



servicefm™

**Framework -
Workplace
Health and
Safety
Management**

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Health and Safety Arrangements

1. Purpose

The purpose of this framework is to support the integrated management system of ServiceFM in maintaining an effective health and safety management system.

ServiceFM is committed to implementing a structured approach to workplace health and safety to achieve a consistently high standard of safety performance.

This framework will assist ServiceFM in meeting our obligations with work health and safety legislation.

This framework applies to all ServiceFM employees, workers and to any persons at risk from work carried out at ServiceFM workplaces.

2. Authoritative Sources

- Work Health and Safety Act
- Work Health and Safety Regulation
- Approved Work Health and Safety Codes of Practice

3. Work Safe. For Life

Our vision is to embed a 'Work Safe For Life' culture that is not just about protecting our people from something, it is about protecting our people for something. We all have a life outside of work, with people we care about and people who care about us.

The fundamental beliefs essential to our Work Safe For Life culture are:

- Our people should always return home free from injury
- Safety will not be compromised; workers have the right to stop work if unsafe
- Safety is everyone's responsibility
- A zero-harm workplace is actively pursued; and
- Being proactive to improve safety performance.

A graphic with a blue background on the left and a dark grey background on the right. The text "Work safe." is in white on the blue background, and "For life." is in blue on the dark grey background.

4. Workplace Health and Safety Policy



Workplace Health and Safety Policy

ServiceFM provides high-quality, integrated facility services to a broad range of industry sectors.

Our business model recognises that Everything's Connected, and we provide flexible, transparent, and scalable services to meet the needs of our clients in all regions of Australia.

This policy is intended to provide healthy and safe places of work as well as deliver the best health, safety, and wellbeing outcome for all our workers. We believe that safety must never be compromised and that our workers should always return home from work free from injury.

This policy applies to all ServiceFM workers, workplaces, and work activities.

ServiceFM is committed to providing and maintaining a healthy and safe workplace for all workers as well as clients, visitors, and members of the public. Hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable.

To demonstrate our commitment ServiceFM will:

- Identify, assess, and control our risk through the application of simple and effective systems and eliminate hazards wherever possible
- Promote a safety-first attitude, where safety is everyone's responsibility
- Comply with all health and safety legislations, regulations, and Codes of Practice relevant to our business activities
- Consult and communicate with our workers to enhance our health and safety and ensure our they are informed of safety issues
- Establish measurable and meaningful workplace health and safety objectives, aimed at the elimination of work-related injury and illness
- Provide information, instruction, training, and supervision needed to make sure that all employees are safe from injury and risks to their health and safety
- Provide mechanisms for reporting incidents, accidents and dangerous occurrences and investigate incidents to prevent recurrence
- Support injured or ill employees return to work through appropriate injury management procedures
- Be proactive in our safety solutions to improve the health, safety, and wellbeing of our workers
- Maintain a management system that incorporates safety management in accordance with the requirements of AS/NZS 4801 and ISO 45001

James Pollock – CEO

Date: 01/04/2021

POLICY – Workplace Health and Safety

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Printed copies of this document are considered UNCONTROLLED Page 1 of 1

FRAMEWORK – Workplace Health and Safety Management

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5. Responsibilities

PROCEDURE: Workplace Health and Safety Duties Procedure

ServiceFM outlines the workplace health and safety duties that align with relevant legislation, to provide guidance on the duties of specific roles within ServiceFM.

Our Organisation

In accordance with the WHS Act ServiceFM, as the person conducting a business or undertaking (PCBU), has a primary duty of care to ensure health and safety, as far as is reasonably practicable, by eliminating risks to health and safety. If this is not reasonably practicable, risks must be minimised, so far as reasonably practicable.

To meet our obligations, so far as is reasonably practicable, our organisation must provide a healthy and safe workplace for workers and other persons by ensuring:

- A safe working environment
- The provision and safe use, storage and transport of any plant and equipment
- The provision and safe use, handling, storage, and transport of any substances (chemicals)
- Facilities are adequate for the welfare of workers
- Notification and recording of workplace incidents
- Adequate training, instruction, supervision, and information is provided
- Safe Systems of work
- Effective systems are in place or monitoring the health and safety of workers and workplace conditions.

Officers

Officers are defined in the WHS Act as a person who makes decisions or participates in making decisions that affect the whole or a substantial part of a business or undertaking and has the capacity to significantly affect the financial standing of the business or undertaking.

It is the duty of officers to exercise due diligence to ensure their business or undertaking fulfils its health and safety obligations under the WHS Act. These require an officer to:

- Acquire and keep knowledge of workplace health and safety matters
- Gain an understanding of the operations of the organisation and the hazards and risks involved
- Ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
- Confirm information regarding incidents, hazards and risks is received and the information is responded to in a timely manner
- Ensure the PCBU has, and implements, processes for complying with any legal duty or obligation; and
- Make certain that processes are verified, monitored, and reviewed

Workers

The term 'workers' is used in the WHS Act and for the purpose of this procedure includes any person that works for the organisation such as:

- Employees
- Subcontractor and their employees

Workers and visitors will take the following action whilst conducting business or at the workplace of our organisation:

- Take reasonable care for their own health and safety
- Take reasonable care for the health and safety of others

- Comply with any reasonable instruction from the organisation
- Comply with and adhere to any organisation policies and procedures

6. Consultation and Communication

PROCEDURE: Consultation and Participation Procedure

Open communication between workers and managers is important to ensuring a safe workplace. Workers are encouraged to:

- Ask questions about health and safety
- Raise concerns and report issues
- Make recommendations to create a healthy and safe workplace
- Be part of the problem-solving process

Through consultation and communication ServiceFM will ensure that:

- All relevant health and safety information is shared and understood by workers
- Workers are given a reasonable opportunity to raise health and safety issues and be involved in the decision-making process relating to those issues
- Views of workers are taken into consideration; and
- Workers are advised of the outcome of any consultation

7. Training

PROCEDURE: Training and Development Procedure

ServiceFM is committed to providing appropriate training to ensure all workers have the skills and knowledge necessary to fulfil their health and safety obligations. Health and Safety training is a fundamental requirement for ServiceFM to achieve a safe workplace. Health and Safety training needs will be determined through our training needs analysis, consultation with managers and review of the risk register. Training at ServiceFM is generally categorised into three kinds:

- Core compliance – skills and knowledge that is commonly required (risk management, evacuations, duties etc.)
- Hazard-Based – training required for those workers with a specific risk to health and safety (hazardous substances, manual handling, working at heights, first aid etc.)
- Task-specific – skills and knowledge for specific tasks to be performed, including licensing (cleaning tasks, equipment operation etc)

Record of training

Training records shall be maintained as evidence of training delivery and attendance.

Workplace health and safety induction

All workers are required to complete a General Workplace Health and Safety Induction as part of their overall onboarding process of ServiceFM. This induction is completed through our online platform (Rapid Global).

This induction is to ensure that all workers are integrated into our organisation and ensure they can work safely.

Workplace health and safety induction for subcontractors

For subcontractors the induction requirement depends on the nature of work to be undertaken and the duration of their stay at a workplace. At a minimum, subcontractors are required to provide safety documentation and complete the General Workplace Health and Safety online induction.

8. Risk Management

The purpose of any risk management is to ensure that, for any identified hazards, appropriate control measures are implemented in order to protect workers, contractors and visitors from risk to their health, safety and welfare.

Control measures for WHS hazards should be implemented as required using the following hierarchy of control, in order of preference these measures relate to:

- Elimination (removal of the hazard)
- Substitution (substitute the hazard for something which is less hazardous e.g., Replace a hazardous chemical with one which is not hazardous)
- Isolation (isolate the hazard from people e.g., Place a noisy piece of equipment in another location)
- Engineering (e.g., Guarding on machinery)
- Administrative (e.g., Provision of training, policies and procedures, signage)
- Personal protective equipment (e.g., Use of hearing, eye protection, high visibility vests).

Outcomes of risk assessment will be documented and the control measure reviewed at least annually, or earlier should a task or activity be subject to an incident, a change of process or requirement. Current risk assessments will ensure that ServiceFM achieves the goal of eliminating or minimising the risk workers may be exposed to.

Workplace Health and Safety Issue Resolution

PROCEDURE: Workplace Health and Safety Issue Resolution Procedure

ServiceFM aims to ensure any health and safety issues arising are resolved in an efficient, timely and suitable manner.

Workers are encouraged to, wherever possible, resolve any WHS concerns directly and/or with their manager. Where an issue cannot be resolved then it can be referred to the HSEQ Manager or the CEO. Where any issue remains unresolved the default procedure for issue resolution set out in the Work Health and Safety Regulations will be followed.

General Health and Safety Information

9. Emergency Procedures

PROCEDURE: Emergency Preparedness and Response Procedure

ServiceFM will ensure workers are informed of emergency procedures for workplaces through the identification of evacuation diagrams, plans and emergency personnel.

For workplaces controlled by ServiceFM, our organisation will ensure the evacuation plans are developed and displayed and all emergency equipment, such as hoses, alarms and extinguishers are tested by an approved provider as required.

10. Hazard, Injury, and Incident Reporting

PROCEDURE: Incident Reporting and Investigation Procedure

All workers, including subcontractors, are required to report any hazards, injury, incident and/or near miss. These can be reported directly using Rapid Global Incident Reporting or by submitting a Hazard Report Form or Incident Report Form.

All hazards, injuries and incidents reports will be managed in Rapid Global Incident Reporting, including the investigation and any corrective actions required.

11. Report of notifiable incidents

The Work Health and Safety law requires:

- A 'notifiable incident' to be reported to the regulator immediately after ServiceFM becoming aware it has happened
- If the regulator asks—written notification within 48 hours of the request, and
- The incident site to be preserved until an inspector arrives or directs otherwise (subject to some exceptions).
- Failure to report a 'notifiable incident' is an offence and penalties apply.

A 'notifiable incident' is:

- The death of a person
- A 'serious injury or illness', or
- A 'dangerous incident'

Arising out of the conduct of a businesses or undertaking at a workplace.

'Notifiable incidents may relate to any person—whether an employee, contractor or member of the public.

Serious injuries and illnesses

Notification to the Regulator is required where a serious injury or illness as below has occurred and/or requires any of the following types of immediate treatment:

- As an in-patient in a hospital
- Amputation of any part of the body
- A serious head injury

- A serious eye injury
- Separation of skin from underlying tissue (de-gloving or scalping)
- Spinal injury
- Loss of bodily function, including loss of consciousness
- Serious lacerations
- Medical treatment within 48 hours of exposure to a substance

'Immediate treatment' means the kind of urgent treatment that would be required for a serious injury or illness. It includes treatment by a registered medical practitioner, a paramedic or registered nurse.

Dangerous incident including "near misses"

Some types of work-related dangerous incidents must be notified even if no-one is injured. The regulator must be notified of any incident in relation to a workplace that exposes any person to a serious risk resulting from an immediate or imminent exposure to:

- An uncontrolled escape, spillage, or leakage of a substance
- An uncontrolled implosion, explosion, or fire
- An uncontrolled escape of gas or steam
- An uncontrolled escape of a pressurised substance
- Electric shock
 - Examples of electrical shock that are **not** notifiable
 - Shock due to static electricity
 - 'Extra low voltage' shock (i.e. Arising from electrical equipment less than or equal to 50v ac and less than or equal to 120v dc)
 - Defibrillators are used deliberately to shock a person for first aid or medical reasons
 - Examples of electrical shocks that are notifiable
 - Minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge
- The fall or release from a height of any plant, substance, or thing
- The collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be design or item registered under the work health and safety regulations, for example a collapsing crane
- The collapse or partial collapse of a structure
- The collapse or failure of an excavation or of any shoring supporting an excavation
- The inrush of water, mud, or gas in workings, in an underground excavation or tunnel
- The interruption of the main system of ventilation in an underground excavation or tunnel.

When and how to notify

ServiceFM must notify the regulator immediately after becoming aware of a 'notifiable incident'. The notice must be given by the fastest possible means—which could be by telephone or in writing, for example by email or online. In general, ServiceFM becomes aware of a notifiable incident once any of their supervisors or managers becomes aware of the incident.

12. First Aid

PROCEDURE: First Aid Procedure

ServiceFM promotes a risk-based approach to the management of first aid provisions. These provisions may include:

- Appointment and training of First Aid Officers
- The provision of first aid kits within the workplace

- Clear signage to indicated location of the first aid kits

During the commencement of client sites, ServiceFM shall identify through consultation, the availability of first aid provisions for workers at times that work tasks are performed. This includes access to trained first aid officers and suitably equipped first aid kits/facilities. Where suitable provisions are available these will be utilised by ServiceFM.

13. Risk Management and Risk Register

PROCEDURE: Managing Workplace Health and Safety Procedure

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for managers, workers, visitors, and contractors at ServiceFM.. This approach involves all workers in identifying hazards, assessing, and prioritising risks, implementing control measures and reviewing how effective the control measures are.

All workers are responsible for assisting in managing the risks associated with their specific work environment. Risk management strategies used by include:

- Regular inspections of the workplace
- A comprehensive risk register detailing all WHS risks associated with the operation and activities of ServiceFM
- Documented Work Health and Safety policies and procedures
- Risk assessments of tasks, including manual tasks
- Risk assessments of newly purchased equipment and chemicals and substances
- Risk assessments for any change to work processes
- Hazard, injury, incident reporting procedures
- Incident investigations
- Safe Work Method Statements to outline identified hazards and risks of tasks
- Safe Work Instructions/Job Safety Analysis to outline process in competing tasks

Risk management cycle

The WHS risk management cycle at ServiceFM involves four steps:

- **Identification of hazards** – to find out what could cause harm.
- **Assessing the risk** -to understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening – using the ServiceFM Risk Matrix
- **Controlling of risks** – to implement the most effective control measure that is reasonably practicable in the circumstances – in accordance with the hierarchy of controls and relevant escalation protocols
- **Reviewing control measure** - to ensure they are working as planned

Documentation of risk assessments (task or activities)

The documentation required for a WHS risk assessment will depend on the nature of the task or activity being assessed. The Risk Assessment Form shall be used when undertaking a risk assessment of the various activities of ServiceFM.

Risk Register

Health and safety risk data collected from risk assessments are recorded on a centralised Risk Register, which holds all key risks that need to be managed.

Workplace inspections

PROCEDURE: Workplace Inspections Procedure

ServiceFM is dedicated to a proactive approach in identifying hazards and potential safety concerns in the workplace that may impact the health and safety of our workers and eliminate or minimise the risk arising from these hazards or concerns.

The HSEQ Manager will facilitate with Site Managers and/or nominated workers to undertake health and safety inspections of the workplace regularly and at any other times as required. Health and safety aspects may also be incorporated into other workplace inspections.

If any hazards or concerns are identified through the inspection process, actions are to be implemented to control the risk. This may include raising a corrective action for any system-based corrections required.

14. Safe Methods of Work

PROCEDURE: Safe Methods of Work Procedure

ServiceFM will ensure that suitable documentation is available to provide guidance on risk controls and safe methods to complete tasks or activities.

Safe Work Method Statements

SWMS are a documents that set out the work activities carried out by ServiceFM, the hazards arising from these activities and the measure put in place to control these risks. A SWMS, or a series of SWMS, are put in place at workplaces of ServiceFM to act as an administrative control and communicate hazards and their controls to workers. A SWMS is not designed to act as a procedure, but rather a tool to help site managers and workers confirm and monitor the control measure required for tasks and at the workplace.

ServiceFM may also utilise a Job Safety Analysis (JSA) for specific tasks within the scope of services delivered.

Safe Work Instructions

Safe Work Instructions (SWI) are a document designed to focus on specific tasks or processes, and communicate the steps involved in completing these. Accepted health and safety information are integrated into the SWI along with a focus on the steps involved to perform the task or activity to a high-quality level in a safe manner.

15. Purchasing

PROCEDURE: Purchasing Procedure

Prior to purchasing any goods for use in the workplace, they should be assessed to determine if there are any associate health and safety risks. This includes the purchase of any equipment, tools and chemicals as well as any other purchased goods.

Specific Health and Safety Requirements

16. Behaviour

Bullying, harassment, discrimination, and violence of any form is not tolerated by ServiceFM. Our organisation will undertake an investigation all complaints that are formally made and take action to resolve the complaint. If the complaint is found to be valid, action may include, but not limited to, any combination of the following:

- A simple resolution such as an apology
- An agreement with the offender to stop the behaviour of concern
- Mediation conducted by ServiceFM or independent
- Disciplinary action in the form of verbal, written or final warning or dismissal
- A report to the police if applicable and appropriate

In determining the action to be taken, the following will be considered:

- Severity and frequency of the behaviour
- Whether there have been previous incidents or prior warnings

17. Subcontractors

PROCEDURE: Subcontractor Management Procedure

ServiceFM is committed to making sure that all workers under our control, including subcontracts have a health and safe environment to perform their duties.

Subcontractors are likely to be workers engaged by ServiceFM to undertake a specific task within the workplace. It is recognised that subcontractors need to:

- Be suitably qualified and/or experienced to perform the tasks
- Have all necessary licenses, permits, registrations and insurances require to perform the works safely and in compliance with appropriate regulations
- Supply copies of risk assessment, Safe Work Method Statements, and/or appropriate safety controls documentation
- Be made aware of any potential hazards associated to the location or use of area where the works are to be carried out
- Made aware of emergency procedure or provisions

All subcontractors must abide by ServiceFM work health and safety requirements.

18. Chemical and other Substances Management

PROCEDURE: Chemical and Other Substances Procedure

Chemicals and other substances may pose a health risk when people are exposed to them. These may include glues, paints, solvents, corrosives, adhesives, thinners, cleaning solutions, chemicals, flammable, and Dangerous Goods. Dangerous Goods are hazardous substances that are also explosive or flammable in nature with storage required that is fit for purpose.

It is the preference of ServiceFM to use chemicals or substances of a less hazardous nature where applicable, and to ensure that quantities of chemicals and substances used and stored are kept to a minimum.

All chemicals and other substances are included on the Chemical Register and have their current Safety Data Sheet (SDS) accessible. All workers shall have access to information about the chemicals and other substances in the event of a spillage or exposure, even where ServiceFM workers would not normally use the chemicals or substances directly.

19. Electrical Safety

PROCEDURE: Electrical Safety Procedure

Failure to maintain electrical equipment in a safe condition, or to use equipment in accordance with the manufacturer's instruction may result in injury or death to workers or other parties.

All electrical equipment shall be protected from damage, used safely, and checked regularly. In addition, there are requirements that must also be implemented for 'specified electrical equipment'. These requirements include combinations of testing, recording and connection to safety.

Regular inspection and testing of in-service electrical equipment by a competent person is a way to ensure this safety duty is met.

Testing frequency

The frequency of inspections that are outlined in the Standard, AS/NZS 3760 are recommended but can be varied subject to a risk assessment. The Australian standard includes a table that sets out testing and inspection intervals for various types of equipment from 3 months (for equipment that is high use, high risk, or hire equipment) to up to 5 years (for equipment that is not open to abuse, flexing of cords, etc). In addition to the regular testing and inspection, the standard specifies that electrical equipment is to be inspected and tested:

- Before return to service after a repair or servicing, which could have affected the electrical safety of the equipment, and
- Before return to service from a second-hand sale, to ensure equipment is safe.

Residual current devices

The use of portable or fitting of Residual Current Devices (RCD) on certain equipment can considerably reduce the risk of electrocution. An RCD works by detecting a current leakage. When RCD detects this current leakage, it turns the power off almost immediately. Whilst an electric shock may still be received, the duration will be shortened reducing the risk of serious injury.

Unsafe equipment

Equipment that may be unsafe should be withdrawn immediately from service and have a label attached warning against further use. Arrangements should be made, as soon as possible, for such equipment to be disposed, destroyed, or repaired by an authorised repair agent or competent person.

20. Confined Spaces

PROCEDURE: Confined Spaces Procedure

All confined spaces at ServiceFM workplaces are to be identified if required, and access strictly controlled. Entry requires the issue of a confined spaces permit on each occasion. No employee or subcontractor will be issued a permit to work in any confined space on the property unless they are trained and supervised. When working in a confined space a trained bystander must be always present.

21. Falls from Height

PROCEDURE: Working at Heights Procedure

There is a risk of serious injury or even death from falling when working above ground height. The preference of ServiceFM is that working at heights is to be avoided where possible.

If required, no worker will work at height without ensuring that ladders, steps, and handrails are secure or fall prevention/arrest harnesses are in place.

ServiceFM will ensure that:

- Workers working at height are made aware of the hazards and risk management procedures
- Workers have all necessary licenses, permits, registrations and insurances require to perform the works safely and in compliance with appropriate regulations
- Fall arrest or fall prevention harnesses are provided and used if applicable
- Workers are instructed in the correct use of fall prevention or fall arrest harnesses if applicable
- Use the required PPE where indicated

Subcontractors will ensure that they:

- Supply copies of risk assessments, Safe Work Method Statements, and/or appropriate safety controls documentation
- Have all necessary licenses, permits, registrations and insurances require to perform the works safely and in compliance with appropriate regulations
- Observe and apply risk management procedure when working at heights
- Use the required PPE where indicated

22. Manual Tasks and Handling

PROCEDURE: Manual Tasks Procedure

Manual handling is any task that requires workers to push, pull, lift, carry, move, hold, or lower any objects. Manual tasks include tasks that have repetitive actions, sustained postures and may involve exposure to vibration. The types of injuries related to manual handling include repetitive strain injuries, muscle injuries, tendon and ligament injuries, bone injuries and struck from falling objects.

Risks associated with manual tasks and handling at ServiceFM are managed through our risk management process to prevent or minimise the risk of injury caused by manual tasks or handling.

Preventing manual task and handling injuries

- Decide what, if any, changes can be made to tasks or activities
- Avoid double handling of stock
- Avoid moving or lifting objects
- Provide lifting/mechanical aids
- Redesign tasks or activities
- Practice job rotation
- Provide adequate training on new tasks or equipment
- Prepare for tasks or a lift by stretching and warming
- Practice corrects lifting techniques (back straight and bend knees)
- Keep items as close as possible before lifting

23. Plant and Equipment

PROCEDURE: Plant and Equipment Procedure

There is the potential for significant risk associated with using plant and equipment. Severe injuries can result from the unsafe use of plant and equipment. ServiceFM takes a risk management approach to prevent or minimise the risk of injury caused by plant and equipment at our workplace.

Purchase or hire of plant and equipment

Prior to purchasing (or hiring) the worker responsible for purchasing or hiring the plant and equipment must consider that the item of plant and equipment is suitable for the intended use and the environment in which it will be located or used.

Use of plant and equipment

All workers shall use plant and equipment for its intended use only and in accordance with the manufacturers operating manual, along with any specific Safe Work Instruction. All workers required to use or operate plant and equipment are to be competent in its use, and where required have the relevant licences/permits.

Maintenance and repair

Plant must be maintained, serviced, and cleaned following the procedures outlined and according to the manufacturer's requirements by a competent person. Only a competent person may repair damaged plant.

Unsafe and/or malfunctioning plant and equipment can be identified by any worker through a number of methods such as:

- Equipment inspections
- Verbal reporting of equipment malfunction to the appropriate manager
- Hazard and incident reporting.

Once identified, the unsafe or malfunctioning plant and equipment should be reported to the appropriate manager for repair to be organised. Plant and equipment which has been identified as unsafe should be disconnected from the power supply and clearly labelled as unsafe and not be used. If possible, the plant and equipment should be moved to a location where it is not accessible, or isolated with signage or barricades.

24. Personal Protective Equipment

PROCEDURE: Personal Protective Equipment Procedure

Personal Protective Equipment (PPE) may be required to protect workers during general, specific and hazardous tasks. PPE is the least effective way to control risk and should be used in conjunction with other risk mitigation strategies.

The types of PPE used at ServiceFM might include:

- Face/dust masks
- Eye protection
- Noise protection
- Hand protection
- Foot protection
- High visibility clothing
- Hard hats
- Protective clothing

- Any PPE specified by a site, location or work area

Workers are obliged to use PPE when required and when reasonably practicable. Other requirements include:

- Workers should be knowledgeable in the safe use, storage, and maintenance of PPE
- PPE must be checked before use for the correct type, fit and condition

25. Slips, Trips and Falls

PROCEDURE: Slips, Trips and Falls Prevention Procedure

Slips, trips and falls can happen in any workplace and the resulting injury can be serious. There are various factors that contribute to the risk of slips and trips. Slips usually occur when there is a loss of grip between the shoe and the floor. This commonly occurs when there is a contaminant between the shoe and the floors. Trips occur when a worker or person's foot hits a low obstacle in their path, causing a loss of balance. Often, the obstacle is not easily visible or noticed.

Some common ways to reduce the risk of injury from slips, trips and falls include:

- Avoid walking on slippery surfaces
- Post safety signage around spills or wet surfaces
- Clean floors regularly
- Clean up any spills immediately
- Use non-slip footwear
- Use non-slip additions to the surface (such as rubber mats, adhesive strips, non-slip tiles etc)
- Use storage areas for equipment and be alert to the dangers of leaving equipment, boxes, rubbish, bags, and furniture in walkways, entrances and exits

26. Drugs and Alcohol

PROCEDURE: Drug and Alcohol Procedure

ServiceFM maintains the right to refuse work to any worker, who in the opinion of management is in an unfit state to perform their work in a safe manner.

To assist in these requirements, ServiceFM workers shall observe that:

- They must not attend work in an impaired condition resulting from the use of consumption of alcohol
- They must not bring, sell or plan to sell, consume or dispense illegal drugs whilst at work or representing ServiceFM
- If, in the reasonable opinion of management, a worker is unfit to work safely, they will be sent/taken home
- Workers who are taking prescription medication that may affect their safety at work (that cause drowsiness), are to inform management of the circumstances so that appropriate duties may be assigned
- They must not, in any circumstances, drive an organisation vehicle or operate machinery if they are under the influence of alcohol or illegal drugs

ServiceFM encourages all employees not to smoke. Please do not smoke in any vehicles or building. Smoking is only permitted in designated smoking areas.

27. Vehicles

PROCEDURE: Fleet Manager Procedure

Drugs and Alcohol

Workers must not drive a personal or vehicle on work related business in circumstances where that worker would breach applicable road transport law by driving under the influence of alcohol or drugs.

Licenses

Workers who are required to drive a vehicle on work related business must hold a current valid driver's licence of the appropriate class and notify ServiceFM if the licence is suspended or revoked. A copy of the current driver's licence must be provided to be retained on file.

Mobile phones

The use of a hand-held mobile telephone while driving is a safety risk and is against the law. Workers are not to use a hand-held mobile telephone while driving a motor vehicle or other motorised equipment at a ServiceFM workplace. ServiceFM shall ensure that organisation vehicles are fitted with appropriate hands-free technology.

Seat Belts

It is a legal and requirement that seat belts are always worn in a moving vehicle. The driver is responsible for ensuring that all passengers wear a seat belt when the vehicle is in motion on a public road or at a ServiceFM workplace.

Smoking

Smoking in any ServiceFM vehicle by either drivers or passengers is prohibited

Load restraint in vehicles

- All equipment in vehicles must be restrained firmly to avoid the risk of the items becoming airborne and causing missile injuries in the case of a vehicle collision
- The tension in the load restraining straps should be checked regularly during the journey
- Distribute the load evenly within the vehicle
- Ensure no loose items are within the passenger area as they may become projectiles in the event of an accident.
- It is the preference of ServiceFM to not transport chemicals or other substance in organisation vehicles – however if required for small quantities, they should be banded, secured and the relevant SDS accessible

28. Working Alone

PROCEDURE: Remote or Isolated Work Procedure

Working alone, in isolation or remotely may increase the likelihood of a hazard or risk and possible severity of that risk. ServiceFM must ensure that hazards associated with working in isolation are identified and controlled.

The strict preference of ServiceFM is to eliminate any need to work in isolation, however workers may be required work in isolation as part of their normal allocated tasks or role. For some, this may be infrequent and for other it is a regular part of duties over long periods of time.

The consequences of an incident arising when working alone may be very serious so ServiceFM workers shall consider the following for each alone work task:

- Communication devices are available, and contact is made upon arrival or departure from site
- A second person is aware of expected arrival and departure time
- Appropriate first aid/emergency provisions are available
- Higher risk tasks are avoided if working alone

29. Working Outdoors

Ultraviolet radiation (UV) exposure can cause sunburn, skin and eye damage and skin cancer. UV protective clothing, hats, sunglasses, and SPF 30 sunblock should be provided as PPE and may be required to be worn for outdoor tasks.

Extreme conditions, such as excessive heat, cold and/or storms can increase the likelihood and also possible severity of incidents. To reduce the level of risk associated to working outdoors ServiceFM shall:

Hot conditions – Ensure:

- Suitable protective clothing
- Sun brim on hard hats
- Safety glasses - UV rated
- Use 30+ sunscreen on exposed skin
- Adequate drinking water
- Access to shade on breaks
- Adequate breaks

Cold conditions – Ensure:

- Schedule warm-up breaks
- Hold breaks inside Dress warmly in layers
- Stay dry (wet clothing chills the body rapidly)
- Workers must get out of the cold as soon as they can if starting to feel symptoms

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