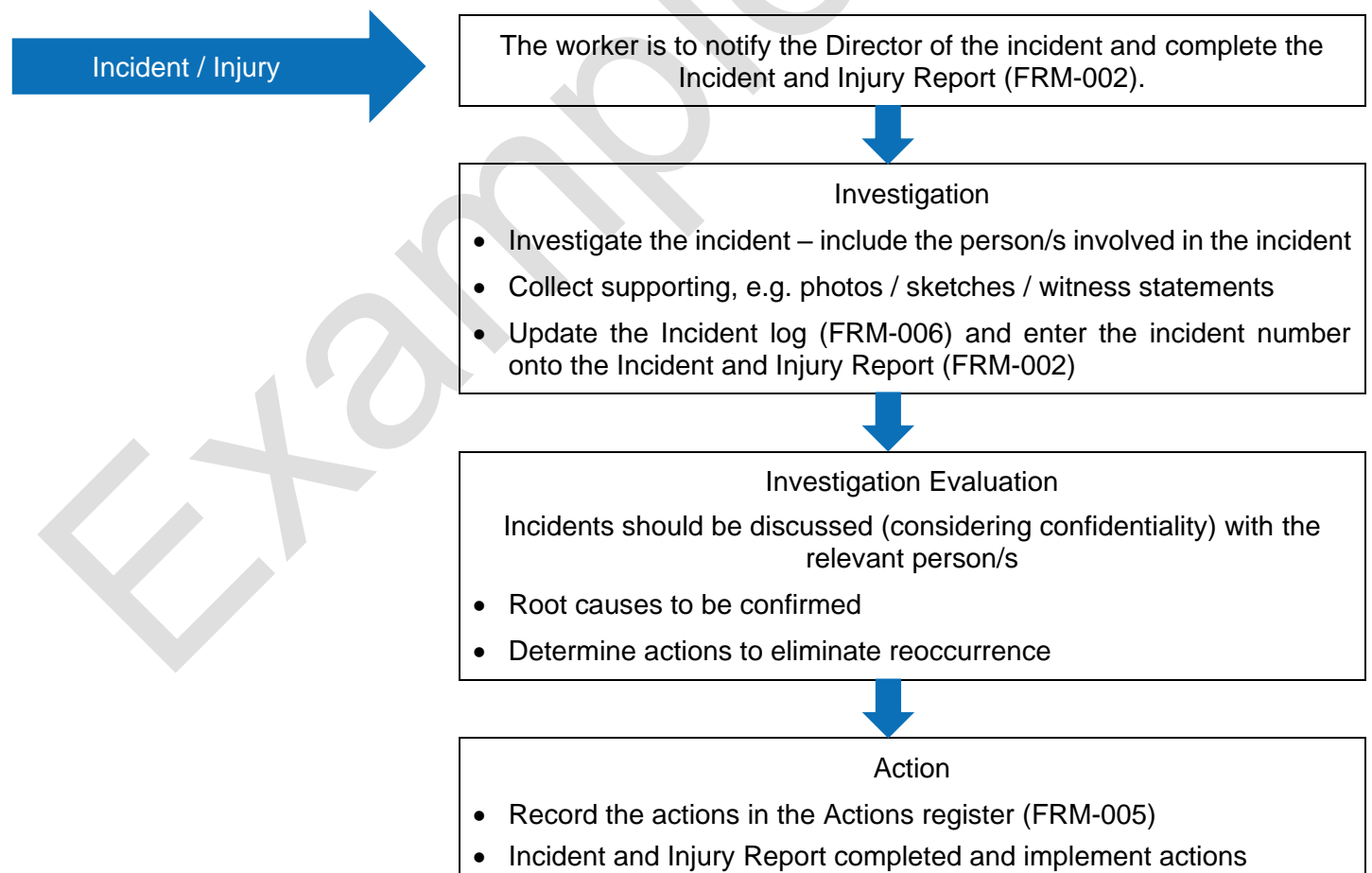
Likelihood ↓		Risk Scores / Severity Level				
A – Almost Certain	Daily or Less	11 High	16 High	20 Extreme	23 Extreme	25 Extreme
B - Likely	Weekly, not > 4 times per month	7 Moderate	12 High	17 High	21 Extreme	24 Extreme
C Occasional –	Monthly, not > 12 times per year	4 Low	8 Moderate	13 High	18 Extreme	22 Extreme
D – Unlikely	Annual, not > 5 times in 5 years	2 Low	5 Low	9 Moderate	14 High	19 Extreme
E - Rare	Once per 5 years	1 Low	3 Low	6 Moderate	10 High	15 High
Consequences →		Low	Minor	Moderate	Major	Critical
<b>Health and Safety</b>		First aid injury (FAI)	Medical treatment injury (MTI) or disease (MTD)	Restricted duties injury (RWI) or disease (RWD)	Lost time injury (LTI) or disease (LTD)	Single or multiple fatality, severe injury or permanent disability
<b>Environment</b>		Single on-site event, causing negligible harm	On-site events with the potential to cause local harm	Off-site impact with local harm	Impact with potential for severe long term harm or impact on an area of significance	Impact with potential for severe long term harm or impact on an area of significance
<b>Community</b>		QA issue found in house (rework)	Client identified QA issue	<ul style="list-style-type: none"> <li>Complaint received from stakeholder or community</li> <li>Negative social media coverage</li> </ul>	<ul style="list-style-type: none"> <li>Negative media coverage at a local level</li> <li>Complaint from a 'final' client</li> <li>Community complaint resulting in social issues</li> <li>Non-compliance to an Australian Standard or any relevant reference</li> <li>Loss of community support</li> </ul>	<ul style="list-style-type: none"> <li>Negative social media coverage at a state or national level</li> <li>Scrutiny from government</li> <li>Loss of major customer(s) or large proportion of sales</li> <li>Complaints from multiple final clients</li> <li>Loss of community support</li> <li>Design failure due to non-compliance</li> </ul>
<b>Financial Impact or Operational Interruption</b>		<ul style="list-style-type: none"> <li>Revenue Loss &lt; \$5 k</li> <li>Equipment Damage &lt; \$1 k</li> <li>Interruption &lt; 8 hours</li> </ul>	<ul style="list-style-type: none"> <li>Revenue Loss \$5 k to &lt; \$10 k</li> <li>Equipment Damage \$1 k to &lt; \$5 k</li> <li>Interruption 8 to 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>Revenue Loss \$10 k to &lt; \$25 k</li> <li>Equipment Damage \$5 k to &lt; \$10 k</li> <li>Interruption 1 day to 1 week</li> </ul>	<ul style="list-style-type: none"> <li>Revenue Loss \$25 k to &lt; \$100 k</li> <li>Equipment Damage \$10 k to &lt; \$50 k</li> <li>Interruption 1 week to 1 month</li> </ul>	<ul style="list-style-type: none"> <li>Revenue Loss &gt; \$100 k</li> <li>Equipment Damage &gt; 50 k</li> <li>Interruption &gt; 1 month</li> </ul>
<b>Regulatory, Legal and Compliance</b>		Regulation breaches without fine or litigation	Regulation breaches resulting in fine or litigation less than \$10 k	Regulation breaches resulting in fine or litigation \$10 k to < 25 k	Major non-compliance or serious litigation / prosecution limiting or ceasing operation for any period or a fine or litigation in excess of \$25 k	Critical or multiple non-compliance or litigation resulting in loss of licence to operate

## 7. Incident and Injury Management

### 7.1 Incident and Injury Reporting

Aspect	Office Expectations	Client Site / Location Expectations
<b>Incident Reporting</b> <ul style="list-style-type: none"> <li>Near hit</li> <li>Injury</li> <li>Environmental impact</li> <li>Equipment damage</li> <li>Property damage</li> <li>Business interruption</li> <li>Quality assurance</li> </ul>	<ul style="list-style-type: none"> <li>All incidents of any type (near hit, injury, environment, equipment, damage or business interruption) shall be reported to the Director immediately they are known.</li> <li>Incident scene to remain untouched, however the area must be made safe (barricade off or otherwise make safe).</li> <li>Incidents shall be reported via the instruction of the Incident Reporting and Investigation flow chart.</li> <li>Health records to be retained for the life of the employee, where known.</li> <li>Conduct exit medical review for employees if relevant to their work / site exposure (e.g. hearing test).</li> </ul>	<ul style="list-style-type: none"> <li>Incidents shall be reported to both Director (whether they are on site or not) and to the client site or location supervisor / contact.</li> <li>Full assistance is to be provided to the client.</li> <li>Investigations to follow the site procedure and copies of all documentation to be provided to the Director.</li> </ul>

#### 7.1.1 Investigation Flow Chart



# Health, Safety and Environment Management Plan

## 7.2 Incident / Injury Investigation

The level of investigation is proportionate the severity of the incident or injury. Refer to Section 5.2, Risk Matrix to determine the severity level.

Severity Level	Response
Low	Fill out Incident and Injury Report and file appropriately.
Minor / Moderate	Director to investigate. Develop root cause analysis / investigation which is to be shared with the business.
Major / Critical	Director to investigate. Develop root cause analysis / investigation which is to be shared with the business.

## 7.3 Employee Injury Case Management

Injured employees will initially be directed to either the local medical centre or hospital. From there the case will be managed in line with workplace injury and rehabilitation legislative requirements, including any related WorkCover claim, return to work plan, restricted duties and recuperation and recovery times.

All injured employees returning to work must have either a medical clearance indicating they are fully fit for duties or an approved return to work plan defined by a medical practitioner taking into account the work environment and duties available.

For complex workplace rehabilitation and return to work plans and / or WorkCover claims, the business will engage the services of a workplace rehabilitation provider to assist them in meeting their and the employee's obligations and responsibilities in providing a safe, structured recovery and reintegration into the workforce.

## 7.4 Health Monitoring

The workshop is a noisy environment due to the nature of the work being performed and the machinery and equipment in use. Hearing protection is mandatory when conducting a range of activities within the workshop and these requirements are reinforced through signage, inductions, toolbox talks and training.

## 8. Emergency Response

The emergency response plan is detailed in FRM-003.

When operating on a client site or location, employees shall follow the client's emergency response plan, including the emergency notification process, two-way radio silence, following instructions from authorised personnel and moving to a designated muster point when required.

## 9. Certification and Inspection of Equipment

The business uses a range of machinery and equipment that must be maintained and / or inspected to ensure it remains safe for purpose and use, including lifting equipment, non-slewing crane, forklift, parts washer, compressors and flashback arrestors.

To ensure the relevant scheduled servicing and / or inspection requirements are met, a Certification and Inspection register is maintained which lists all the relevant equipment, last and next service / inspection date, the company or personnel authorised to perform the service and / or inspection as well as any related comments.

Where machinery or equipment is deemed unsafe through the service or inspection, it will be immediately taken out of service. If the issue can be resolved, the machinery or equipment will be scheduled in with an authorised agent to conduct the necessary repairs and certify it is safe for operation. Where the damage does not permit rectification work or is too expensive to warrant it, the machinery or equipment will be permanently retired from service. If necessary replacement machinery or equipment will be sourced to permit any current tasks to continue.

Hard copies of all services and / or inspections are filed and soft copies are kept in the electronic document management system. Copies of the register along with the service and / or inspection records can be provided to the client upon request.

# Health, Safety and Environment Management Plan

## 10. High Risk Work

employees may perform high risk work as part of their day to day operations. Only trained, qualified / licenced and competent employees may engage in high risk work. Examples of high risk work that may be undertaken are:



Crane operations



Hot work



Scissor lift operations



Forklift operations



Working at heights

Aspect	Office Expectations	Client Site / Location Expectations
<b>High risk work</b>	<ul style="list-style-type: none"> <li>Be suitably qualified / hold the appropriate high risk work licence for the task being performed.</li> <li>Be deemed competent and authorised to perform high risk work.</li> <li>Complete work at heights or hot work permit when performing these tasks.</li> <li>A hot work permit is not required when operating in the workshop, which is considered a designated hot work area.</li> </ul>	<ul style="list-style-type: none"> <li>As per office expectations.</li> <li>Participate in any client or site specific inductions or training to be permitted to perform high risk work on site.</li> <li>Follow all client or site specific high risk work policies and procedures.</li> </ul>



### Note

employees are not trained in and will not conduct confined space or excavation / break-in operations.

### 10.1 High Risk Licences and Permits to Work

Workers conducting high risk activities must be in possession of the correct license and / or permit:

High Risk Activity	High Risk Licence / Permit to Work
Non-slewing crane operation	<ul style="list-style-type: none"> <li>Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)</li> </ul>
Forklift operation	<ul style="list-style-type: none"> <li>Licence to operate a forklift truck</li> </ul>
Elevated work platform / scissor lift operation	<ul style="list-style-type: none"> <li>Operate elevating work platform scissor lifts and boom lifts under 11 m</li> </ul>
Selection, inspection and use of lifting equipment	<ul style="list-style-type: none"> <li>Licence to perform dogging / Licence to perform rigging basic level</li> </ul>
Work at heights	<ul style="list-style-type: none"> <li>Work safely at heights</li> <li>Work at heights permit</li> </ul>
Hot work	<ul style="list-style-type: none"> <li>Hot work permit</li> </ul>

## 10.2 Crane Operations

Employs the use of a rubber wheeled, non-slewing crane (Franna) for the purposes of extracting, moving and positioning heavy equipment pieces during fit out, servicing and repairs.

Only licenced, competent and authorised employees may operate the crane.

A pre-start inspection is conducted before the crane is first used for the day and recorded in the pre-start book stored on the crane.

Faults that impact on the safe operation of the crane and / or require maintenance work must be rectified before the crane can be used. Attach an Out of Service tag to the isolation point and inform the Director.



Ensure the work area around the crane is sufficiently clear to permit access and free movement.

Where visibility is impeded use a spotter to assist in navigating the crane and safely positioning the load.

The inspection, selection and attachment of lifting slings, chains and shackles shall only be performed by a licenced dogger or rigger.

All lifting equipment must be fit for purpose and have a current inspection tag attached.



## 10.3 Forklift Operations

Employs the use of a forklift for the purposes of moving pallets and heavy items around the workshop, onto and off delivery trucks and the pallet racking.

Only licenced, competent and authorised employees may operate the forklift.

A pre-start inspection is conducted before the forklift is first used for the day and recorded in the pre-start book stored on the forklift.

Faults that impact on the safe operation of the forklift and / or require maintenance work must be rectified before the crane can be used. Attach an Out of Service tag to the isolation point and inform the Director.



### Note

Forklift operators must correctly wear a seatbelt at all times when operating the forklift.

## 10.4 Hot Work

Hot work is any process with the potential to generate a source of ignition and includes welding, grinding, oxy/acetylene cutting.

The workshop is a designated hot work area and consequently a hot work permit is not required to perform hot work in this area, however the following controls must be in place when conducting hot work:



- The floor area is to be swept to remove any combustible materials, including dust
- Dust is not to be permitted to build-up in any areas where hot work may be conducted due to its high risk of combustion
- A ten metre exclusion zone for all combustible and flammable materials. Where this cannot be achieved an approved fire retardant screen must be positioned between the combustible or flammable materials and the hot work activity and / or fire resistant blankets or shields are to cover the materials
- All appropriate PPE must be worn, e.g. welding shield, safety glasses, face shield, leather apron, etc.
- All equipment shall be inspected before use and any unsafe equipment tagged Out of Service and not used
- Gas hoses in all oxy fuel welding, cutting or heating operations shall have a flashback arrester
- All tagging and testing shall be current, i.e. oxy/acetylene sets and flashback arrestors
- Functioning fire extinguisher relevant for the work being conducted is readily available and has a current inspection tag
- Persons conducting hot work must be trained and competent in the use of fire extinguishers and the emergency response plan
- Adequate ventilation is present to prevent the build-up of any potentially noxious fumes. Fans or extraction units to be used where sufficient natural ventilation is not present
- Any pipes, vessels and equipment components must be confirmed as depressurised and cleaned of any flammable contents before being subjected to hot work
- The area is inspected 30 minutes after the completion of the hot work to confirm the absence of any fires or smouldering items



### Note

A hot work permit (FRM-008) must be completed and authorised for all hot work conducted outside of the designated hot work area.

## 10.5 Work at Heights

Working at heights shall be performed under a Work at Heights permit (FRM-007) when:

- Working within two metres of an unguarded roof edge or work surface that has a fall distance of two metres or more to a surface or object below, or where a fall from a lesser height poses a significant risk
- Working on any surface sloping at greater than 15 degrees where a worker can fall two metres or more

A Work at Heights permit is not needed if:

- A fixed or secured ladder is used and the worker stays on the ladder at all times, or accesses a secure surface e.g. walkway or scaffold
- The work is on a roof where the worker will remain on fixed walkways at all times

# Health, Safety and Environment Management Plan

- The worker uses a forklift cage or other approved mobile work platform
- The worker uses a scaffold installed to approved standards, by competent personnel



## Note

Employees working at heights must be trained and competent in Work Safely at Heights.

### 10.5.1 Fall Arrest or Restraint Equipment

Fall arrest or restraint equipment must be used when working at heights as determined when completing the work at heights permit.

Fall arrest or restraint equipment must be inspected before and after use to confirm it is fit for purpose, free from damage, fraying, wear, etc. and have a current inspection tag attached.

All persons using fall arrest or restraint equipment must be trained and hold a current certification in Work Safely at Heights.

### 10.5.2 Ladder Safety

Under most circumstances ladders would only be used for access or simple, short duration work where a platform ladder with a fixed handrail and functioning safety chains can be used.

Working off ladders can be a dangerous activity and all due care and attention must be taken during their use.

- Check where the ladder is to be used, is there a swinging door or vehicular traffic near the area
- Face the ladder when climbing up, down and while working from it
- Do not over-reach from the ladder
- Do not stand on or work outside of the handrails and safety chain
- Do not perform ladder work above another person
- Only one person at a time may work from a ladder
- Do not carry tools up the ladder in your hands. Place these at the work area or on the platform ladder in advance
- Do not perform welding or metal cutting from a ladder
- Use a non-conductive ladder if performing electrical work



Where it is not possible to use a platform ladder also consider:

- Ensure ladders have a firm, even, non-slip surface to stand on and are set at an angle of approximately 1:4
- Ladders must be footed by an assistant when first erected and tied off at the top before further use
- Ladders should extend one metre above the surface where a person can gain access
- Step ladders must only be used in the fully open position with the locking system fully engaged
- Step ladders should not be used higher than the third tread from the top
- Three-point contact is to be maintained at all times, where this is not possible a work at heights permit must be completed and fall arrest or restraint systems used



# Health, Safety and Environment Management Plan

- Where working on a ladder places the person at risk of a fall from heights a work at heights permit must be completed and fall arrest or restraint systems used, e.g. using a ladder on a platform within 2 metres of the edge where the person will be positioned above the height of the handrail



## Note

All ladders must be inspected before use to confirm they are in good condition, safety chains and latches are operational and secure, and the treads are secure.

## 10.6 Scissor Lift Operations

Employs the use of a scissor lift for the purposes of conducting work at heights within a secure, barricaded temporary work platform. Only licenced, competent and authorised employees may operate the scissor lift.



## Note

Employees working in the scissor lift must also be trained and competent in Work Safely at Heights.

A pre-start inspection is conducted before the scissor lift is first used for the day and recorded in the pre-start book stored on the scissor lift.

Faults that impact on the safe operation of the scissor lift and / or require maintenance work must be rectified before the scissor lift can be used.

Attach an Out of Service tag to the isolation point and inform the Director.

The scissor lift shall only be operated on level, stable ground and not be used to drag cables. Operators must remain inside the confines of the barricaded work platform at all times and are not permitted to stand on the handrails or over-reach under any circumstances.



A spotter, competent in the use of the scissor lift, shall be used to monitor the operation, prevent unauthorised entry to the work area and assist the operator in navigating into position using clear, concise communication.

The movement of vehicles and other equipment shall be temporarily suspended while the scissor lift is moving into position. All employees on the ground are to keep well clear of the scissor lift as it is being moved.

## 10.7 Dropped Objects

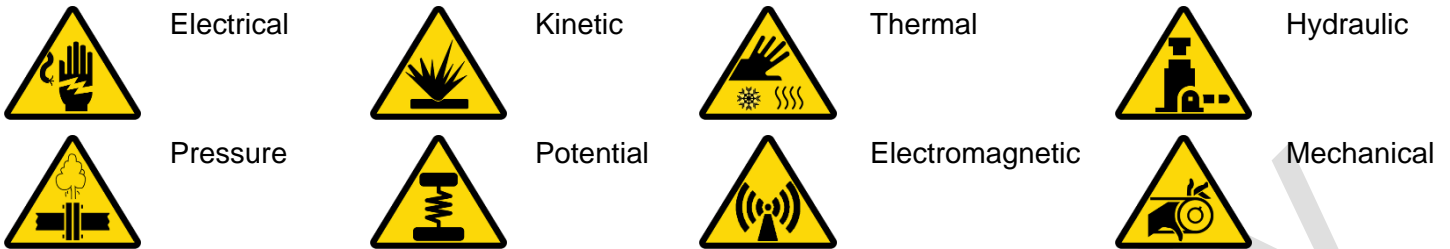
Tools, equipment and consumables must be appropriately managed when working a heights to prevent incidents related to dropped objects. Small items such as nuts, bolts, welding electrodes, etc. must be kept in a secure container such as a basket fixed to the handrails of the scissor lift. Tool lanyards and belts can be used to prevent them from falling while working at height.

Equipment components must be secured using slings or chains before disconnecting to prevent them from falling. Conduct an assessment before disconnecting any equipment components to determine the most effective method of securing and safely lowering them to ground.

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## 11. Isolations

Equipment must be isolated for a range of tasks including cleaning, maintenance, servicing, pre-start inspections or adjustments in order to prevent serious injury or death. Isolations need to consider and control all sources of energy, including, but not necessarily limited to:



Aspect	Office Expectations	Client Site / Location Expectations
<b>Isolations</b>	<ul style="list-style-type: none"> <li>Identify, assess and control all sources of energy before conducting any work on equipment.</li> <li>Use isolation systems to protect you while working on equipment and prevent unauthorised deisolation.</li> <li>Use Out of Service tags to identify equipment that is unsafe to operate.</li> </ul>	<ul style="list-style-type: none"> <li>Follow all site specific isolation policies and procedures.</li> <li>Participate in any site specific isolation training required to undertake isolations.</li> </ul>

## 12. Use and Operation of Powered Hand Tools

Powered hand tools include items such as grinders, drills, circular saws, etc. These tools are frequently used due to their portability and may be either electrically or battery powered.

Aspect	Office Expectations	Client Site / Location Expectations
<b>Powered Hand Tools</b>	<ul style="list-style-type: none"> <li>Be trained, competent and authorised to use.</li> <li>Electrical tools have a current electrical inspection tag attached.</li> <li>Tools are inspected before use and are in good condition, including the electrical cable being free from cuts, fraying or other damage.</li> <li>Battery charging stations are have a current electrical inspection tag attached.</li> <li>Damaged tools are tagged Out of Service and not used.</li> <li>Wear all appropriate PPE when using powered hand tools.</li> </ul>	<ul style="list-style-type: none"> <li>As per office expectations.</li> <li>Follow all site specific policies and procedures on the use of powered hand tools, including any VOC requirements.</li> </ul>

## 13. Hazardous Substances and Dangerous Goods Management and Storage

The business has a number of hazardous substances and dangerous goods stored on site for purposes of conducting their business.

Hazardous substances and dangerous goods shall be stored in appropriately labelled and approved cabinets. Small volumes of cleaning products may be stored in the employee break room, first aid room and toilet facilities.

Incompatible hazardous substances and dangerous goods shall be segregated and stored within their own cabinet.

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Safety data sheets are available for all hazardous substances and dangerous goods on site. No hazardous substances and dangerous goods may be brought into the workplace without an accompanying safety data sheet.



Aspect	Office Expectations	Client Site / Location Expectations
<p><b>Hazardous Substances and Dangerous Goods</b></p>	<ul style="list-style-type: none"> <li>• Only use hazardous substances and dangerous goods for the purpose they were purchased in line with the directions for use on the packaging and / or safety data sheet.</li> <li>• Wear appropriate PPE when handling and using hazardous substances and dangerous goods.</li> <li>• Do not bring hazardous substances and dangerous goods into the workplace without an accompanying safety data sheet.</li> <li>• The names and quantities of hazardous substances and dangerous goods are to be recorded in the hazardous substances and dangerous goods register (FRM-009).</li> <li>• Clean-up all spills as per the safety data sheet.</li> <li>• Appropriately dispose of any empty containers and residual hazardous substances and dangerous goods.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow all site specific policies and procedures on the safe use and storage of hazardous substances and dangerous goods.</li> <li>• Do not bring any hazardous substances and dangerous goods onto a client site without first obtaining written authority.</li> <li>• Report any incidents related to hazardous substances and dangerous goods to the site contact immediately.</li> <li>• Participate in any site specific incident investigations related to hazardous substances and dangerous goods as required.</li> <li>• Follow site based spill clean-up procedures.</li> </ul>

# Health, Safety and Environment Management Plan

## 14. Hydration

employees conduct work that is physical in a workshop environment that can be hot and humid during much of the year. Where possible the large roller doors will be opened during business hours to promote natural ventilation and a breeze flowing through the workshop. Industrial fans may also be used to assist in keeping operators cool.

Aspect	Office Expectations	Client Site / Location Expectations
<b>Hydration</b>	<ul style="list-style-type: none"> <li>• Take rest breaks as required to maintain fitness for work.</li> <li>• Regularly consume water to maintain hydration levels.</li> <li>• Monitor yourself for signs of dehydration, such as:                             <ul style="list-style-type: none"> <li>○ Headaches</li> <li>○ Cramping</li> <li>○ Disorientation</li> <li>○ Body temperature fluctuating between hot and cold</li> <li>○ Feeling light headed or dizzy</li> <li>○ Nausea</li> <li>○ Becoming uncoordinated</li> <li>○ Unexpected tiredness</li> </ul> </li> <li>• Wear a hat and use sunscreen when working outside.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> <li>• Work in the shade where ever possible.</li> <li>• Minimise outside work in the hottest part of the day.</li> <li>• Follow all site specific policies and procedures, including hydration testing if required</li> </ul>

## 15. Fatigue Management

Employees are expected to manage their work / life balance to ensure they are not fatigued when attending work. In addition the business is committed to providing a work environment that is conscious of the effect of work on their employee's fatigue levels.

Employees are encouraged to notify their manager if they are feeling the effects of fatigue and to take a short rest break to recuperate before returning to work.

Business hours are 7:30 am – 4:30 pm, Monday to Friday, with the workshop operating on 10.5 hour day shift, 6 am – 4:30 pm, Monday to Friday. Weekend work is not scheduled, though overtime may be offered on a Saturday where required to meet service delivery deadlines.

When working on a client site, employees will adhere to the site policies and procedures on fatigue management, but will not work beyond the standards below without approval from the Director:

- A standard working day shall comprise of a no more than a 12 hour shift
- No more than 14 consecutive day shifts shall be worked
- No more than 7 consecutive night shifts shall be worked

## 16. Manual Handling

Manual handling represents a significant risk to employees due to the physical nature of their roles.

Employees will be trained in manual handling techniques and consideration will be given to manual handling when procuring items.

Use the equipment cleaning machine, Washpod, rather than cleaning multiple individual (and often heavy) components in the manual cleaning station.

This machine is fitted with a rotating basket to allow access right across it without having to stretch.



Aspect	Office Expectations	Client Site / Location Expectations
<b>Manual Handling</b>	<ul style="list-style-type: none"> <li>• Use correct manual handling techniques when lifting, carrying, pulling, pushing, holding and reaching for objects.</li> <li>• Set-up work stations (including office stations) to limit stretching, twisting and awkward or uncomfortable postures.</li> <li>• Use lifting aids or two-person lift for heavy items.</li> <li>• Use equipment such as the forklift or Franna for very heavy items.</li> <li>• Use the right tool for the right task.</li> <li>• Wear appropriate gloves during manual handling.</li> <li>• Limit repetitive movements by taking short breaks.</li> <li>• Perform simple stretching exercises before manual handling.</li> <li>• Purchase consumables in smaller volume (less weight) packages where possible.</li> <li>• Review the ergonomic aspects when purchasing new equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• As per office expectations.</li> <li>• Follow all site specific policies and procedures on manual handling.</li> <li>• Participate in any site based manual handling training or preparations.</li> </ul>

# Health, Safety and Environment Management Plan

## 17. Environmental Management

We are committed to conducting our operation in a way to minimise its impact on the environment.

For the purpose of this section, chemicals refer to any solid, liquid or gas hazardous substance or dangerous goods, including hydrocarbons and cleaning chemicals.



Aspect	Office Expectations	Client Site / Location Expectations
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>Maintain a high standard of housekeeping to enhance a safe and hygienic work area, reduce the risk of injuries and extend equipment life.</li> <li>Keep your work area clean and tidy.</li> <li>Regularly wipe down work stations to minimise dust build-up.</li> <li>Clean tools after use and return them to their designated storage location.</li> <li>Place parts and items within the storage cabinets or pallet racks.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain a high standard of housekeeping to enhance a safe and hygienic work area, reduce the risk of injuries and extend equipment life.</li> <li>Keep your work area clean and tidy.</li> <li>Clean tools after use and return them to their designated storage location.</li> <li>Follow all site housekeeping policies and procedures.</li> </ul>
<b>Waste Management</b>	<ul style="list-style-type: none"> <li>Waste and contaminated materials must be appropriately disposed of at all times to improve recycling, reduce waste to landfill and ensure contaminated materials are sent to a dedicated waste station.</li> <li>Use approved, licenced third-party businesses to collect oils and oily water from the equipment cleaning stations.</li> <li>Empty pallets, boxes, etc. are to be removed from the workshop and disposed of appropriately.</li> <li>Place materials in the appropriate recycling or landfill bins.</li> </ul>	<ul style="list-style-type: none"> <li>Place materials in the appropriate recycling or landfill bins.</li> <li>Follow all site waste management policies and procedures.</li> </ul>
<b>Heritage</b>	<ul style="list-style-type: none"> <li>Respect cultural and environmental heritage and sensitive sites.</li> </ul>	<ul style="list-style-type: none"> <li>Respect cultural and environmental heritage and sensitive sites.</li> <li>Follow all site heritage and environmental policies and procedures.</li> </ul>
<b>Wildlife</b>	<ul style="list-style-type: none"> <li>Contact a registered snake catcher if a snake is sighted. Do not approach it or try to catch it yourself.</li> <li>Contact the Wildcare Helpline on 9474 9055 for any injured wildlife.</li> </ul>	<ul style="list-style-type: none"> <li>Contact the site environmental department, or you site contact to report injured wildlife or snake sightings</li> <li>Follow all site policies and procedures for any incidents relating to wildlife, e.g. striking a kangaroo while driving</li> </ul>

# Health, Safety and Environment Management Plan

Aspect	Office Expectations	Client Site / Location Expectations
<b>Chemical Storage</b>	<ul style="list-style-type: none"> <li>• Store chemicals in the appropriate self-bundled cabinet.</li> <li>• Chemicals decanted into smaller containers must be clearly and legibly labelled.</li> <li>• Chemical containers too large for the storage cabinets must be stored on a portable bund capable of containing the full volume of the container.</li> <li>• Use approved spill cleaning kits, absorbent materials and processes to manage chemical spills.</li> <li>• Prevent chemicals from accessing the stormwater system.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow all site chemical storage and spill response policies and procedures.</li> </ul>

## 18. Internal Auditing

Internal audits are performed to ensure that the business operational and safety systems are operating satisfactorily and that they remain relevant and effective.

An Audit Schedule is to be developed to allow for the review of relevant processes once every 12 months. The status (completed / not completed) of each audit shall be recorded within the schedule, with audits to be conducted within four weeks of the scheduled period wherever possible. Where required, internal audits may be rescheduled, so that the process is still reviewed and any actions needed are rectified. The schedule shall be maintained by Director.

An audit conduct form will be used to support the internal audit and may contain a checklist of items to review as part of the audit. The audit conduct form is to be saved with the audit report and will have as a minimum:

- Audit number, identified by a four digit number where the first two numbers represent the year of the audit, and the following two numbers represent the sequential audit number
- Date, person conducting the audit and area/s being audited
- References, such as any documents being reviewed as part of the audit
- Resources, such as any particular staff required to assist with the audit
- Area for comments / notes / objective evidence to be recorded during the audit

During the audit the following will be checked, where relevant:

- Systems / processes are in place and being followed
- All safety aspects related to the process, task or operation are being followed correctly
- Related equipment and / or machinery inspections and services are current
- Documentation adequately describe the systems, processes, operations or tasks being audited
- Training is adequate for staff to effectively and safely implement the systems and processes or perform the operations or tasks

Objective evidence of a departure from approved procedures, documented requirements, safety expectations and / or other applicable documents is to be considered a deficiency. Depending on the nature and extent of the deficiency, it shall be recorded as an observation, improvement opportunity or a non-conformance.

Non-conformances are to be raised against the supervisor, who will then be responsible for completing any necessary actions to resolve the non-conformance. The auditor will verify the satisfactory resolution of any non-conformances raised.

## Health, Safety and Environment Management Plan

Deficiency Level	Description	Risk Score
Observation	Generally results from isolated deficiencies occurring in non-critical tasks or low level quality, safety, environmental, community, financial / operational or regulatory, legal and compliance issues.	1 – 5
Improvement Opportunity	Generally arise from a series of common deficiencies in non-critical tasks or moderate quality, safety, environmental, community, financial / operational or regulatory, legal and compliance issues.	7 – 9
Non-conformance	Generally arise from wide spread deficiencies across a range of non-critical tasks, or one or more deficiencies associated with critical tasks, or a high level quality, safety, environmental, community, financial / operational or regulatory, legal and compliance issues.	10 or greater

Improvement opportunities and observations will be raised at the audit exit meeting and added to the actions register (FRM-005), which is reviewed at regular meetings.

An audit report is to be generated for each internal audit, detailing the objective evidence, deficiencies and positive findings arising from the audit. The audit report shall be made available to the director for review and shall be retained indefinitely in electronic format within the electronic document management system.

Policy Aspect	Office Expectations	Site Expectations
<b>Internal Auditing</b>	<ul style="list-style-type: none"> <li>• Training may be provided to employees to assist with this activity.</li> <li>• Internal audits shall be conducted periodically as determined by the audit schedule, allowing for all major processes and associated documentation to be reviewed at least annually.</li> <li>• Employees shall cooperate with the person conducting the internal audit.</li> <li>• Permission from the business must be sought before providing any materials to external auditors that could be deemed sensitive or confidential, or could impinge in the business IP.</li> </ul>	<ul style="list-style-type: none"> <li>• Report the close out of actions for audit finding related to site activities to the client / site contact</li> </ul>



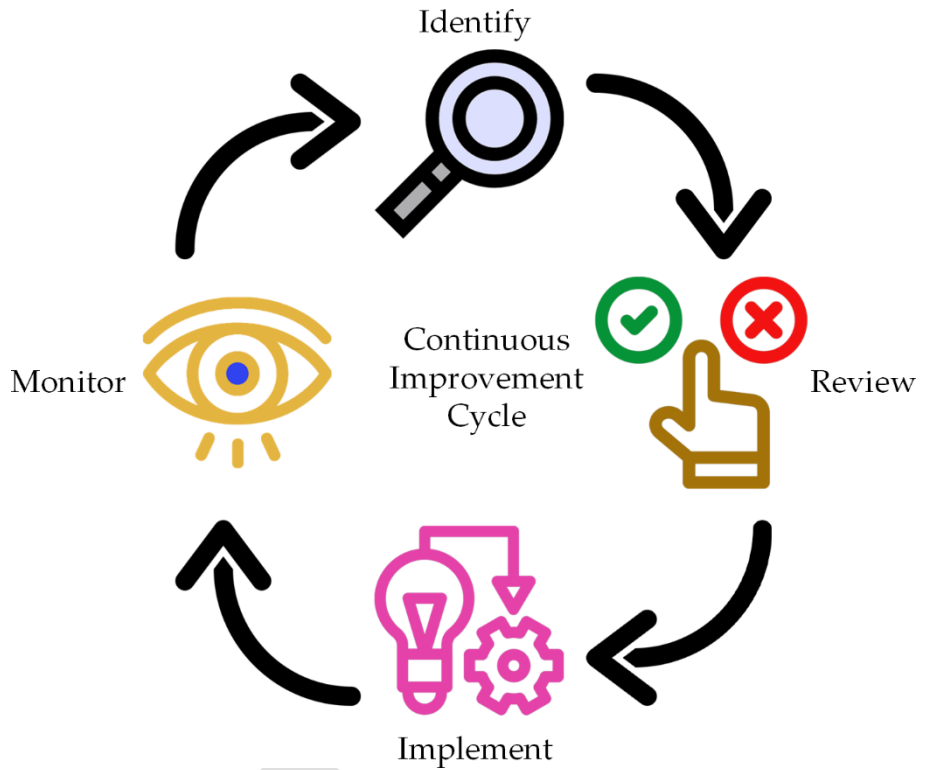
## 19. Continuous Improvement

We promote a work environment conducive to continuous improvement through a cycle of monitoring and regular reviews of business operations.

All employees are encouraged to identify areas within the business that could be improved.

Employees may raise continuous improvement opportunities to the Director via email.

Any such suggestions should include as much detail as possible to readily identify the area the improvement opportunity relates to, the nature of the improvements and the expected benefits (these should be measurable where ever possible).



Continuous improvement opportunities may also be raised as a result of employee observations, internal or external audit findings, customer satisfaction surveys, quality non-conformances, environmental damage or near hit, injury / incident or near hit, process reviews or risk assessments. Continuous improvement strategies may impact on one or more of business systems, processes, practices, efficiencies, cost models, training or communications.

New continuous improvement opportunities will be reviewed and risk assessed as part of staff meetings and where deemed appropriate, practical and feasible, an action plan will be developed to further investigate with a view to implementing. Actions are to be recorded in the actions register, FRM-005.

A review of the actions register will form part of staff meetings. Where continuous improvement actions have been implemented since the last meeting, they will be monitored for effectiveness and whether further changes are required. If not, they will be closed out.

Aspect	Office Expectations	Client Site / Location Expectations
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Continuous Improvement reviews will include as a minimum: what was done well, what could be done differently and resulting actions.</li> <li>Actively monitor activities and processes for improvement opportunities in all work activities.</li> <li>Engage in continuous improvement reviews for jobs where there is a 15% cost variation or QA non-conformance.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in continuous improvement reviews as requested.</li> <li>Provide or complete feedback surveys if / when requested.</li> </ul>

# Health, Safety and Environment Management Plan

## 20. Documentation and Control of Records

Aspect	Office Expectations	Client Site / Location Expectations
<b>Documentation and Control of Records</b>	<ul style="list-style-type: none"> <li>• Operate from controlled, approved documentation wherever possible.</li> <li>• Identify and correct any errors or omissions within controlled documents.</li> <li>• Destroy any uncontrolled copies of documents once they are no longer immediately required.</li> </ul>	<ul style="list-style-type: none"> <li>• Operate from controlled, approved documentation wherever possible.</li> <li>• Advise site personnel of any errors or omissions identified within their controlled documents.</li> </ul>

Controlled documents are those stored within the designated folder in the electronic document management system (DMS). Printed copies and those documents issued to clients, prospective clients or other third-parties shall be issued as uncontrolled copies and will not be maintained.

Tables, flow diagrams, process maps, charts, etc. relevant to a document shall either be incorporated into that document and carry its unique identifier or be attached as a separate document and carry its own unique identifier.

Hardcopy external documents are to be updated as directed by the Issuing Authority, e.g. Standards Australia. Obsolete / superseded versions are to be removed from the system, unless kept for historical reference. Each controlled external document shall be confirmed for currency against the issuing authority when required for use.

Controlled documents are to be reviewed periodically or when changes to policies, operational processes, quality, safety or environmental requirements, etc. are deemed necessary. Any amendments identified through the review process are to be implemented and a new revision issued.

New revisions cancel and replace all previous revisions. Previous revisions are to be retained in the DMS in an archive folder for up to three years. A comparison of the previous versions may be conducted to identify notable changes.

Approval of new or updated documents will be by electronic acceptance in the DMS, currently OneDrive, by the Director. All other staff are unable to edit or approve controlled documents as they have only read access to them.

Changes to controlled documents will be conveyed to staff via email and / or during staff meetings, toolbox talks, safety meetings, etc.

All service / contracted work related documentation shall be retained for a minimum period of three years or longer if required by the relevant legislation and / or Australian Standard. Obsolete / superseded documents may be removed from the system and securely destroyed in a manner as to maintain any and all business and client confidentiality.

## 21. Training and Competencies

The business conducts mechanical fitting and auto-electrical work on heavy mobile equipment both at its Perth location as well as under a labour supply model on client sites. Employees must hold and retain the relevant qualifications necessary to legally and competently conduct the work they are assigned.

All employees will be trained in emergency procedures. This training will include reviewing the Emergency Response Plan with staff, a practice evacuation at least once every 12 months, identifying the Emergency Assembly Point, location of and training in fire extinguishers, first aid box location and relevant training for wardens and first aid officers.

# Health, Safety and Environment Management Plan

## 21.1 Training Aspects

Aspect	Office Expectations	Client Site / Location Expectations
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>• Employees must hold and retain the relevant qualifications necessary to legally and competently conduct the work they are assigned.                             <ul style="list-style-type: none"> <li>○ Auto-electrician – Completed apprenticeship and Certificate III in Automotive Electrical Technology.</li> <li>○ Heavy diesel fitter – Completed apprenticeship and Certificate III in Automotive Diesel Engine Technology.</li> <li>○ Boilermaker – Completed apprenticeship and Certificate III in Engineering – Fabrication Trade.</li> <li>○ Air-conditioning servicing – Certificate II in Automotive Air Conditioning Technology.</li> </ul> </li> <li>• Apprentices shall work under direct one to one supervision.</li> <li>• Training shall be offered to employees where that training is relevant to their role, or an expansion of that role, and where it benefits the business to offer such training.</li> <li>• Employees shall be trained and deemed competent in the use of any and all safety and PPE equipment they are expected to use, or where it may be reasonably anticipated they have to use.</li> <li>• Training shall be repeated as required to maintain any certification and / or competency.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in any training deemed necessary to operate effectively and safely whilst on site.</li> <li>• Staff provided for roles on site shall be qualified for the work proposed in the scope of supply.</li> </ul>

# Health, Safety and Environment Management Plan

## 21.2 Training Matrix

Legend

Mandatory



Optional



Training / Role	Director	Boilermaker	Auto-electrician	Heavy Diesel Fitter	Apprentice Fitter
Induction					
First Aid / CPR					
Fire Safety					
Manual Handling					
Fire Warden					
EEO / Bullying, Discrimination, etc.					
Safety Rep					
Working at Heights					
Hot Work					
Dogging / Rigging					
Non-slewing Crane Operation					
Forklift Operation					
EWP / Scissor Lift Operation					
A/C Licence					