

## **Staff Safety Handbook**

# **Welcome to the Keys Human Resources team!**

We take great pride in our reputation and high level of customer service. Our business benefits from your willingness to do your job to the best of your ability. We aim to live up to our business motto “Your reliable workforce on demand.”

This handbook will assist you in understanding how to work with your fellow employees and how to work with us. It will also cover what your obligations are to us and in turn what our obligations are to you.

Once again welcome to the team and best of luck.

### **Workplace Violence**

The definition of violence in the context of the workplace is any incident in which a member of staff perceives that they have been unacceptably abused, threatened or assaulted by a fellow worker, client or other person with whom they come into contact with throughout the course of the job. This would include physical attack, whether injury occurs or not and serious verbal and non – verbal abuse.

It also includes the attack on property, theft and deliberate damage to company or personal property.

Staff responsibilities regarding violence include:

- To take reasonable care for their own safety and that of others.
- To report any incidents to management even if they do not want to take it further.
- To try and ensure the presence of a second person when you feel a situation may arise.
- To be aware of the early signs, e.g. body language.
- React in a calm and adult manner; usually this will diffuse a situation.



## **Health and Safety – General**

### **Our Responsibilities**

All employees and contractors have a personal responsibility for health and safety. It should be understood that non – compliance with the company’s safety guidelines may result in disciplinary action.

### **Our Objectives**

- To establish a safe and healthy environment at all company sites.
- To establish and maintain safe working procedures among staff and customers.
- To create awareness, involvement and participation to develop safety consciousness and self – responsibility.

### **Implementation**

The company seeks to carry out the following duties whenever possible:

- To provide and maintain safe work systems and equipment and to assess the degree of risk involved in each operation.
- To provide information for staff on health and safety.
- To provide and maintain safe places of work.
- To provide a safe and healthy environment.

### **Facilitation**

In order to facilitate the company seeks to:

- Involve staff in establishing and following sound safety practices.
- Ensure that occupational health and safety factors are taken into account when new equipment or new job sites are used.
- Provide up to date information on OHS including new legislation, codes of practice or relevant material.
- Review the OHS policy annually.
- Ensure first aid facilities are adequate and accessible.
- Endeavour to eliminate hazards by reporting and rectifying.
- Report all accidents on an accident report form.
- Insist on the wearing of all necessary protective equipment.



- Make adequate provision for fire prevention.
- Endeavour at all times to comply with safety legislation.

### **Stress at Work**

Management recognizes that undue stress can have a negative effect on employees and their capability to do their job adequately. Some factors contributing to stress are outside the company's control but the organisation accepts the responsibility to try and alleviate avoidable stress in the workplace.

In order to achieve this the company will endeavour to ensure that all systems and practices are designed and operated to minimize the level of stress on employees and clients.

Management will also minimize stress by:

- Promoting a supportive culture.
- Making training on stress management available.
- Providing outside counselling if necessary.

### **Alcohol and other Drugs Policy**

The consumption of alcohol is not permitted on the worksite or during working hours unless it is with the express permission of management.

### **Objectives**

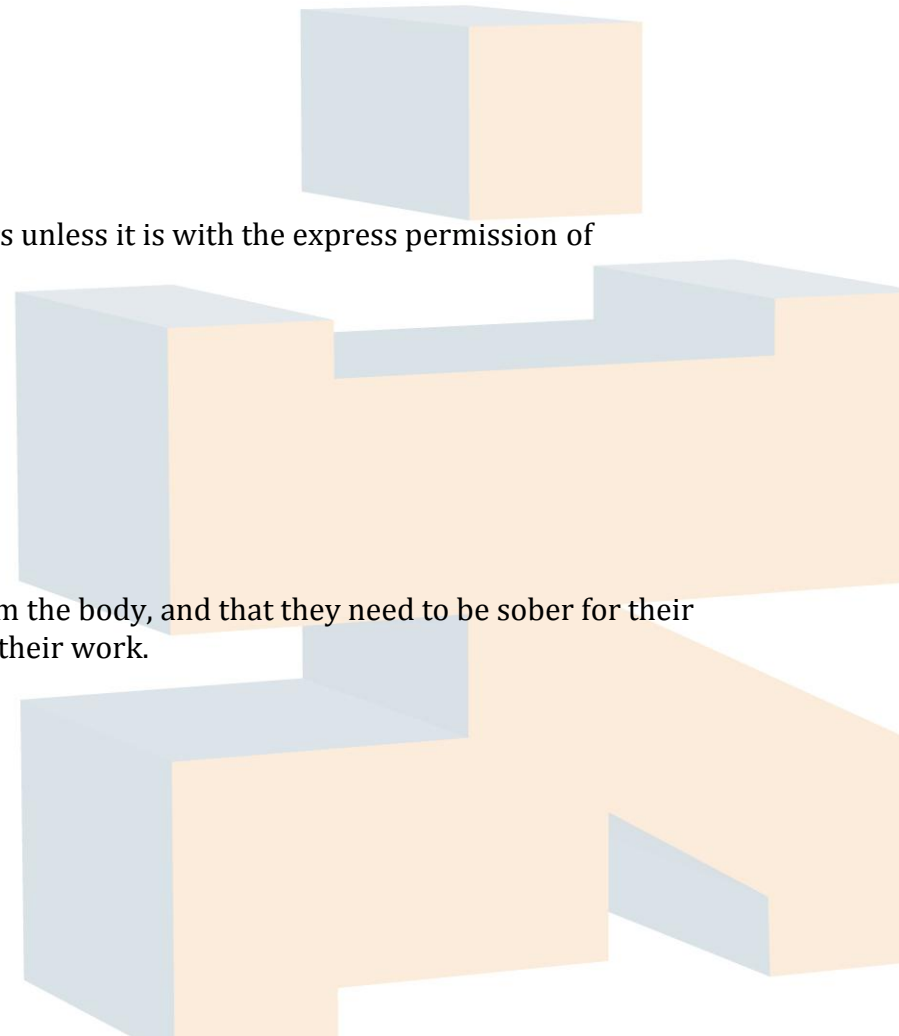
- To promote the sensible use of alcohol.
- To encourage people with a problem to seek help at an early stage.
- To maintain safety on the work site.

### **General Guidelines**

- Employees must not drink alcohol when on duty
- Staff who are on duty must recognize that it takes time for alcohol to be cleared from the body, and that they need to be sober for their next period of work. Staff have a responsibility to ensure that alcohol does not affect their work.

### **Other Drugs**

- The use or consumption of illicit drugs is not permitted.
- Persons affected by drugs are not permitted at the workplace.



This also applies to prescription drugs where there is a warning from the manufacturer, pharmacist or doctor about using the drug when operating machinery.

### **Sunburn**

When working outdoors:

- Wear a hat and adequate clothing to cover skin from sun exposure, which can cause heat stress and potentially cancer.
- Use and reapply sunscreen, at least SPF 15+ strength.
- Consume adequate water when working in direct sun.

### **Fatigue and Heat Stress**

#### **Physiological Changes**

Fatigue and heat stress are important safety concerns.

When the human body becomes fatigued or heat stressed physiological changes occur which can affect your ability to work.

Be aware of the following physiological changes:

- Loss of dexterity and co-ordination.
- Lack of ability to observe detail.
- Inability to remain alert during lengthy and monotonous tasks.
- Inability to make quick decisions.

#### **Heat Stress**

There are three different degrees of heat induced stress, namely:

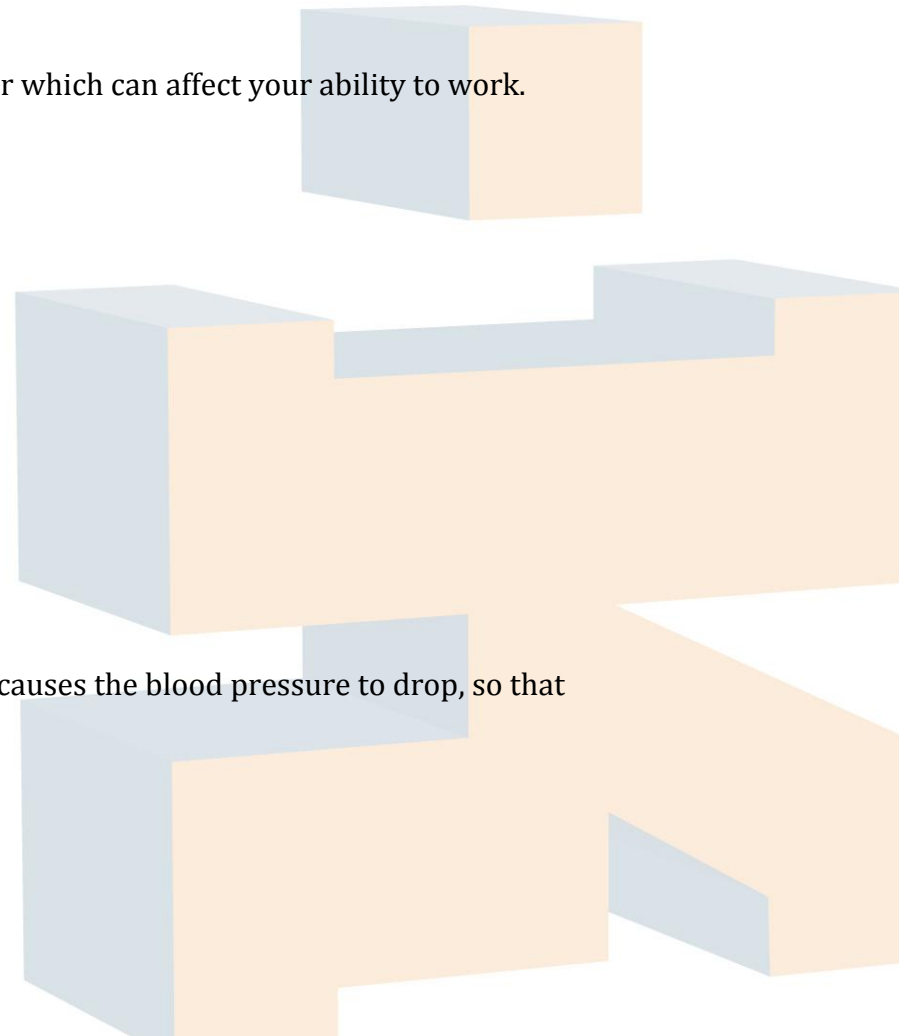
- Heat Syncope.
- Heat Exhaustion.
- Heat Stroke.

Symptoms are as follows:

#### **-Heat Syncope – fainting.**

This is caused when blood vessels in the skin dilate and fill with blood, which causes the blood pressure to drop, so that insufficient blood reaches the brain.

#### **-Heat Exhaustion**



Symptoms:

- Warm pink skin
- Sweating
- Cramps
- Vomiting
- Headaches
- Confusion

### **-Heat Stroke**

Symptoms:

- Hot, dry, pale skin
- NO sweating
- Aggression
- Restlessness
- Fitting
- Sudden collapse

If you are experiencing any of these problems, tell someone before you drop. Heat stroke can cause death.

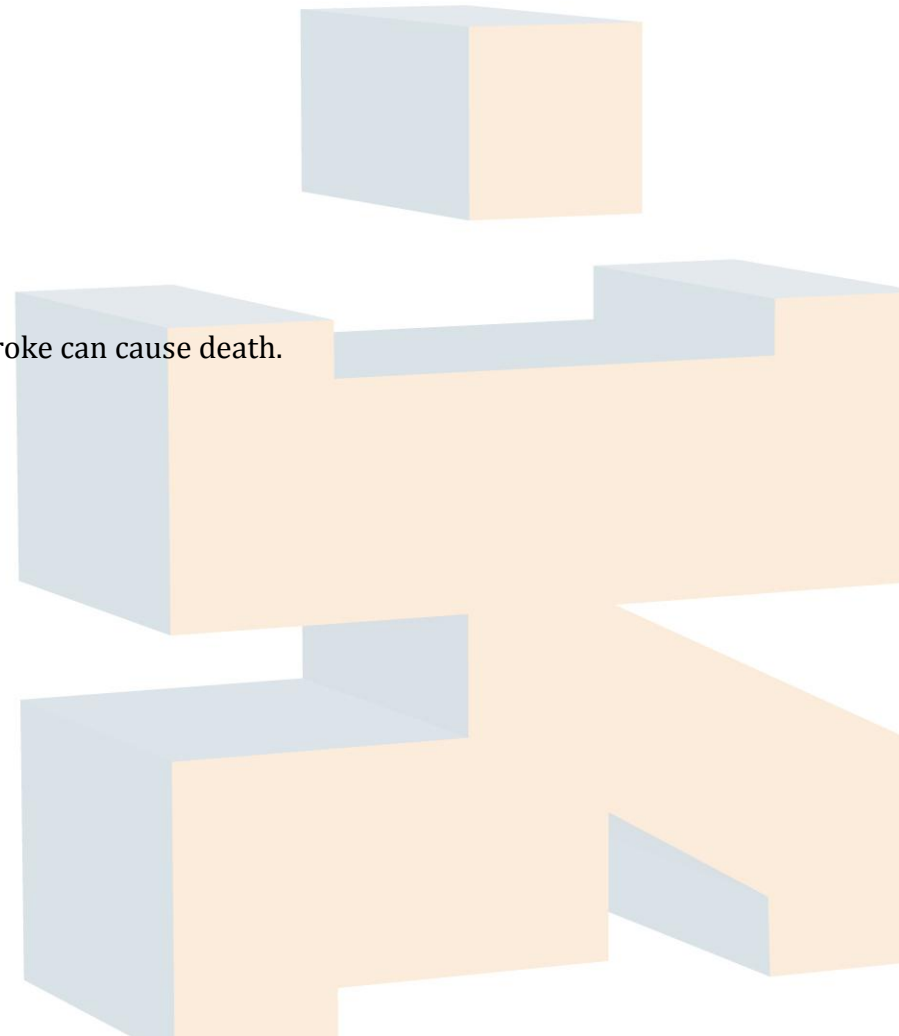
Treatments for the above symptoms should include:

- Move person to a cool place
- Loosen clothing
- Douse with water and cool by fanning
- Give fluids
- **Seek medical aid**

### **Visits by a Safety Inspector**

Workplace Health and Safety Inspectors may visit the worksite at any time.

You must:



- Comply with written and verbal instructions given by the inspector.
- Notify your supervisor immediately.

### **Dogs**

No dogs or other animals are permitted onto any site at any time.

### **Power and Electricity**

When working close to power lines, request protection ( eg tiger tails ) if none has been supplied already.

### **Noise**

Always keep noise as low as possible. Loud noise is not only hazardous to you but also to co – workers and the public. If using loud machinery use hearing protection ( eg ear plugs)

### **Lighting**

Adequate lighting must be provided in work areas. Insufficient lighting can cause accidents as well as eyestrain.

### **Personal Music Equipment**

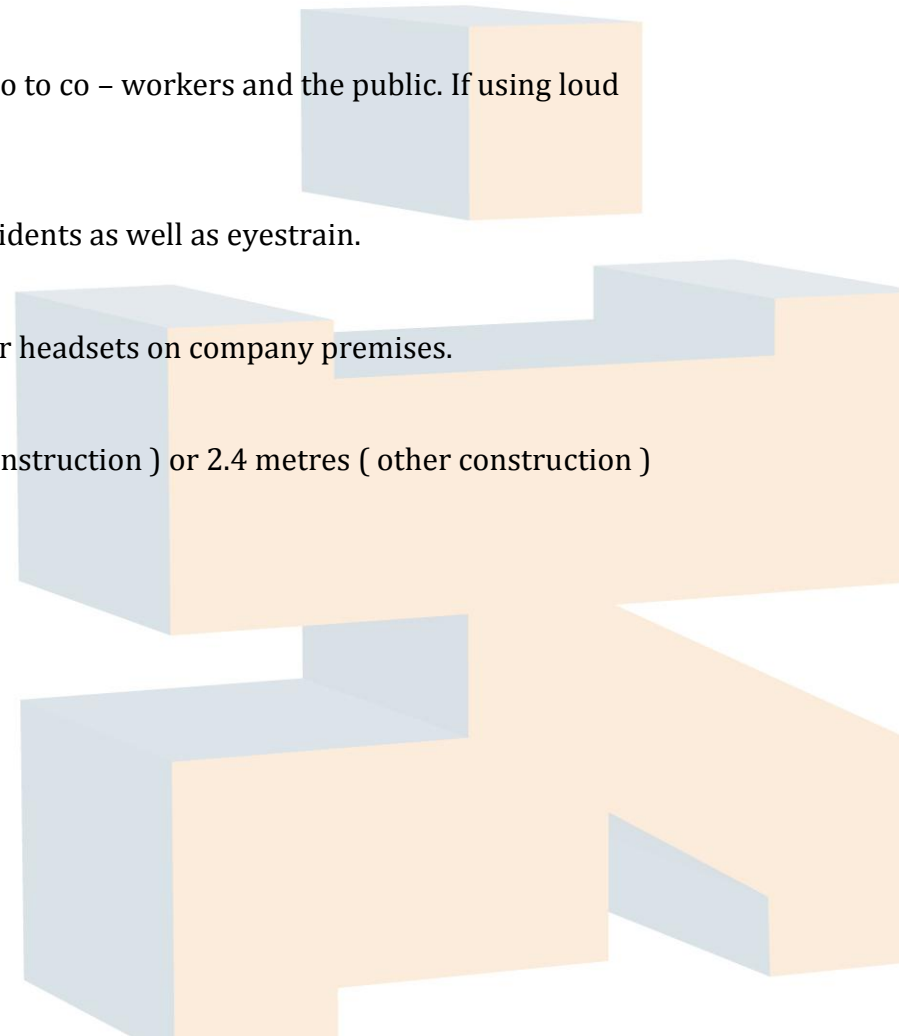
Permission must be obtained from your supervisor for the use of radios, walkmans or headsets on company premises.

### **Working at Heights**

Risks must be managed where a person could fall less than three metres ( housing construction ) or 2.4 metres ( other construction )

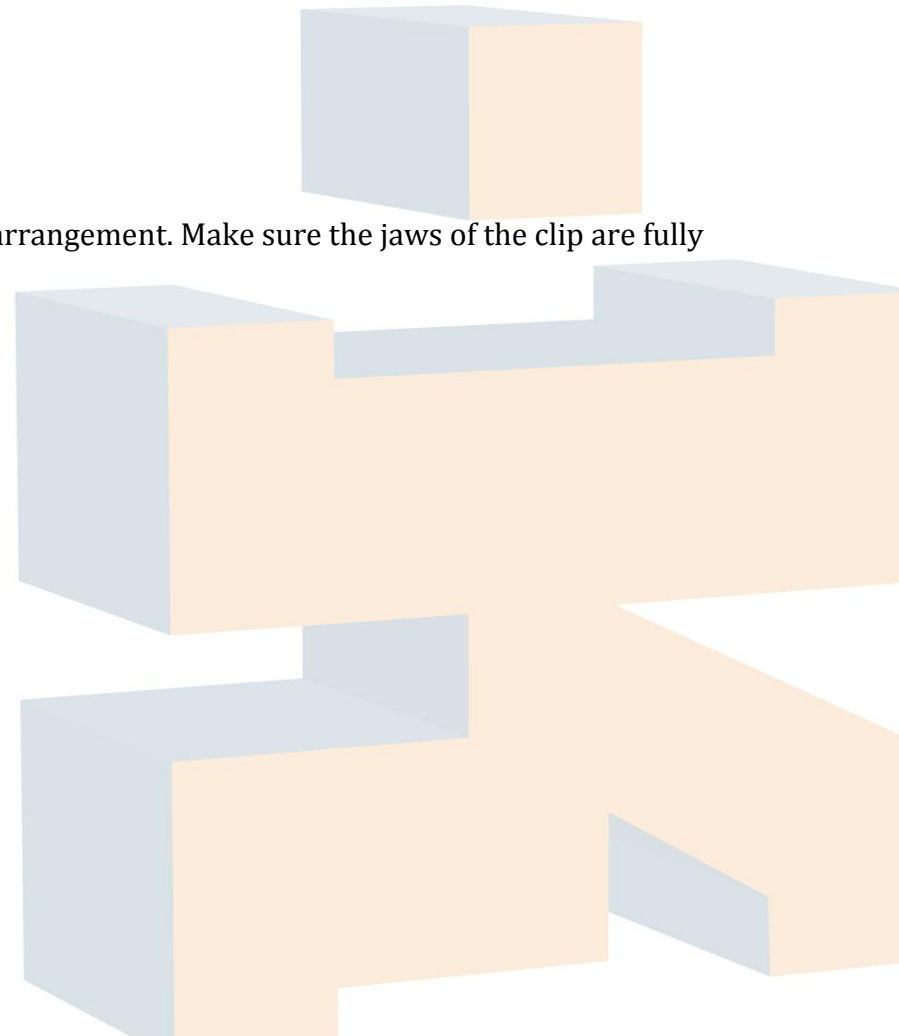
Controls include:

- Edge protection
- Fall protection cover
- Travel restraint system
- Fall arrest harness system
- Industrial safety net.



## Fall Arrest

1. If there is a chance of falling, wear a harness.
2. Some work locations will stand out as clearly dangerous while others may pose a secondary risk, such as a railing not being high enough to prevent a fall.
3. A harness should also be used when working in a confined space. An observer would also be required.
4. Ensure the harness is in good condition.
5. Adjust it for a correct and comfortable fit.
6. Check that the lifeline is not frayed or chafed.
7. Secure the lifeline properly:
  - Use a suitable anchor point that will support your weight.
  - Use a recognized knot such as a bowline, or if the lifeline has a snap – shackle/clip arrangement. Make sure the jaws of the clip are fully closed around the anchor point.



## **Unattended Hazards, Plant, Machinery and Materials**

The Workplace Health and Safety Act states that it is the responsibility of all persons to ensure the safety of themselves and of others at all times.

This applies to unattended hazards such as:

- Open trenches
- Reinforcing
- Open shafts, pits and so on.

It is your responsibility to ensure that your work area and the site in general are left in a safe condition at all times.

### **-Example:**

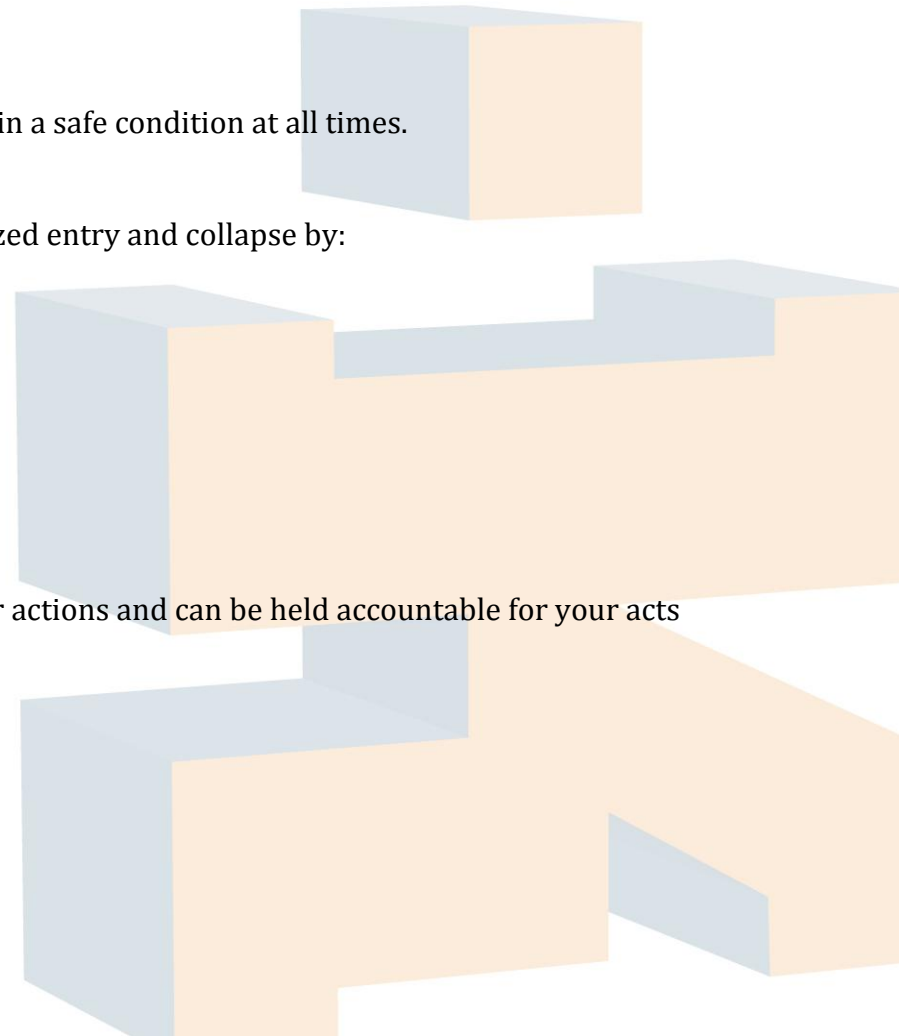
Excavations remain open overnight or over the weekends. Prevent unauthorized entry and collapse by:

- Proper shoring
- Erection of safety barriers
- Erection of danger signs
- Placing of lights at the site.

### **-Other Examples**

- Unattended plant
- Unsecured machinery
- Material that can blow around in high wind.

Think ahead – you cannot neglect your responsibilities. You are liable for your actions and can be held accountable for your acts or omissions in a Court of Law.





## Emergencies and Accidents

### Accident Procedure

1. Do not panic
2. Send for the first aid officer or dial **000** – Make sure that medical help is on the way.
3. Assess the danger to yourself and others, do not rush in if another life is threatened.
4. **DO NOT** move the injured person unless a life threatening situation exists. Look for a response – Check circulation and pulse – if conscious, reassure the injured person.
5. Ensure the airway is clear and if necessary administer mouth to mouth resuscitation. If you are unable to do emergency first aid send for help immediately.
6. Reassure the injured person and make them feel as comfortable as possible until medical help arrives.
7. **Follow this procedure if you are trained in first aid.**
  - D Look for Danger**
  - R Check for Response (consciousness)**
  - A Clear Airway**
  - B Check Breathing**
  - C Check for Circulation ( pulse )**
8. **If you are not trained in First Aid:**
  - Reassure
  - Get help quickly

### Reporting Accidents and Incidents

Report all injuries, illness and adverse health and safety occurrences to Keys Human Resources and your supervisor as soon as possible.

## Emergency Evacuation

1. Do not panic
2. Exit the premises by the route specified by the evacuation procedure, this is your responsibility to gain this information from the site foreman.
3. Follow directions of the foremen
4. Assemble at the designated evacuation assembly area so that all people can be accounted for.

## Damage to Property and Equipment

Report all damage to your supervisor so that other workers are not placed at risk when they try to operate faulty or damaged equipment.

## Fire, Fire Fighting and Flammable Substances

### **-Flammable Substances**

When dealing with flammable substances you should always comply with the manufacturers instructions. If there are inadequate instructions or you do not understand always ask a supervisor. **NO SMOKING OR NAKED FLAMES.**

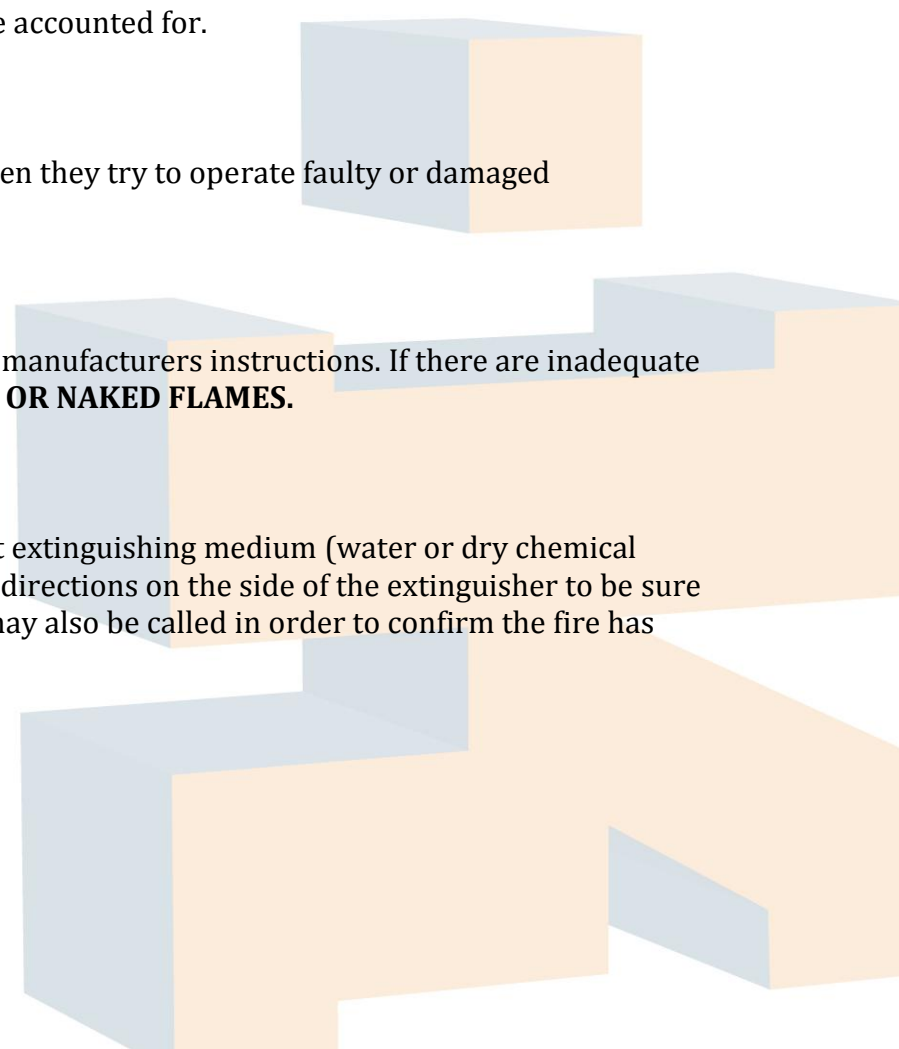
### **-Fire and Fire Prevention**

In the event of fire follow the below procedures:

#### **-Procedure 1**

If the fire is of a small nature and can be safely extinguished obtain the correct extinguishing medium (water or dry chemical extinguisher) and extinguish the fire. Always comply with the manufacturer's directions on the side of the extinguisher to be sure that you are using the correct medium for the type of fire. The fire authority may also be called in order to confirm the fire has been adequately extinguished.

#### **-Procedure 2**



In the event that the fire is unsafe to extinguish or there are more pressing concerns such a danger to life or trapped persons the first action should be to dial **000** and evacuate all non – essential staff. Do not attempt to extinguish the fire, call emergency services.

### **Workplace Health and Safety Officers ( WHSO's )**

A WHSO has the following duties:

- Advise the employer on the state of OH&S in the workplace
- Conduct inspections to identify unsafe equipment or work practices
- Conduct training
- Ensure all accidents and incidents are investigated
- Liaise with Health and Safety Inspectors
- Report any accident or incident to the employer

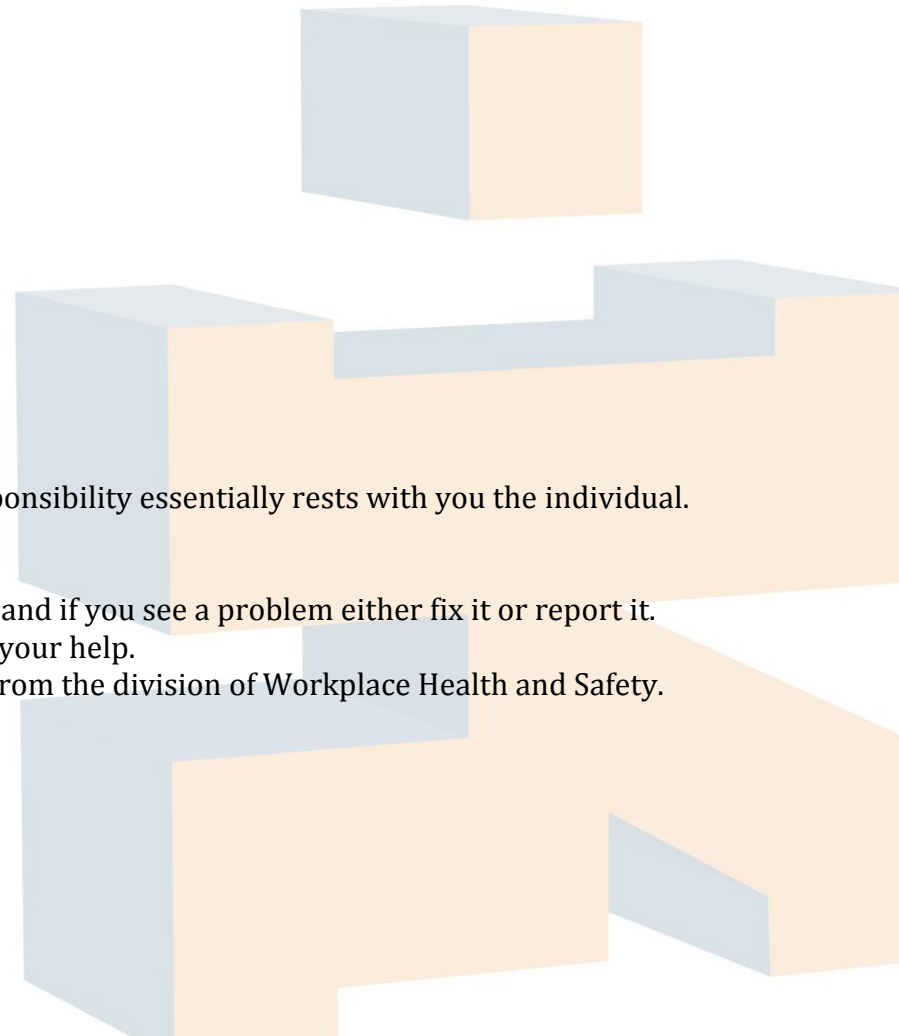
### **Have the Right Attitude**

Rules and regulations will not ensure a safe and healthy work environment, that responsibility essentially rests with you the individual.

### **Three Important Points**

1. Most accidents can be avoided, be aware of the conditions you are working in and if you see a problem either fix it or report it.
2. Don't look at health and safety as someone else's problem; it only works with your help.
3. You have a legal obligation to work safely. Breaches can result in heavy fines from the division of Workplace Health and Safety.

### **Stick to the Rules**



- Be aware of your obligations under the legislation.
- Be aware of company rules and regulations.
- Co – operate with directions to maintain and improve safe conditions.

### **Know Your Way Around**

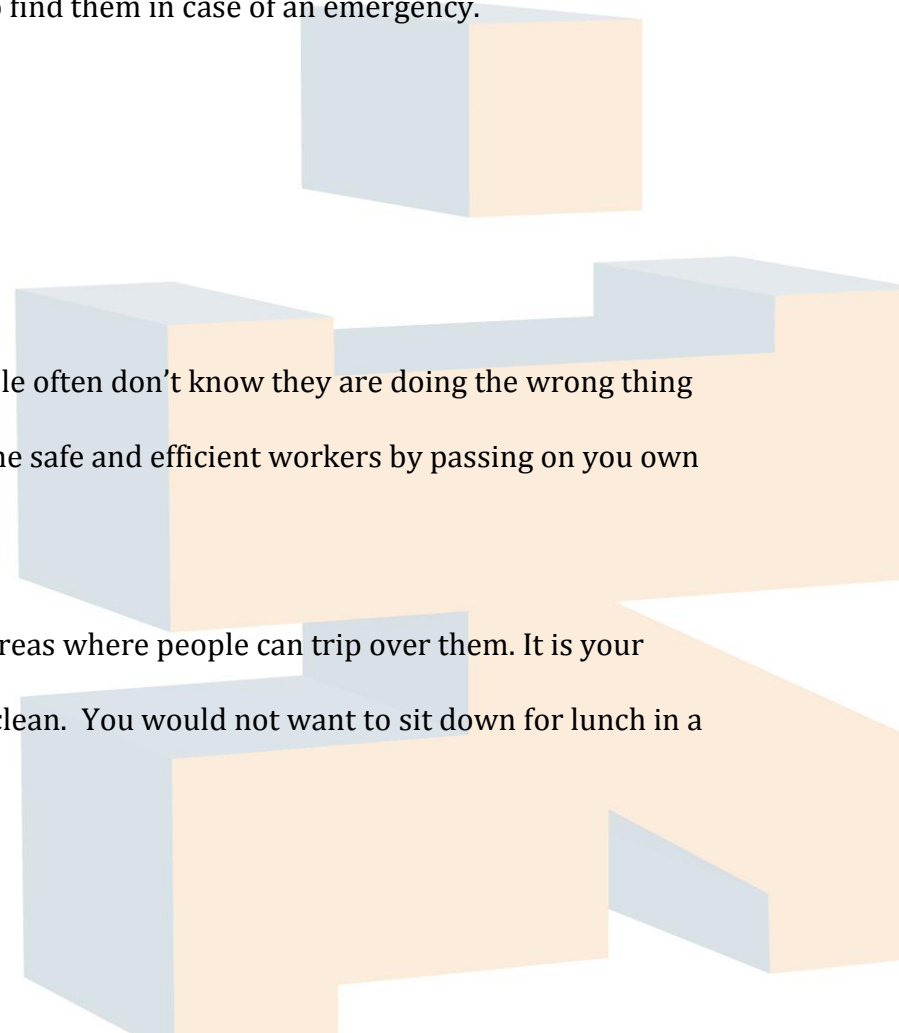
1. Become familiar with the worksite so that you know who to find and where to find them in case of an emergency.
2. Locate all access points.
3. Know who is responsible for Health and Safety and First Aid.
4. Locate First Aid stations.
5. Know the evacuation procedures.
6. Know where to find fire fighting equipment.
7. Locate communication points.

### **Share Your Knowledge**

1. Alert fellow workers of unsafe practices, especially new people on – site. People often don't know they are doing the wrong thing until they are told.
2. Do not leave new workers to find about safety the hard way. Help them become safe and efficient workers by passing on you own knowledge. Their unsafe practice could also injure you.

### **Housekeeping**

1. A clean workplace is a safe one. Do not leave scrap materials lying around in areas where people can trip over them. It is your responsibility to keep your workspace clean and therefore safe.
2. Keep lunchrooms and associated equipment such as microwaves and fridges clean. You would not want to sit down for lunch in a filthy room.



3. Always put rubbish and food scraps in a bin.
4. Stack and store materials.
5. If you see waste in an unsuitable area do not just walk by it, pick it up and bin it.

### **Keep Alert and Keep Your Eyes Open**

1. Be alert to potential hazards and risks, if you observe one do something about it.
2. Report potentially dangerous situations.
3. Remove, cover, signpost or barricade hazards where practical.

### **Warning Signs and Barriers**

These signs are erected to protect you from potential hazards. **Always** obey these signs.

### **Audible Alarms**

Be alert to these alarms. Be aware of what is going on around you as you may be in a situation where you are wearing hearing protection and cannot hear these alarms. Remember that the drivers may not be able to see you.

### **Flashing Lights**

These are used to indicate the presence of emergency vehicles, slow moving vehicles and vehicles which may be parked in a low visibility area.

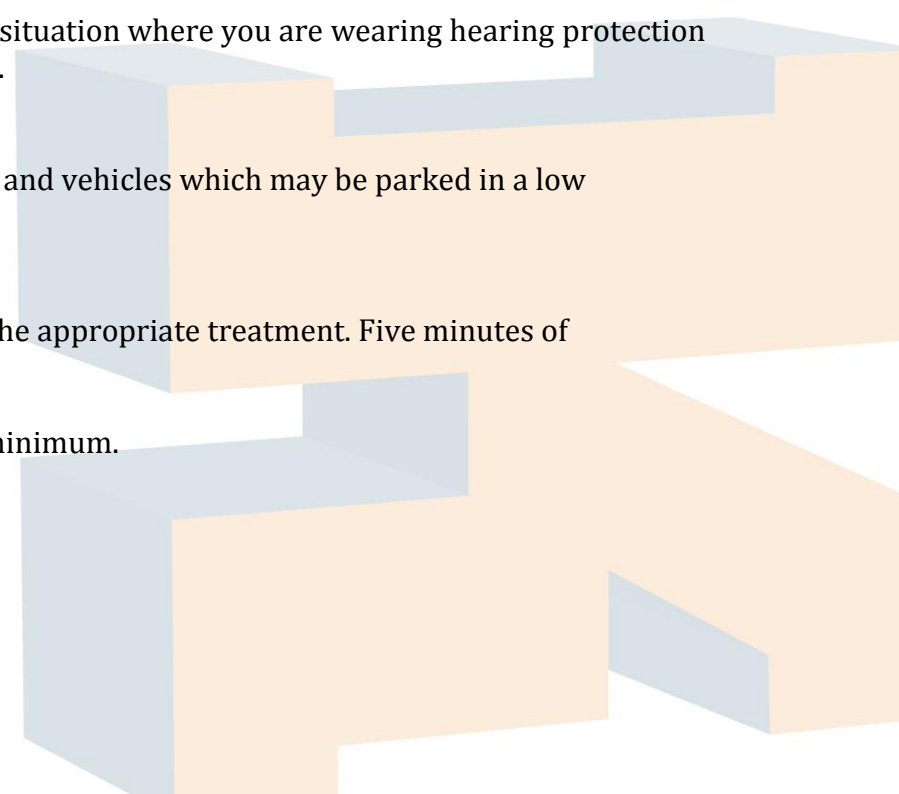
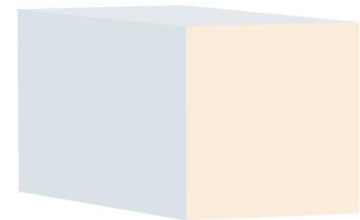
### **Your Health**

Even a small scratch can become a severe infection. Report any injuries and receive the appropriate treatment. Five minutes of prevention could save weeks of discomfort.

Put all food scraps in bins in order to keep flies and vermin off the site.

Clothes should be washed regularly to keep skin irritation and risk of infection to a minimum.

Drink plenty of water in summer to prevent dehydration.



### **Horseplay and Fighting**

Do not engage in any form of horseplay, fighting or fooling around. The throwing of materials and tools can cause injuries and damage to equipment.

Yelling and whistling at other workers is also prohibited.

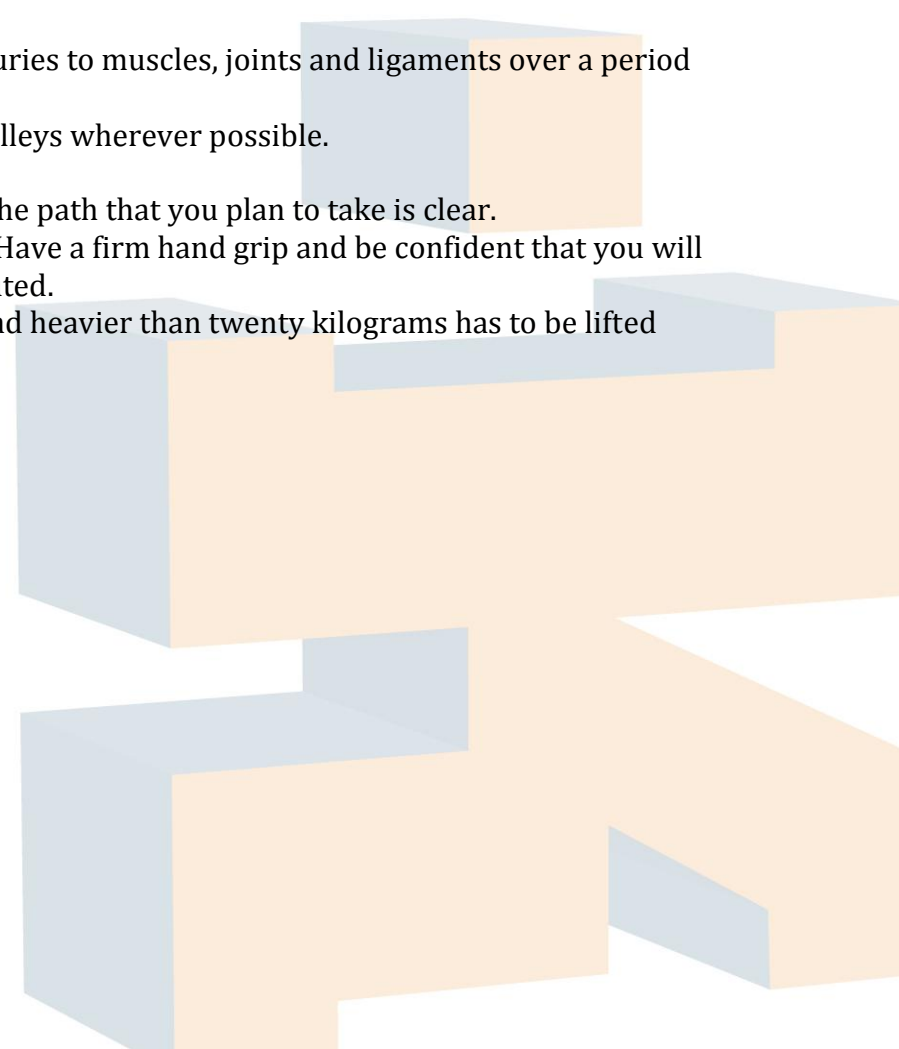
### **Lifting and Moving Materials**

1. Do not lift any material that you feel may be too heavy for you to carry.
2. Be aware that lifting of even moderately heavy loads repeatedly can cause injuries to muscles, joints and ligaments over a period of time.
3. Use mechanical lifting tools such as forklifts, pallet jacks, wheelbarrows or trolleys wherever possible.
4. Avoid over - reaching when picking up a load.
5. Plan your movements and ensure that the space you are transporting to and the path that you plan to take is clear.
6. When making the lift be sure that you lift with your knees and not your back. Have a firm hand grip and be confident that you will be able to sustain that grip. Make a smooth lift with the weight evenly distributed.
7. An individual person should not be lifting more than twenty kilograms, if a load heavier than twenty kilograms has to be lifted employ the help of a colleague.
8. Use personal protective equipment when handling hazardous substances.

### **Repeated Bending or Twisting**

- In order to prevent injuries to the back endeavour to work at waist height.
- Avoid lowering objects that will only have to be raised again later.
- Work in a comfortable position as possible, try not to over reach.

### **Standing for Extended Periods**



Try and vary between standing and sitting if possible. Make sure footwear is comfortable and if possible try to be seated. Wiggling of the toes is a good way to maintain adequate blood flow during long periods of standing in the same spot.

### **Hazardous Materials**

- Be sure that you are certain that you know about the materials you are using.
- Do not use materials if they are not clearly marked.
- Always replace lids.
- Use protective equipment.
- Always read instructions about how to handle substances even if you have used them before as safety directives may change.
- And of course if you are unclear ask a supervisor.

### **Personal Equipment**

While we will endeavour to make sure that clients provide you with protective equipment it is a good idea to have your own.

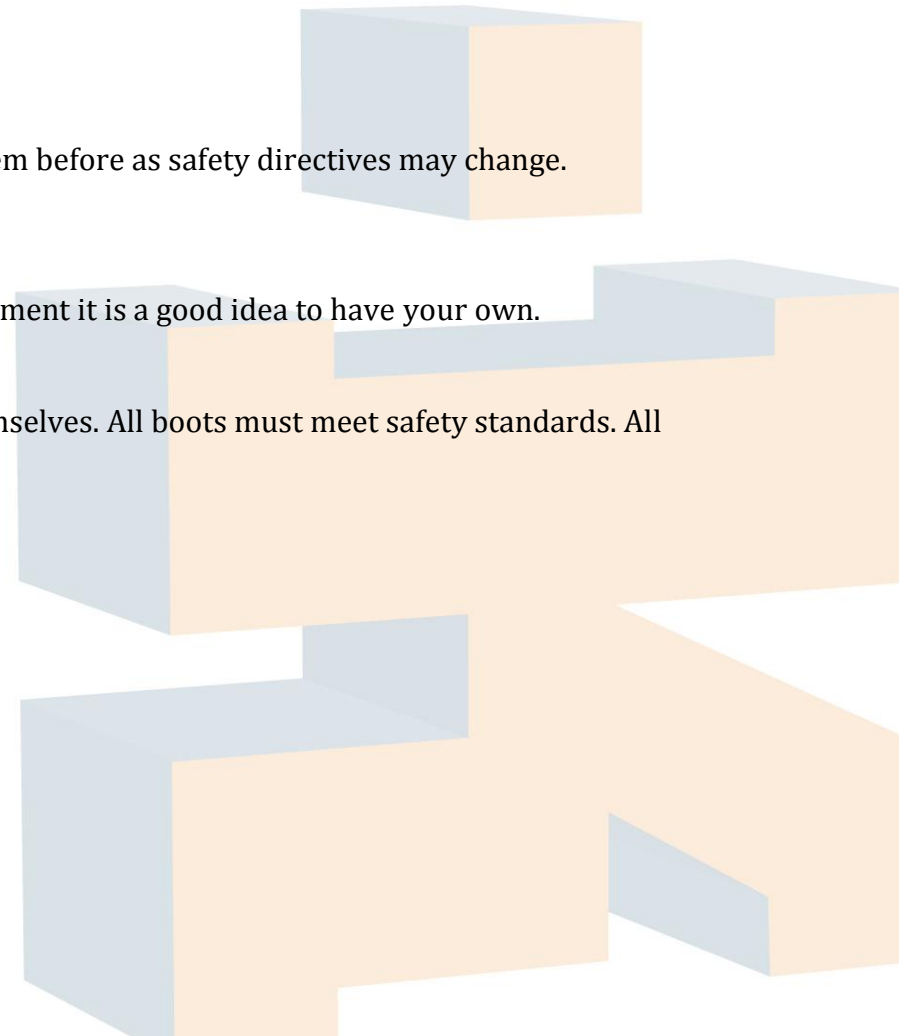
#### **-Boots**

This is the only item of equipment that we require all employees provide themselves. All boots must meet safety standards. All boots should have:

- Leather uppers
- Rigid soles
- Adequate arch support
- Steel capped toes

Any footwear that is worn out should be replaced ASAP.

#### **-Gloves**



Gloves are not always necessary but they can make a tough job much easier, such as:

- Moving steel that has been left in the sun or handling sharp or hazardous materials.
- A pair of tough leather gloves is a good thing to have in the car.

### **-Safety Helmets**

Some job sites will not permit any person on site without a safety helmet. If this is the case wear it at all times.

- Helmets should be fitted securely enough so that you are able to touch your toes with the helmet remaining on your head.
- Only use approved helmets, it could save your life.
- Maintain helmets by washing the harness with soapy water.
- Examine the helmet regularly looking for any cracks.
- Replace helmets immediately if they sustain a major impact.

### **-Eye Protection**

Injuries to the eyes are common on work sites and are potentially devastating as there are no second chances with a serious eye injury.

- Use eye protection in circumstances such as nail gun usage, air compressor operations, metal grinding or anything where eye injury is apparent.
- The use of safety glasses can be very easy as they can be worn as sunglasses in some cases however there are many differing styles to suit every application.
- A pair of safety glasses is inexpensive and are one of the most important pieces of protective equipment on the worksite.

### **-Hearing Protection**

Always wear hearing protection wherever possible.

- A power saw emits one hundred and ten decibels which is more than enough sound to cause permanent hearing loss.



- Ear plugs or ear muffs are available. The safety officer on site will determine which is necessary.

### **-Respiratory Protection**

Once again this is an important piece of equipment as there are many different types of hazards which are airborne on the job site. Not all are overly dangerous but several will cause discomfort. Effects may not be instantaneous but may arise years later.

Always:

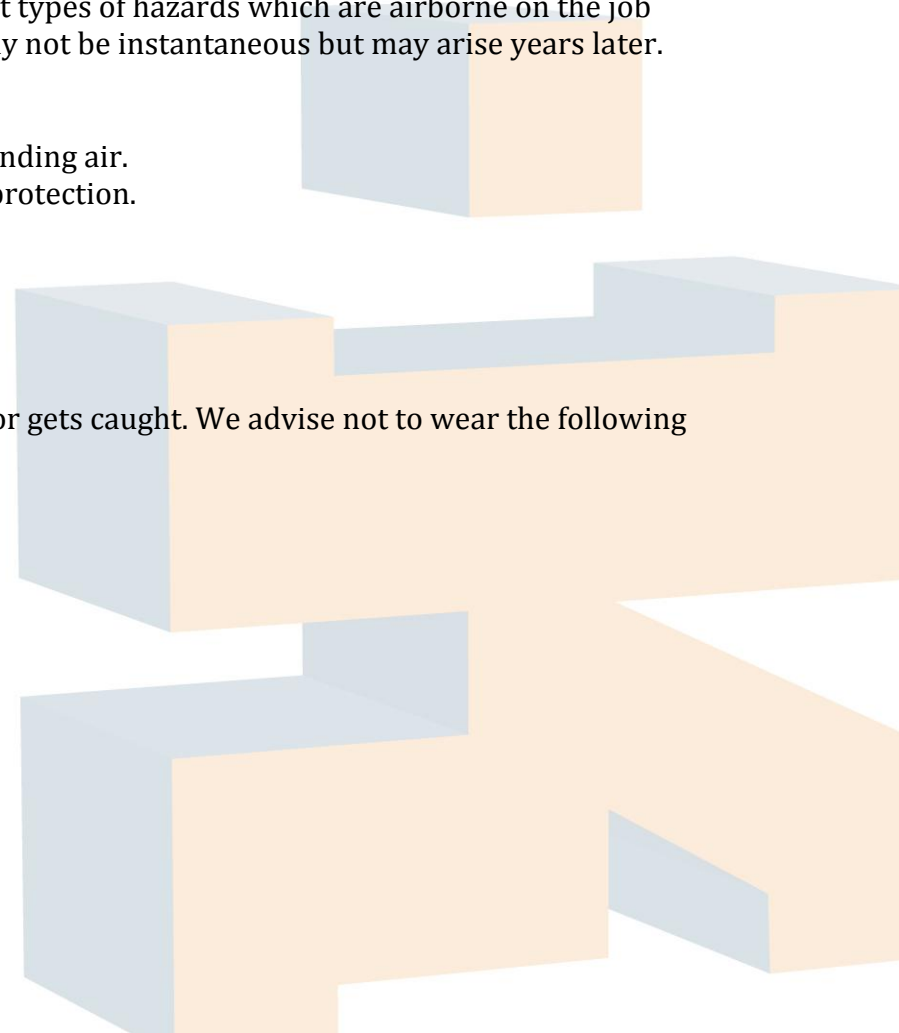
- Wear respiratory equipment where signed.
- Enquire to a supervisor if you are worried about dust particles in the surrounding air.
- Make sure you are aware if the material you are using requires respiratory protection.
- Report to a supervisor if you feel discomfort or burning in your throat.

### **-Jewellery and Long Hair**

The wearing of jewellery can cause injury if it becomes tangled in machinery or gets caught. We advise not to wear the following on job sites:

- Rings on any area of the body.
- Bracelets or leg chains.
- Neck chains etc.

Long hair is also a risk, however tying it back reduces the risk.



### **Using Hand Tools**

All tools will be supplied by the clients that you are working for. It is your responsibility to ensure that all hand tools are:

- Well maintained and in good working order.
- Suited to your size and strength.
- Appropriate for the task being carried out.

### **Using Electrical Equipment**

When using electrical equipment always ensure:

- You have been adequately instructed in its use and feel comfortable using it.
- That the equipment has a current inspection tag ( including casings and leads ).
- That a circuit breaker or safety switch is being used.
- That double adaptors or piggyback plugs are not being used.

### **Machinery**

Machinery should never be operated by any person who is unauthorized or does not hold the appropriate licenses.

### **Machinery Guards and Lockout Tags**

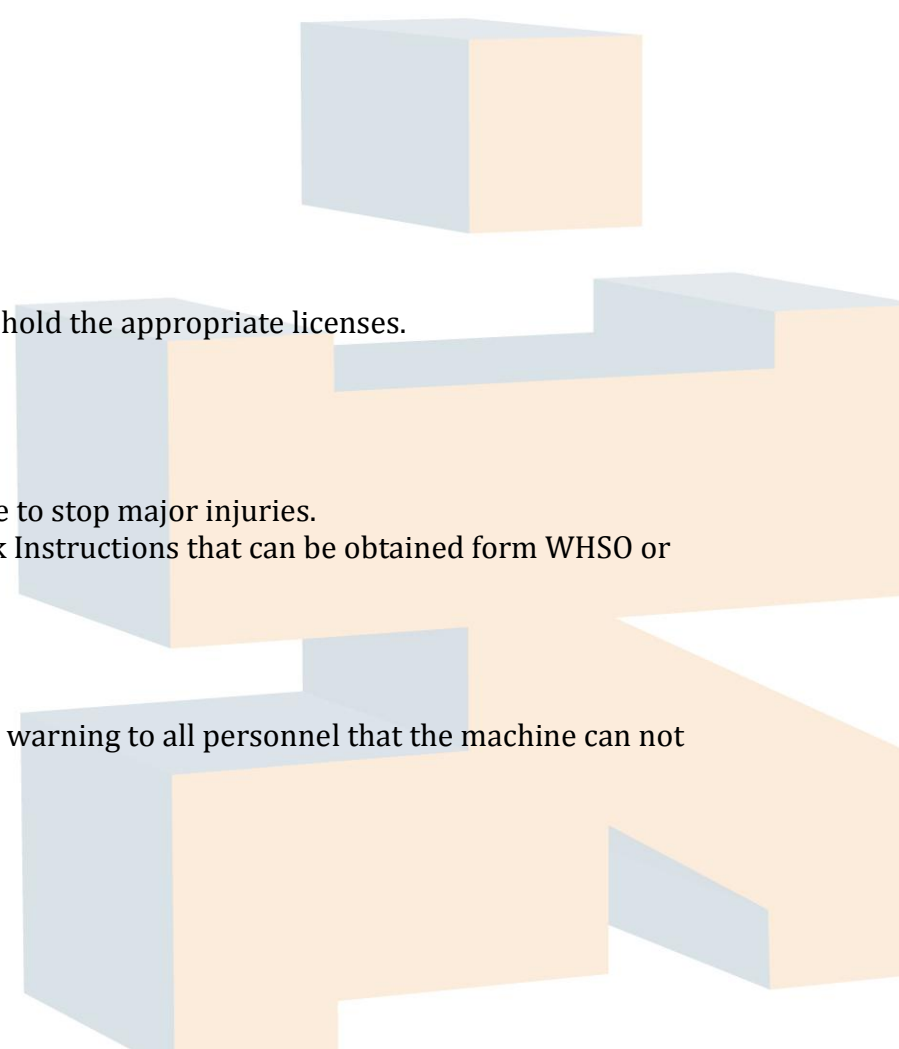
#### **Machinery Guards**

Ensure that machine guards are in place and functional. These guards are put in place to stop major injuries.

If you require more information on specific machinery you can refer to the Safe Work Instructions that can be obtained from WHSO or your supervisor.

#### **Lockout Tags**

1. If a piece of machinery has a **“DANGER”** or **“LOCKED OUT”** tag attached it is a warning to all personnel that the machine can not be operated under any circumstances.



2. Only the person who attached the tag and signed it may remove it.
3. A piece of machinery may be tagged and locked out by any person who feels that it is unsafe for use.
4. Before placing a tag on a piece of machinery you must fill out the required details on the tag and sign it.
5. The tag must be placed in a position where any person attempting to operate the machine will see it.
6. Notify the supervisor immediately of any action which is taken.

### **Vehicle Movement**

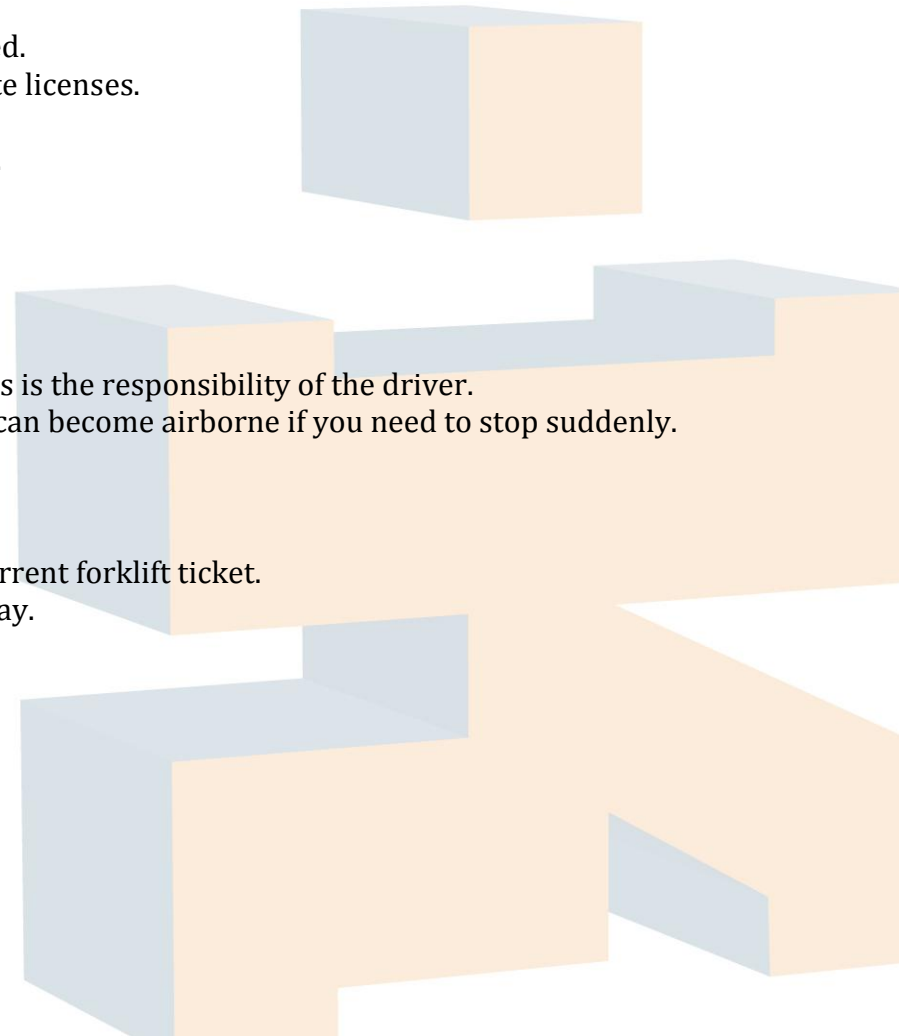
The movement of vehicles in and out of the worksite poses a substantial risk.

- Wearing high visibility shirts when working around vehicles is recommended.
- Machinery and vehicles may only be operated by people with the appropriate licenses.
- Always assume that you cannot be seen by the drivers of heavy vehicles.
- Use a spotter when reversing and make sure audible alarms are operational.
- Observe speed limits and traffic rules.
- Always ensure that all loads are secure.
- When transporting personnel drivers should:
  1. Drive defensively and always obey traffic rules.
  2. Do not allow passengers to hang arms out of the window.
  3. Only begin driving once everyone is seated and is wearing a seatbelt, this is the responsibility of the driver.
  4. Do not store equipment in the same area as passengers; the equipment can become airborne if you need to stop suddenly.

Remember you are responsible for the people within your car.

### **Forklifts**

1. Forklifts are only to be used by trained personnel. They must hold a current forklift ticket.
2. A safety check of the forklift should be made at the beginning of each day.
3. Ensure that you operate the forklift safely and do not overload it.
4. When leaving the forklift unattended ensure that:
  - The controls are in neutral
  - The power is shut off



- The park brake is applied
  - The forks are fully lowered
  - The ignition key is removed
5. Ensure that the forklift and the load do not come within two metres of power lines.
  6. Persons may only be raised and lowered on a forklift designed for that function.
  7. Always isolate and tag forklifts that are unsafe.
  8. Follow general safety procedures:
    - Wear a seatbelt
    - Observe speed limits
    - Give way to pedestrians at all times
    - Take care on wet and slippery surfaces
    - Allow adequate room for turning
    - Be aware of hazards
    - Drive in reverse if load obscures vision
    - Ensure a safe speed for stopping
    - Avoid rapid acceleration and deceleration
    - Cross intersections with care

