

## **OBJECTIVES**

The objectives of this WHS Safety Management System are:

- (i) to identify hazards in the workplace and to develop appropriate work methods and procedures to ensure safe performance of all activities;
- (ii) to prevent the occurrence of accidents resulting in injury and to reduce the severity of workplace injuries; and
- (iii) to pro-actively improve the safety management system.

**WHIFFEN & ANDREWS AIR CONDITIONING** will ensure compliance with all statutory legislation, and actively promote safe work practices among all employees, who will give a positive commitment to the Health and Safety Programme.

## **HAZARD IDENTIFICATION**

This involves a systematic programme to identify and document all actual and potential hazards in the workplace. A hazard is any activity or item with the potential to cause injury or illness. All hazards to health and safety associated with workplace activities must be identified.

Methods of identification include:

- (i) observation of all activities on worksite
- (ii) consultation with the employees who carry out the activities
- (iii) review of accident and injury reports and statistics

## **RISK ASSESSMENT**

This involves a programme to determine how likely it is that particular hazards will cause injury or illness, and the consequence (outcome of injury) from the hazard, with the use of numbers. The numbers are used to work out which hazard needs to be fixed first ie. the system helps to define priorities.

## **CONTROL MEASURES**

This involves taking action to reduce or eliminate risks associated with activities in the workplace.

This may be attained by:

- (i) eliminating the risk by removing the hazardous activity;
- (ii) modifying the activity to make it safer or isolating the activity thereby reducing the risk to all (e.g. by screening)
- (iii) adopting safer work practices and providing personal protective equipment so as to minimise exposure to risk.

## **WORK METHOD STATEMENTS**

These will be prepared in order to detail safe working methods and are to be developed and agreed in consultation with employees and contract managers. They will also be used as a training document. Follow up will be maintained to ensure controls have been implemented effectively and are being maintained.

**RESPONSIBILITIES**

The policy of **WHIFFEN & ANDREWS AIR CONDITIONING** is to have a safe and productive workplace. All employees have a responsibility to ensure that all work practices within their area of control are carried out safely and efficiently. The “duty of care” responsibility of employers under common law is reinforced by WHS legislation.

As an **employer**, the company shall ensure that employees and others in the workplace are not exposed to risks to their health or safety while they are at work.

**Senior management** accepts overall responsibility for health and safety at work and the implementation of the safety policy developed and agreed with employees. The major responsibility of management is to establish and implement a comprehensive health, safety and rehabilitation programme developed and agreed with the employees ensuring that supervisory staff and employees are adequately equipped to carry out their responsibilities. Management shall provide equipment that is properly maintained and meets the requirements of legislation, regulations and codes of practice.

**Supervisors** have under their direct control the majority of personnel and play a key role in the employee health and safety programme. It is therefore an important part of their duty to take the initiative in maintaining safe working conditions, eliminating unsafe practices and ensuring that all personnel are involved in the identification of all reasonably foreseeable hazards and subsequent work methods.

**Employees**, while at work are to take reasonable care for the health and safety of persons at the workplace and who may be affected by the employee's acts or omissions at work. Further, they are responsible to observe safety rules and regulations, to wear safety equipment when required and to maintain safe conduct in the performance of their work.

**EDUCATION / INDUCTION**

To ensure the proper implementation of the WHS programme, all employees must be involved in and committed to the principles of safety training and awareness.

All employees will undertake an induction programme on the company's activities.

Site specific inductions are mandatory for all workers (including subcontractors) prior to commencing work on site to reinforce the objectives of the WHS Site Safety Management Plan.

The induction of all employees and subcontractors is recorded on the Employee Safety Induction Form, listing all topics covered and to be signed off by each attendee.

**SUBCONTRACTORS**

In selecting a subcontractor it is essential to assess his ability to perform the appropriate tasks safely and efficiently.

Factors to be considered would include:

- (i) the subcontractor's attitude and approach to Work health and safety issues.
- (ii) the standards of performance of the sub-contractor's personnel.
- (iii) the quality, condition and suitability of the subcontractor's plant, equipment and tools.
- (iv) the subcontractor's safety record and prior history
  - personnel safety (fatalities, injury records etc)
  - operational safety (record of accidents etc)
- (v) the subcontractor's coverage for all necessary insurances (worker's compensation, public liability etc)
- (vi) the appropriate Certificates of Competency being in place

[Refer to SubContractor/Supplier Interview Checklist (Section 7 in WHS Manual) for full details]

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***WORKPLACE HEALTH AND SAFETY POLICY***

### **General Policy**

**WHIFFEN & ANDREWS AIR CONDITIONING'S** Policy in the area of work health, safety and welfare is to provide a safe and healthy place to work for all staff, contractors and members of the public.

### **Management's Responsibility**

The Management of **WHIFFEN & ANDREWS AIR CONDITIONING** is committed to improving every aspect of health and safety by involving all staff and sub-contractors in reducing or eliminating any risks and hazards in the workplace and providing sufficient resources to comply with the WHS Regulation 2011, Occupational Health & Safety Act 2000 No. 40, Workplace Injury Management and Workers Compensation Act 1998 No. 86.

### **Health and Safety Committees**

*Refer to Code of Practice - WHS Consultation, Section 6 WHS Committees.*

### **Work Health and Safety Programme**

In order to implement the General provisions of this policy, **GRE MECHANICAL SERVICES PTY LTD T/A WHIFFEN & ANDREWS AIR CONDITIONING** will set up and monitor a programme of activities relating to WHS and include:

- \* WHS training and education
- \* work design, workplace design and standard work procedures
- \* safety rules and disciplinary procedures
- \* changes to work methods
- \* provision of WHS equipment
- \* Workplace inspections
- \* reporting and recording incidents, injuries and illnesses
- \* provide WHS information to employees, contractors, and sub-contractors

### **Specific Responsibilities**

- a. The General Manager, Directors and Managers are required to ensure that this policy and the WHS programme are effectively implemented in their area of control and to support supervisors and hold them accountable for their specific responsibilities.
- b. All Supervisors are responsible and will be held accountable for taking all practical measures to ensure that the workplace they control is safe and without risk to health. The supervisor shall ensure persons working at that workplace are behaving in a safe manner without risking health.

More specifically: The supervisor will always be held accountable for detecting any unsafe or unhealthy condition or behaviour. If the Supervisors do not have the necessary authority to fix the problem, they will be held accountable for reporting the matter promptly with a proposed solution to their supervisor with the necessary authority to remedy the problem.

- c. Managers or Supervisors with the necessary authority will be held accountable for prompt action, so that unsafe, unhealthy conditions and unsatisfactory behaviour is eliminated.
- d. Employees are required to cooperate and comply with **WHIFFEN & ANDREWS AIR CONDITIONING'S** WHS policy and programme to ensure their own health and safety and that of their fellow workers as well as the public. All employees are required to report any unsafe condition or act.
- e. Sub-contractors engaged to work for **WHIFFEN & ANDREWS AIR CONDITIONING** are required as part of their contract, to comply with the WHS policy and programmes, in accordance with the Work Health and Safety Act and Regulations, observing directions on health and safety matters from supervisors, employees or officers. Failure to comply or observe these directions will be considered a breach of the contract and sufficient grounds to terminate the contract.
- f. Visitors to **WHIFFEN & ANDREWS AIR CONDITIONING** sites are required as part of their visiting rights to comply with the Work Health and Safety policy and programme, observing directions on health and safety matters from employees or designated officers. Failure to comply or observe these directions could result in visitors being required to leave the site.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***ENVIRONMENTAL POLICY***

### **GENERAL POLICY**

With a growing concern for our environment **WHIFFEN & ANDREWS AIR CONDITIONING** have implemented a systematic approach to controlling pollution of the environment. Consideration for our environment is of the utmost importance.

Resources in line with the importance attached to our environment will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risks to health.

### **MANAGEMENTS RESPONSIBILITY**

The promotion and maintenance of the environment in which we work is mainly the responsibility of management. Management at all levels of the organisation is required to contribute to the overall environmental conditions at our place of work.

### **SPECIFIC RESPONSIBILITIES**

- (a) Each manager is required to ensure that this policy and the programme is effectively implemented in their areas of control and to support supervisors and hold them accountable for their specific responsibilities.
- (b) Each supervisor is responsible and will be held accountable for taking all practical measures to ensure that:-
  - \* the workplace under their control is free from polluting the environment  
and
  - \* any refuse or waste product is to be removed, controlled, or treated to prevent pollution of the environment  
and
  - \* all legislative requirements are being met

#### **Systematic Approach to Environmental Control**

1. Identify and conform to legislative requirements pertaining to our industry
2. Consult with the necessary authorities regarding waste disposal
3. Design and implement safe systems of operation
4. Design and implement correct disposal procedures
5. Implement an environmental preventative maintenance programme at each work site
6. Implement an employee awareness programme

More Specifically

- (i) the supervisor will always be held accountable for detecting any unsafe or unhealthy condition
- (ii) if the supervisor does not have the necessary authority to fix a problem, they will be held accountable for reporting the matter promptly together with any recommendations for remedial action to a person who does have the necessary authority

(c) Managers/Supervisors

The supervisor or manager who has the necessary authority will be held accountable for taking prompt remedial action to prevent or eliminate any unsafe occurrence and to provide the necessary control mechanisms to assist in the management of the environment where appropriate.

(d) Employees

All employees are required to co-operate with management so that the policy, programmes and legislative requirements ensure that the environment remains in a safe and healthy condition.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***WASTE MANAGEMENT AND MINIMISATION POLICY***

### **GENERAL POLICY**

With a growing concern for our environment **WHIFFEN & ANDREWS AIR CONDITIONING** have implemented a systematic approach to waste management and minimisation and its impact on the environment. Consideration for our environment is of the utmost importance.

Resources in line with the importance of waste management and minimisation will be made available to comply in all respects with the Waste Minimisation and Management Act, 1995 (NSW) as amended.

### **MANAGEMENTS RESPONSIBILITY**

The promotion and maintenance of the environment in which we work is mainly the responsibility of management. Management at all levels of the organisation is required to contribute to the overall implementation of waste management and minimisation conditions at our place of work.

### **SPECIFIC RESPONSIBILITIES**

- (a) Each manager is required to ensure that this policy and the programme is effectively implemented in their areas of control and to support supervisors and hold them accountable for their specific responsibilities.
- (b) Each supervisor is responsible and will be held accountable for taking all practical measures to ensure that:-
  - \* the workplace under their control is free from polluting the environment  
and
  - \* any refuse or waste product is to be removed, controlled, or treated to prevent pollution of the environment  
and
  - \* all legislative requirements are being met

#### **Systematic Approach to Waste Management and Minimisation**

1. Identify and conform to legislative requirements pertaining to our industry
2. Consult with the necessary authorities regarding waste disposal
3. Design and implement safe systems of operation
4. Design and implement correct disposal procedures
5. Implement an environmental preventative maintenance programme at each work site
7. Implement an employee awareness programme



Waste Management Hierarchy

1. Reduce or avoid your use of materials
2. Reuse materials
3. Recycle/reprocess materials
4. Disposal (Only if the first three options are not possible)

More Specifically

- (i) the supervisor will always be held accountable for detecting any unsafe or unhealthy condition
- (ii) if the supervisor does not have the necessary authority to fix a problem, they will be held accountable for reporting the matter promptly together with any recommendations for remedial action to a person who does have the necessary authority

(c) Managers/Supervisors

The supervisor or manager who has the necessary authority will be held accountable for taking prompt remedial action to prevent or eliminate any unsafe occurrence and to provide the necessary control mechanisms to assist in the management of the environment where appropriate.

(d) Employees

All employees are required to co-operate with management so that the policy, programmes and legislative requirements ensure that the environment remains in a safe and healthy condition.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***INJURY MANAGEMENT & RETURN TO WORK POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** is committed to ensuring that each employee is covered by and understands the following workplace based Work Injury Management & Return to Work Policy.

**WHIFFEN & ANDREWS AIR CONDITIONING** shall:

- a) actively seek to prevent injury and illness through the provision of a safe and healthy working environment;
- b) ensure that, where necessary, the Injury Management & Return to Work process is commenced as soon as possible after an injury in a manner consistent with the medical advice given;
- c) ensure that return to work by an injured employee takes place as soon as possible and that this becomes a normal expectation and practice;
- d) wherever possible, provide alternative duties for an injured employee as part of the Injury Management & Return to Work process with consideration for any partial disability;
- e) consult with employees and their representatives on any important matters concerning the Injury Management & Return to Work process;
- f) ensure that participation in the Injury Management & Return to Work programme will not be detrimental to an injured employee.
- g) ensure that documentation is properly maintained to conform with internal company procedures and statutory requirements.

**BRENDON GREGG**

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**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

# **PREFERRED REHABILITATION**

## **PROVIDER**

IN ITS POLICY OF CONTINUING COMMITMENT  
TO SAFETY STANDARDS

**GRE MECHANICAL SERVICES PTY LTD T/A  
WHIFFEN & ANDREWS AIR CONDITIONING**

HAS APPOINTED

***INJURY MANAGEMENT ASSIST***

**(PROVIDER No. 337)**

**OF**

**8 SPEED STREET LIVERPOOL NSW 2170**

**PHONE: 02 9821 3612 FAX: 02 9601 5537**

**AS ITS**

**PREFERRED REHABILITATION PROVIDER.**

***MAINTENANCE POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** is committed to ensuring the provision of properly maintained equipment for its employees so as to provide a healthy and safe working environment.

Management and employees should agree that at all times they will co-operate to ensure that servicing and safety checks of machinery under their control are carried out in accordance with manufacturer's specifications. This commitment is as follows:

1. Under the Work Health & Safety Regulation 2011, Occupational Health & Safety Act 2000 No. 40, Workplace Injury Management and Workers Compensation Act 1998 No. 86, the company will employ only suitably qualified and competent operators, whose experience and competencies shall be properly checked prior to employment.
2. All Plant Operators are required to complete the Weekly Safety checklist for equipment under their control. (Refer Motor Vehicle and Mobile Plant Status Reports – Section 7 in WHS Manual).
3. Ensure adherence to manufacturer's maintenance schedule and engage only qualified and competent personnel to carry out the maintenance requirements.
4. Operators are required to perform a daily service and inspection prior to commencement of work.

Employees and sub-contractors, through the internal safety induction, should agree that they will be aware of their obligations and responsibilities, not only to their own safety, but to the safety of others on the site by ensuring that Company requirements as to servicing and maintenance are achieved.

Safety training and staff induction are to be an integral component of our policy. All employees are encouraged to gain the qualifications necessary to carry out their duties in a safe and healthy manner.

Refer to Mobile Plant Status Report or Motor Vehicle Status Report. These Status Reports will be issued by **WHIFFEN & ANDREWS AIR CONDITIONING**.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***DRUG & ALCOHOL POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** provides a work environment which aims to ensure the health, safety, respect and productivity of all employees. The use of drugs and alcohol may impair an individual's capacity to perform their job safely, efficiently and with respect for work colleagues and customers. The use of such substances may result in the risk of injury or a threat to the well being of the impaired employee, other employees, customers of the employer as well as members of the public.

**WHIFFEN & ANDREWS AIR CONDITIONING'S** policy is that no employee is to commence work, or return to work while under the influence of alcohol or drugs. The purpose of this policy is to maintain a work environment that is free from the effects of drug and alcohol use.

**BRENDON GREGG**

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**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***WORKPLACE CONSULTATION POLICY***

It is the policy of **WHIFFEN & ANDREWS AIR CONDITIONING** to ensure the Health, Safety and Welfare of all employees and to encourage participation through Workplace Consultation regarding all safety issues in accordance with the *Work Health & Safety Act 2011* and *Occupation Health & Safety Regulation 2001*.

This shall be achieved through the foreman of WHS Committees and WHS Representatives. Employers shall consult with their employees in relation to such decisions as changing work systems or practices, purchasing new plant and substances, undertaking risk assessment or introducing risk control measures. Providing employees with relevant information and giving them the opportunity to express their views. These views are to be valued and taken into account by the Company.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

***SEXUAL HARASSMENT POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** acknowledges the right of all those within its workplaces to carry out their duties in a harassment free environment, and endorses and supports the principles under which sexual harassment is outlawed by Section 22A of the *Anti-Discrimination Act 1977*. All staff are required to read and to understand this policy and any questions should be relayed to their immediate superior.

It is a policy of **WHIFFEN & ANDREWS AIR CONDITIONING** that no employee shall be the subject of sexual harassment, which includes the following elements: -

- An unwelcome sexual advance;
- An unwelcome request for sexual favours; and,
- Unwelcome conduct of a sexual nature:  
in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Sexual harassment includes such conduct as:

- Sexual comments, taunts, propositions, jokes and questions about sex life;
- Display or distribution of material such as cartoons, posters, graffiti, email videos; and
- Leering, sexual gestures, kissing, hugging or other touching of a sexual nature.

Any person who believes that they have suffered from sexual harassment is to report the fact to their immediate superior who will initiate the necessary steps with senior member to have the complaint investigated in a fair and appropriate manner. All managers have a role to play in preventing harassment.

This policy applies to all employees and to people (other than the employees of the employer) while they are at the employer's place of work and any person found guilty of such behaviour faces serious consequences including dismissal and prosecution.

There are three forms of liability under the law:

- The individual harasser has primary liability for acts of sexual harassment;
- The employer has vicarious liability for such acts; and,
- Any person who has caused, instructed, aided or permitted another person to sexually harass another has accessory liability.

The management of **WHIFFEN & ANDREWS AIR CONDITIONING** recognises its clear obligations to provide a harassment free workplace and is committed to the monitoring and application of this policy.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***BULLYING POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** acknowledges the right of all those within its workplace to carry out their duties in a *bullying free environment*. In accordance with the *Work Health & Safety Act 2011*, an employer is required to ensure the health, safety and welfare of all employees and of people (other than the employees) while they are at the employer's place of work.

It is a policy of **WHIFFEN & ANDREWS AIR CONDITIONING** that no employee shall be subject to bullying, a term which can be defined as:

An incident in which employees and others are abused, threatened by management, fellow employees or by a member of the public in circumstances arising out of, or in the course of, the work undertaken at the workplace.

Bullying includes such conduct as:

- Physical abuse
- Psychological abuse
- Violent behaviour (is a highly objectionable form of bullying)

Bullying in the workplace is harmful to the victim and the workplace culture.

The management of **WHIFFEN & ANDREWS AIR CONDITIONING** is committed to providing a workplace free of bullying and to the monitoring and application of this policy.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



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***VIOLENCE IN THE WORKPLACE POLICY***

**WHIFFEN & ANDREWS AIR CONDITIONING** acknowledges, endorses and supports the principles under which Section 8 (1) and (2) of the *Work Health and Safety Act 2011* requires an employer to ensure the health, safety and welfare of all employees of the employer and of people (other than the employees of the employer) while they are at the employer's place of work.

It is a policy of **WHIFFEN & ANDREWS AIR CONDITIONING** is that no employee shall be the subject of "violence at work", a term which can be defined as:

***Any incident in which employees and others are abused, threatened or assaulted by fellow employees or by a member of the public in circumstances arising out of, or in the course of, the work undertaken at the workplace.***

"Violence at work" includes such conduct as:

- Physical assault;
- Fighting;
- Verbal abuse
- Intimidation; and,
- Low-level threatening behaviour.

Any person who believes that they are suffering from "violence at work" is to report the fact to their immediate superior who will initiate the necessary steps with senior member to have the complaint investigated in a fair and appropriate manner. All managers have a role to play in preventing harassment and other acts of violence.

This policy applies to all employees and to people (other than the employees of the employer) while they are at the employer's place of work and any person found guilty of such behaviour faces instant dismissal and possible prosecution.

There are three forms of liability under the law:

- The perpetrator of the act or acts of violence has primary liability;
- The employer has vicarious liability for such acts; and,
- Any person who has caused, instructed, aided or permitted another person to engage in acts of violence has accessory liability.

The management of **WHIFFEN & ANDREWS AIR CONDITIONING** is committed to providing a workplace free of violence and to the monitoring and application of this policy.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***FATIGUE POLICY***

### **Preventing and minimising the harm related by work fatigue.**

**WHIFFEN & ANDREWS AIR CONDITIONING** is committed to providing a safe and healthy working environment.

**WHIFFEN & ANDREWS AIR CONDITIONING** recognises that fatigue will impair an individual's ability to perform work safely. It is the policy of the Company to protect its employees, assets, the community and the environment in which it operates from hazards arising from fatigue in the workplace.

Consequently, **WHIFFEN & ANDREWS AIR CONDITIONING** requires the performance of its employees, contractors and others to be unimpaired by fatigue whilst on **WHIFFEN & ANDREWS AIR CONDITIONING** premises or performing work for **WHIFFEN & ANDREWS AIR CONDITIONING**.

**WHIFFEN & ANDREWS AIR CONDITIONING** is committed to providing a work environment which is as safe and healthy as possible. If there is a situation where fatigue may contribute to potentially significant safety, legal or performance events, the Company must act responsibly to protect its employees, operations, customers and the community in which it operates.

**WHIFFEN & ANDREWS AIR CONDITIONING** recognises the value of its employees in achieving health, safety, environment and business goals and is committed to assist employees with fatigue problems through appropriate education.

### **Signs of Fatigue**

- Difficulty keeping the eyes in focus
- Poor decision making
- Slow reaction time
- Drowsiness
- Ill tempered

### **Driver Fatigue**

Whilst in charge of any vehicle during work hours, all **WHIFFEN & ANDREWS AIR CONDITIONING** personnel have a responsibility to themselves and to other drivers on the road. To avoid driver fatigue several methods are available to you:

- Stay physically fit
- Plan trips to avoid long periods of driving
- Take frequent breaks (succeeded every two hours)
- Have sufficient sleep or rest prior to long trips
- Ensure your vehicle is in a roadworthy condition and all lights etc are working. You may have to drive home at night.
- NIL tolerance Drug & Alcohol consumption

**WHIFFEN & ANDREWS AIR CONDITIONING** will normally quote jobs with an overnight accommodation component. Stay overnight rather than attempt to get home that day. Your family will miss you BUT better to be alive the next day.

### **On Site Fatigue**

Note that fatigue is the loss of alertness that eventually ends in sleep.

Remember that we are working with volatile products and any lack of concentration can be fatal. If you feel the symptoms of fatigue whilst carrying out on site work, stop immediately and take a break. 10 minutes of stretching and walking will usually stimulate blood circulation. Avoid late nights and alcohol when you know you will have a long or strenuous day ahead.

### **Office Fatigue**

Office fatigue whilst not normally fatal, can cause incorrect decisions to be made. Most office based fatigue can be overcome by taking regular breaks.

Ensure that your office equipment is correctly located and sited. A common cause of office fatigue is caused by staring for long periods at computer monitors. If you cannot leave your workstation, spend time focussing on objects at different distances to relieve eyestrain.

### **Fatigue Management**

**WHIFFEN & ANDREWS AIR CONDITIONING** policy is to avoid fatigue and is open to all suggestions to assist employees to achieve this.

It is in your best interest to be aware of the symptoms of fatigue. If you are aware that your work associate(s) are suffering from fatigue, assist them by bringing it to their attention. Offer to get them a coffee or tea, take over their task, temporarily, or take over driving for a while. Remember to be firm but tactful. One of the signs of fatigue is a bad temper!!!

- Maintain your physical fitness
- Plan your trips
- Get plenty of sleep
- Take regular breaks, both on the road and in the workplace
- Stay overnight. It is cheaper than an accident
- Eat regularly and stick to healthy food groups

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***NOISE MANAGEMENT POLICY & PLAN***

- **Noise Control Policy**

Establish, implement and maintain a policy for noise control in the workplace to ensure the health and safety of all personnel. (*refer to attachment*)

- **Noise Control Plan**

The following steps shall be implemented by **WHIFFEN & ANDREWS AIR CONDITIONING** in reference to WorkCover Improvement Notices 267795 and 267796 to ensure noise in the workplace is minimised for the safety of all personnel.

- **Employee training**

Amend, implement and maintain the procedure for the induction of new employees and retraining of existing employees on the following:

- a. Noise Control Policy
- b. Selection, use and maintenance of Personal Protective Equipment
- c. Instruction and practical training of safe use of tools and equipment with the aid of safe work instructions.
- d. Incident reporting procedure and the use of the Incident report form.
- e. Using safety signs in the workplace.
- f. Installation of safety signs and noise barricades for temporary and/or permanent works.

*Record the above in the employee training records on completion of training and assessment.*

- **Tools and Equipment**

The following items shall be addressed:

- a. Testing of existing tools and equipment used in the workplace by competent technicians
- b. Testing of new tools and equipment or issuance of a test certificate from the supplier / manufacturer on purchase.
- c. Replacement of old tools and equipment with new and improved equipment.
- d. Registering of new and existing tools and equipment in the Tool & Equipment Register

***NOISE CONTROL POLICY***

It is the policy of **WHIFFEN & ANDREWS AIR CONDITIONING** to provide safe working conditions and practices for all employees throughout its operations by controlling and monitoring noise in the workplace.

Management shall endeavour to eliminate and control noise in the workplace, by effectively managing the risk of noise-induced hearing loss and other health related noise effects. This is to be achieved by the implementation and maintenance of this policy, which aims to:

1. Provide all employees with personal hearing protection consisting of approved ear muffs with a rating of 31db(A) and the addition of approved ear plugs if required and training in its use and maintenance.  
Site Personnel are not to work in excess of 8 hours per day 5 days per week when exposed to steady noise at 85db(A).
2. Employ all practical measures to safeguard employees from injury by noise emissions in and around the workplace.
3. Educate all employees in the use of established procedures and adherence to safety rules and regulations.
4. Maintain effective procedures for reporting, investigation and control of noise exposure in the workplace.
5. Application of sound engineering practices and procedures in design, purchasing, installation and maintenance of equipment.
6. Meet or exceed those standards contained in relevant Statutes affecting the construction industry. The following is a list of the relevant legislative controls that will need to be followed but not limited to:
  1. Code of Practice – Code of Practice for Noise Management and Protection of Hearing at Work.
  2. Work Health & Safety Regulation 2011.
  3. Occupational Health & Safety Act 2000.
  4. Australian Standards - AS/NZS 1269.1:1998, AS/NZS 1269.2:1998, AS/NZS 1269.3:1998

**BRENDON GREGG****MANAGING DIRECTOR****SIGNATURE:** \_\_\_\_\_**DATE:** \_\_\_\_\_

## ***LONE WORKER & NIGHT WORK POLICY & PROCEDURE***

### **General Policy**

**WHIFFEN & ANDREWS AIR CONDITIONING'S** Policy in the area of Lone Workers and Night Work is to provide a safe and healthy place to work for all staff, contractors and members of the public.

### **General Procedures**

#### **Lone Worker and working in the hours of darkness**

The risk of isolation or assault increases during the hours of darkness or when working alone. There are likely to be fewer people around to witness or provide assistance in the event of an emergency.

The following are to be considered when carrying out a hazard identification and risk assessment:

- Each individual situation shall be assessed for its level of risk.
- Provision of personal communication (e.g mobile phone or Two-way radio. Lone worker to contact Supervisor on a regular basis to ensure their safety of the Lone Worker, a phone call every half hour to Supervisor or site personnel, notify everything is O.K)
- Provision of security services (e.g random security patrols)
- Working in groups
- Provision of additional lighting

**BRENDON GREGG**

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**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**GRIEVANCE POLICY**

It is the policy of **WHIFFEN & ANDREWS AIR CONDITIONING** to encourage all staff to report to management any grievance they have in relation to their working environment.

A grievance can be any of the following but not limited to:

- Anti-Discrimination / Equal Opportunity
- Drugs & Alcohol
- Workplace Consultation
- Sexual Harassment
- Bullying
- Violence in the Workplace
- Fatigue
- Noise Management
- Any other work related issues

The management of **WHIFFEN & ANDREWS AIR CONDITIONING** is committed to providing a workplace free of grievance.

**BRENDON GREGG**

**MANAGING DIRECTOR**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## ***YOUNG WORKERS POLICY***

We will ensure that young workers are protected from the risk of injury or illness arising from workplace hazards. Special attention will be paid to the needs of young workers because they lack experience and may not be familiar with workplace procedures.

We shall ensure young workers receive adequate information and training about work hazards and safe work practices, which will give consideration to their age and experience.

All young workers will attend general industry induction, site-specific induction and work activity induction along with training in the following:

- Hazard Identification & risk assessment
- Manual Handling
- Work environment
- Powered and non-powered equipment
- Heat – burns and scalds
- Electrical hazards
- Harassment
- Hazardous Substances
- Noise
- Confined Space

As with all young workers, we must maintain safe equipment and a safe work environment. We shall achieve this by ensuring adequate information and training is supplied to young workers along with ongoing monitoring for each and every young worker employed.

Supervisors shall ensure that all young persons are adequately trained and work under adequate supervision.

Supervision shall include:

- The Supervisor will be required to observe and evaluate the competency of the young workers before they are allowed to use any power tools, explosive power tools and pneumatic power tools. They will be required to display competency in the safe use of the equipment
- Work from elevated platforms for example scaffolds and boom lifts
- Young persons shall not be left alone to complete a task. They should be supervised at all times.

Young workers will receive Manual Handling training to ensure they understand the correct manual handling techniques, including pushing, pulling, carrying, lifting etc (Young workers under the age of 18 years should not be required to lift, lower or carry more than 16kg without mechanical or other assistance and/or particular training for the task).

Director / Manager \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_