

Work Health & Safety Handbook

WORK HEALTH & SAFETY STATEMENT	5
SECTION 1: ALSEASONS HOSPITALITY STAFF WORK HEALTH & SAFETY PROGRAM	6
LEGISLATION	6
WORK HEALTH AND SAFETY (WHS) ACT AND REGULATIONS	6
PERSONS CONDUCTING A BUSINESS OR UNDERTAKING - PCBU	6
WHO IS THE WORKER?	7
WHS REGULATION	7
CODES OF PRACTICE	7
NATIONAL HARMONISATION OF WHS LEGISLATION	7
PARTICIPATION COMMUNICATION & CONSULTATION	8
WORK HEALTH & SAFETY COMMITTEE	8
WORKCOVER, SAFE WORK AUSTRALIA & INDUSTRY GUIDELINES	9
WORKCOVER & SAFE WORK AUSTRALIA	9
INFORMATION ON HEALTH & SAFETY	9
RISK MANAGEMENT	9
HAZARD IDENTIFICATION	10
WORKPLACE INSPECTIONS	10
APPROVALS, CERTIFICATION, AUTHORITIES & STANDARDS	11
SAFE WORK METHODS	11
GENERAL SAFETY RULES	11
KNOW THE SAFETY BEHAVIOURAL STANDARDS OF THE CLIENTS SITE AND VENUES	11
KNOW THE SAFETY ASPECTS OF YOUR ACTIVITIES	12
CARRY OUT YOUR ACTIVITIES IN A SAFE WAY	13
FIRE SAFETY	13
EXISTING ILLNESS OR DISABILITIES	13
WORKING IN SCHOOLS	13
ALCOHOL, GAMBLING, ILLEGAL, ILLICIT OR PRESCRIPTION DRUGS	13
BEFORE LEAVING FOR WORK	15
ARRIVING AT THE CLIENT'S VENUE OR SITE INDUCTION	15
WORK AREA	15
PERSONAL PROTECTIVE EQUIPMENT (PPE)	15
FOOTWEAR	16
HEADSETS	16
BIOLOGICAL AND HYGIENE	16
PERSONAL HYGIENE	16
EMPLOYEE CONDUCT	16
MANUAL HANDLING	17
SAFE DATA SHEETS (SDS)	17
SAFE WORK PROCEDURES (SWP)	17
JOB SAFETY ANALYSIS (JSA)	18
NO RUNNING	18
NOISE	18
SAFETY SIGNS	18
CASH HANDLING	19
CONFINED SPACES	19
LADDERS	19
WORKING AT HEIGHTS	19
ELECTRICITY	19
NON SMOKING	21
WORKING ALONE	21
ACCEPTING GIFTS OR BENEFITS	21
NOISE POLLUTION	21

DUST, FUMES, STEAM AND VAPOURS	21
REMOVING, TRANSFERRING PROPERTY AND EQUIPMENT	21
INCORRECT USAGE OF EQUIPMENT	21
ERGONOMICS	21
OPERATING OR USING EQUIPMENT	22
VEHICLE	22
ALCOHOL AND OTHER DRUGS	26
KEYS AND PASSES	27
FIRE SAFETY	27
BOMB THREATS	27
CHEMICALS, HAZARDOUS AND DANGEROUS SUBSTANCES	27
DANGEROUS GOODS	28
EXTREME TEMPERATURE RISKS	28
CCTV	28
PERSONAL SECURITY	28
SECURITY	29
SMOKE DETECTOR ISOLATION	29
<u>HARASSMENT, DISCRIMINATION & WORKPLACE BEHAVIOURAL ISSUES</u>	30
BULLYING	30
VIOLENCE	30
SEXUAL HARASSMENT	30
DISCRIMINATION	31
HARASSMENT AND VILIFICATION	31
INVESTIGATING AND MANAGING PROCEDURE	31
REPORT PROCEDURE	32
CONSEQUENCES OF BREACHING THIS POLICY	32
IF BULLYING HAS NOT BEEN SUBSTANTIATED	32
<u>SECTION 2 – WHS & RISK MANAGEMENT PROCEDURES</u>	33
1. HAZARD IDENTIFICATION: FINDING OUT WHAT COULD CAUSE HARM	33
1.1 INSPECT THE WORKPLACE	33
1.2 CONSULT WORKERS	33
1.3 REVIEW AVAILABLE INFORMATION	33
2. RISK ASSESSMENT: IF NECESSARY!	34
3. RISK CONTROL: IMPLEMENTING THE MOST EFFECTIVE CONTROL MEASURE	34
4. REVIEW CONTROL MEASURES: TO ENSURE THEY ARE WORKING AS PLANNED	34
<u>INDUCTION & TRAINING PROCEDURE</u>	36
1. ALSEASONS WHS INDUCTION	36
2. CLIENT WHS INDUCTION	36
3. ADDITIONAL TRAINING	37
<u>CONSULTATION, COMMUNICATION & ISSUE RESOLUTION PROCEDURE</u>	38
CONSULTATION & COMMUNICATION WITH EMPLOYEES	38
CLIENT CONSULTATION & ASSESSMENT PROCEDURE	38
1. CLIENT WHS ASSESSMENT	38
2. NOT SUPPLYING THE WORKER TO THE CLIENT	39
3. ASSIGNMENT SAFETY INFORMATION	39
4. SAFE WORK METHOD STATEMENT	40
5. SITE & TASK MONITORING	40
<u>ISSUE AND INCIDENT REPORTING FLOWCHARTS</u>	42

ISSUE/HAZARD RESOLUTION	42
WORKPLACE INCIDENT/ACCIDENT REPORTING & INVESTIGATION	43
<u>ALSEASONS INCIDENT INJURY HAZARD REPORT</u>	<u>44</u>
<u>RETURN TO WORK PROGRAM</u>	<u>46</u>
OUR COMMITMENT	46
PROCEDURES	46
NOTIFICATION OF INJURIES	46
RECOVERY	47
RETURN TO WORK	47
RETURN TO WORK COORDINATOR TEAM:	47
SUPPORT FOR THE WORKER	47
SUITABLE DUTIES	48
DISPUTE RESOLUTION	48
DISPUTE PREVENTION AND RESOLUTION	48
CONTACTS:	48
OTHER CONTACTS:	48
INFORMATION FOR WORKERS	49
<u>SUMMARY KEY POINTS</u>	<u>50</u>
ARRIVING TO THE SITE	50
EQUIPMENT AND HAZARDS	50
UNIFORM AND PPE	50
MANUAL LIFTING AND TASKS	50
CHEMICALS	50
HAZARD IDENTIFICATION	50
WORK AREA	50
FIRE SAFETY	51
BULLYING, HARASSMENT, DISCRIMINATION AND VIOLENCE	51
JSA	51
SWMs	51
SDS	51

Work Health & Safety Statement

Alseasons Hospitality Staff is committed to the objectives of the Work Health and Safety (WHS) Act, and the associated Regulation and Codes of Practice to ensure all employees, visitors, work in a safe and healthy environment. Our responsibility includes:

- Exercising duty of care and due diligence
- Complying with relevant WHS legislation, Regulation, Codes of Practice and applicable Australian Standards;
- Consulting with relevant stakeholders regarding safety; WHS is a shared responsibility;
- Eliminating and controlling risks to health and safety by undertaking effective risk management;
- Enabling employees to work in safety by providing information, training, guidance, safe and healthy systems of work,
- Safe premises and equipment, and supervision; and monitoring and reviewing of hazard controls effectively.

Our primary objective is to prevent work related accidents, injuries and illness wherever Alseasons Hospitality Staff operates.

Alseasons Hospitality Staff Director has the primary duty of care for providing a safe and healthy working environment for employees. The Director ensures appropriate resources are available for effective health and safety management, and reviews WHS performance.

Alseasons Consultants and their clients are required to ensure that effective WHS policies and programs are implemented in their areas of control, and to provide support for their managers, supervisors, employee, in WHS matters. Alseasons Consultants and the clients supervisors are responsible for taking all reasonably practicable steps in identifying, eliminating, assessing, controlling and monitoring WHS hazards/risks and ensuring all areas and activities under their control do not pose an unreasonable risk to the safety, health and welfare of employees and visitors.

Alseasons Consultants, client managers and their supervisors, are responsible for the health and safety of everyone working or partaking in any activity or entering an area under their control. They accept responsibility for identifying, eliminating/controlling risks, and ensuring that everyone involved in their activities is provided with the necessary instruction, training, resources, supervision, and applying any corrective action to ensure their health, safety and welfare.

Employees are also required to take responsibility for their own health and safety and the health and safety of others in the workplace by following Alseasons Hospitality Staff WHS policies and procedures. This includes reporting unsafe situations or behaviours immediately to the relevant manager supervisors and Alseasons Hospitality Staff.

The role of Alseasons Hospitality Staff Work Health and Safety (WHS) Committee is to facilitate participation, representation and consultation with Alseasons Hospitality Staff, management, employee, and other relevant stakeholders in identifying and implementing continuous improvement of Alseasons Hospitality Staff WH&S program.

Hirers, contractors, sub-contractors and self-employed persons are also required to comply with the requirements of WH&S Legislation and have in place a work health and safety policy and program, to consult with Alseasons Hospitality Staff about safety matters and comply with Alseasons Hospitality Staff WH&S policies. Contractors and Hirers are obliged to work safely and to include the safety of Alseasons Hospitality Staff, employee, and visitors in their safety plans. If you believe that a contractor may be engaging in an unsafe work practice, you are required to report this issue to your supervisor immediately. and Alseasons Hospitality Staff.

Audrey Wynn
1st January 2022

Section 1: Alseasons Hospitality Staff Work Health & Safety Program

Everyone at Alseasons Hospitality Staff is required to comply with the Work Health and Safety (WHS) Program to ensure their own health and safety and the health and safety of others at the clients sites and other workplaces where Alseasons hospitality work activities occur.

Health and safety legislation places a duty of care on everyone to ensure that safety standards are maintained.

All employee and contractors who are involved in providing services and/or working at the client sites must ensure that, as far as is reasonably practicable, at all times their work activities and equipment are not likely to result in injury or illness to themselves or others. In particular Alseasons Hospitality Staff employees

Comply with WHS Legislation and Regulations

Work in a healthy and safe manner to prevent accidents and minimise risk of injury

Ensure they do not endanger any person through any act or omission at work

Obey all instructions, such as policies, procedures and training to protect their own personal health and safety and the health and safety of others, and adhere to standard work method procedures

- Encourage others to work in a healthy and safe manner
- Cooperate, promote and consult on work health, safety and environmental matters at Alseasons Hospitality Staff and whilst on client premises.
- Report all risks, hazards or potential hazards and incidents immediately and work to rectify any hazards
- Ensure that they are not, by the consumption of alcohol or any other drug, in such a state as to endanger their own safety at the Institute/workplace or the safety of any other person in the Institute/workplace environment
- Cooperate with Alseasons Hospitality Staff Management and other investigating authorities in the event of an incident.

Legislation

Work Health And Safety (Whs) Act And Regulations

The NSW Work Health and Safety (WHS) Act, regulated in NSW by Work Cover NSW (www.workcover.nsw.gov.au), aims to secure the health, safety and welfare of Employees, (Workers), Employers ("PCBUs" – Persons Conducting a Business or Undertaking), workers, employee contractors, volunteers and visitors at every place of work in Australia. Alseasons Hospitality Staff has the primary duty of care for its activities.

The Act describes the general duties of PCBUs, workers, and controllers of work premises, designers, manufacturers and suppliers of plant, substances or structures.

The Act also includes specific duties for:

Persons Conducting a Business or Undertaking - PCBU

- A PCBU to take reasonable care for the health and safety of people at their place of work
- A PCBU to consult with workers to enable them to contribute to making decisions affecting their health, safety and welfare at work
- A person who has control of premises used by people as a place of work must ensure that the premises are safe and without risk to health
- A person not to interfere with or misuse things provided for health, safety and welfare
- Workers while at work must take reasonable care for their own health and safety, and the health and safety of people who are at the worker's place of work and who may be affected by the worker's act or omissions at work.

A complete copy of the Work Health and Safety Act 2011 and the Regulation, as well as further and current information on WHS workplace policies and risk management can be viewed in hard copy at Alseasons Hospitality Staff

Who is the Worker?

A worker is someone who carries out work for a PCBU. The definition of a worker includes labour hire employees, volunteers, apprentices, subcontractors and contractors.

The WHS legislation requires all organisations to:

- Protect the health and safety of all risks and
- Conduct risk management to identify hazards and eliminate or minimise them as far as is practical and to implement appropriate control measures
- Consult with all involved in the Institute/workplace.

In order to implement the general provisions of Alseasons WHS program, a series of activities and procedures have been established relating to work health and safety including:

- Communication and consultation with employee and other stakeholders including Alseasons Hospitality Employee WHS Committee
- Workplace inspections, risk assessments and evaluations at the clients site and venues
- Reporting and recording of incidents, hazards, injury, illnesses and near misses
- Equipment, services and facilities compliant with relevant WHS standards
- Managing changes to the workplace.
- Work design, workplace design and standard work methods and procedures
- Fire and workshop safety
- Security measures
- First Aid training
- Emergency evacuation procedures and drills
- Critical Incident management
- Designated safety support via the Operations Department
- Insurance policies and procedures
- Health promotion services

WHS Regulation

WHS Regulations provide a single consolidated regulation relating to work health, safety and welfare. Compliance with the WHS Regulations is mandatory for all employees.

Codes of Practice

WorkCover and Safe Work Australia Codes of Practice and Guides provide the minimum acceptable safe work standards but do not exclude other better ways of achieving a safe workplace.

As part of the national harmonisation of WHS laws, national Codes of Practice are being standardised Australia-wide by Safe Work Australia. Numerous other codes will be progressively developed over time once the harmonised laws are implemented.

National Harmonisation of WHS Legislation

Australia is progressing through a process to harmonise WHS legislation, regulation and Codes of Practice nationally to improve safety for workers and to reduce the cost of compliance and regulatory burdens. WorkCover NSW is the Regulator for the NSW Work Health and Safety Act within NSW. More information is available from Safe Work Australia. Go to:

Participation Communication & Consultation

Alseasons Hospitality Staff shall comply with the Code of Practice for WHS Consultation. Notwithstanding Alseasons duty to consult about WHS matters, the success of Alseasons Hospitality WHS Program depends on effective communication, representation of workers and workgroups, consultation and promotion of WHS. Communication about WHS matters must be timely, clear, and concise and directed to the appropriate employee member or relevant stakeholders, especially in the event of an incident and the identification of hazards. Effective communication and consultation will reduce the risk of injury or illness. Refer to the National Code of Practice Work Health and Safety Consultation, Co-operation and Co-ordination published by Safe Work Australia.

Work Health & Safety Committee

The WHS Committee facilitates consultation between Alseasons Hospitality Staff clients and their supervisors management, employee and other relevant stakeholders that may apply, and assists in driving continuous improvement of WHS at Alseasons Hospitality Employee . The Committee:

- Reviews the measures taken to ensure health and safety and welfare of persons at Alseasons Hospitality Staff
- Helps to implement the WHS Policy and Program
- Bring to management's attention any unsafe situation
- Considers suggestions provided by employee and contractors concerning improvements for a safe workplace
- Obtains information and consults with management about proposed changes that may affect health and safety
- Encourages active participation in WHS by all employees Assist to investigate and resolve any health and safety problems, if possible. If the Committee cannot resolve a problem after consulting management, it may seek advice from the WorkCover Authority of New South Wales.

The WHS Committee does not manage, control or enforce WHS, or relieve other persons of their WHS responsibilities and accountabilities.

Delegates, Observers, Health & Safety Representatives (HSRs)

Nominated delegates may represent a Committee member who is unable to attend a meeting. Observers and HSRs are welcome.

Workers and HSRs may directly face hazards associated with work and have valuable knowledge to assist in how to improve health and safety. Workers can decide if they would like to have an HSR represent their workgroup. If workers have requested HSRs, then WHS consultation is to be taken via the HSRs. Alseasons Hospitality Staff is always prepared to enter into negotiation for the formation of workgroups and the election of HSRs.

Frequency of Meetings

The Act requires that the frequency of Committee meetings is not less than four times a year.

Minutes

Records of Committee meetings are kept and can be viewed at Alseasons Hospitality Staff office.

Consultative Process

Alseasons Hospitality Staff is committed to consulting with employees and other relevant stakeholders regarding decisions that will affect their health, safety and welfare. Should an employee have feedback or a complaint of any nature, Alseasons Hospitality Staff consultative process should be followed:

Step 1: Speak to your an Alseasons Hospitality Staff consultant.

Step 2: If unsolved, speak to the Alseasons Hospitality Staff Director.

These steps are designed to ensure that there is a responsive and efficient line of communication about health and safety issues, risks, hazards and complaints.

Records

Heads of Department/managers shall identify WHS-related records and collect and retain them to meet statutory and liability requirements, and in a manner which protects the records' respective confidentiality for a minimum of seven years. Department Heads shall retain the following records:

- Workplace inspections
- Risk assessments
- WHS-related training and induction records including personal protective equipment (PPE)
- Safe work method statements
- Minutes of meetings discussing WHS matters.

Workcover, Safe Work Australia & Industry Guidelines

Workcover & Safe Work Australia

- Help prevent workplace accidents and illness
- Provide Workers Compensation and Rehabilitation to workers
- Help improve WHS standards through education
- Provide information and advice about WHS and Workers Compensation
- Investigate and prosecute serious incidents
- Call 13 10 50, or go to www.workcover.nsw.gov.au
- Or go to www.safeworkaustralia.gov.au

Information on Health & Safety

Alseasons Hospitality Staff is obliged to obtain information on health and safety. Employee are not expected to be experts in all things safety but are expected to seek advice and information.

Information on safety, risk and safe work methods is available, where applicable, from:

- Alseasons Hospitality Staff Consultants and the Human Resources Department
- Director, or Operations
- WHS Committee Member or workgroup representative
- WorkCover Assistance Service (13 10 50) or go to www.workcover.com.au
- WHS Manual
- Safe Work Method Statements
- Industry Association Guidelines
- Australian Standards
- Manufacturers or Distributors of the equipment substances you use
- Safe Work Australia. Go to www.safeworkaustralia.gov.au

Risk Management

Alseasons Hospitality Staff is committed to developing and maintaining a high standard of risk awareness and risk management for employees contractors and visitors.

Risk Management is a three-step process:

1. Identifying the hazards (looking for anything that could cause harm)
2. Assessing the risks (the harm that a hazard could cause)
3. Removing the hazards or controlling the risks to minimise harm.

- Hazards and risk are identified and eliminated/ minimised through consultation, inspections of the workplace, pre- production and event risk profiles, risk assessments, the use and review of safe work methods, and the training process
- All employee and students have access to workplace hazard inspections reports, risk assessments and safe work methods via their HOD/manager
- Alseasons Hospitality Staff shall comply with WorkCover's Code of Practice– Risk Assessment, and WorkCover's Hazpak risk assessment system.

Hazard Identification

Alseasons Hospitality Staff, their client supervisors and all workers, are all responsible for identifying hazards.

Hazards may arise from:

- The work environment
- The use of equipment and substances
- Poor work design
- Poor systems and procedures
- Human behaviour

Hazards can be identified through:

- Direct and indirect reports from any source
- Incident or complaint reports
- Workplace hazard inspections
- Risk assessments including monitoring and review
- Department meetings
- Student Production Risk Profile
- Hire Production Risk Profile
- Consulting with suppliers and contractors
- Production Fire Risk Assessment
- Industry references or sources
- WorkCover reference resources
- NIDA's library of WHS resources.

Workplace Inspections

Alseasons Hospitality Staff representatives must be given access to their employees worksite for the purpose of conducting a site WH&S inspection. Before during or after a shift if an employee considers there to be a breach of procedures. Alseasons Hospitality Staff have the right to remove any worker from the site if they believe the employee or other persons may be in any danger or a risk to a hazard. Regular workplace inspections help improve safety by identifying hazards. Workplace inspections must be conducted by the relevant Head of Department or Manager:

- At a minimum of 12 monthly intervals
- When there is a significant change in workplace layout, equipment or substances used, or processes
- Prior to and periodically during student productions
- At the request of a employee member, student or WHS Committee Member
- Prior to or more frequently for potentially high-risk activities
- For a specific task or production or activity in consultation with employees or other relevant stakeholders
- For compliance with the requirements of equipment or substance manufacturers or suppliers, or applicable legislation/standards.

Steps:

1. Walk through the workplace and look for potential hazards. Refer to clients Workplace Inspection forms.
2. Talk over risk factors with other employee

3. Check through incident records to help pinpoint recurring problems.
4. Ask your supervisor for advice and information
5. Refer to clients safe work methods and WHS Handbook.
6. Refer to industry sources of safety information.

It is the responsibility of the supervisor to ensure risk assessments are prepared, communicated, actioned, and monitored.

Alseasons Hospitality Staff hazard and risk identification process endeavours to consider all work practices undertaken in the working environment for every phase of each production, exercise, activity or event, or work.

The working environment encompasses all areas and activities related to employees while at the clients sites and venues.

Approvals, Certification, Authorities & Standards

All work, equipment, productions, events, and the physical premises itself shall comply with the requirements of the relevant Statutory Authority having jurisdiction over the work. This includes statutory approvals, licenses, tests, certification or competency requirements, legislation, Australian Standards, the Building Code of Australia, Environmental laws, WorkCover/Safe Work Australia Codes of Practice, and Alseasons Hospitality Staff WHS Policies.

Safe Work Methods

Safe work methods should apply to all hazardous tasks and must meet or exceed WorkCover requirements. Your supervisor is obliged to consult with you, supervise you and to provide training in appropriate safe work practices.

Apply the following General Safety Rules in this Handbook, and the separate Safe Work Methods (SWMs) for each area of the site or venue.

Also refer to WorkCover and Safe Work Australia publications, manufacturer or supplier guidelines, and industry specific safety guidelines.

Individual tasks, activities or productions may require a cross- section of several of these Rules, Alseasons Hospitality Staff or recognised industry SWMs and or unique hazard controls for safe work.

In the absence of a safe work method applying to your circumstances, consult with all relevant stakeholders, conduct a risk assessment, and apply the hierarchy of hazard controls, especially where there are new, unusual, unique or unfamiliar circumstances.

In all case, the more stringent safety controls apply.

General Safety Rules

- if in doubt ,ASK

RIGHT TO REFUSE TO CARRY OUT UNSAFE WORK

If asked to perform a task that is not within your ability or is unsafe you have the right to decline.

Know the safety behavioural standards of the clients site and venues

- Report all hazards, incidents, near misses, injuries and/or other emergencies, or security concerns immediately to your supervisor and Alseasons Hospitality Staff.

- Unsafe behaviour is unacceptable.
- Do not do anything to endanger yourself or others.
- Carry out work safely in accordance with training, instruction and regulations.
- Enter and exit the clients sites and venues only from the designated entrances.
- Only go where you are authorised to go by the client supervisor
- Be alert for possible safety hazards, particularly in a changing environment such as kitchen production areas, outside and off site catering.
- Do not interfere with or misuse things provided for safety or emergencies.
- No bullying or harassment of any kind is permitted.
- Smoking is not permitted.
- Alcohol and drug use which impairs health or safety is not permitted. Illegal drug use will be reported to the Police.
- Do not enter plant areas, such as electrical rooms engine rooms,
- Do not permit entry of and report unauthorised persons
- Do not bring any chemical or equipment onto clients site or venue
- Do not climb any structure or enter gardens or building plant/services areas unless authorised by the clients supervisor
- Take special care when using ramps, stairs, lifts or using/crossing uneven surfaces.
- No skylarking.
- Observe all warning signs and safety and emergency instructions from the clients supervisor

Know the safety aspects of your activities

Safe Work Method Statements (SWMS) apply to all hazardous tasks. Follow all safe work method statements – if in doubt ask!

- Ensure you have read and understood safety induction and information.
- Only use tools, plant and equipment that are correct for the task and that you are trained, authorised and competent to use.
- No food or drink (water excepted) is permitted in the work area without the clients' supervisors approval
- Lighting levels must be adequate for the task or activity.
- Keep well clear of traffic, mobile plant, and people using tools or equipment,
- Do not use faulty, broken or malfunctioning equipment.
- Keep your work areas and activities tidy and emergency and pedestrian areas clear of slip, trip and fall hazards including rubbish/liquids, leads/hoses, equipment or obstructions.
- Use tools and equipment only for the purposes for which these items were designed.
- Do not operate machines with missing guards that are intended to prevent accidental contact with moving, internal, heated, pressurised, pinch/nip points or live electrical parts.
- Know how to operate stop/start and emergency controls on plant and equipment, and know where power can be turned off in an emergency.
- Machines, plant or blade, power or other tools must not be used if operators are tired or affected by either drugs or alcohol.
- Do not use pressurised gases, steam or compressed air
- Read the Material Safety Data Sheet before using any chemical. Only use the chemicals and other substances for which you are trained, authorised and competent to use.
- All equipment must be correctly used and maintained to the manufacturer's specification and guidelines. Plant and equipment must only be operated or repaired by competent persons. If an item of plant or equipment appears to be modified, have missing parts or is damaged, report it immediately to your clients supervisor
- Use, transport, store and dispose of plant, equipment, hazardous substances/chemicals and waste in accordance with relevant legislation and regulations.
- Use safety barricades and safety signs to keep people, especially children, away from hazards.
- When working overhead, ensure no one is below or could enter the work area.
- Secure loose items and tools when working
- Do not use electrical items in damp or wet areas.
- Electrical items in hostile environments (e.g. workshops) must be electrically tested and tagged by a competent person.

- Avoid exposure to excessive vibration or noise levels.
- Noise levels must comply with WorkCover workplace noise exposure guidelines.
- Hot surfaces and liquids may cause burns. Wear the correct PPE and keep clear.
- Confined space work is not permitted
- Keep clear of dust, vapours, gasses and fumes.
- Ensure your work area is well ventilated and wear the correct Personal Protection Equipment (PPE).

Carry out your activities in a safe way

- Wear appropriate PPE according to the tasks including when conducting hazardous activities, including machines/tools, hazardous material, or working near moving plant.
- Do not attempt to move or lift large, heavy or bulky items without assessing the manual handling requirements first. Use mechanical aids where possible. Split loads into small, manageable sizes. Get help if required.
- Remove lanyards and jewellery and restrain loose clothing before operating equipment.
- Hair shoulder length or longer must be tied back when operating tools, plant and equipment.
- Do not use personal music devices (E.g. iPods) that may block warnings or alert tones/announcements.
- Cleanliness & hygiene is essential. Wash your hands before and after eating, handling food.
- Take regular breaks from repetitive tasks including vocal and movement activities.

Fire safety

- Know how to raise the alarm or obtain emergency/ medical assistance.
- Know the location of fire exits and appliances, fire blankets, first aid kits, emergency 'panic' light controls in your work area and the nearest phone.
- Evacuate or move to a safe place if in danger, when directed, or in response to an emergency alarm..
- No smoke or fire system isolation without authorisation by the clients Chief Warden.
- Follow safety procedures associated with the use of naked flame, pyrotechnics and other special effects
- Ensure First Aid is provided promptly.

Existing illness or disabilities

Make sure Alseasons Hospitality Staff is aware of any disability or any illness other factor that may affect your capacity to perform your role safely.

Working in Schools

No contact must be made with children unless it is part of your duty and you are supervised by the clients supervisor or manager

Strictly observe the clients workplace policies in respect of children in the workplace. Do not expose children to hazards.

Ensure work safety barricades are child-proof

Alcohol, Gambling, illegal, illicit or prescription drugs

Alcohol consumption, illegal, illicit or prescription drug use is not permitted in any circumstances where safety may be affected (unfit for duty). Do not bring alcohol onto the premises. Illegal drug use is prohibited and will be reported to the Police.

Gambling, placing bets, electronic gaming. Any form of gambling or gaming is not permitted during or at the end of your shift. This includes gaming on behalf of others.

Failure to comply with the above may result in termination of your employment and removal of the premises.

Before Leaving for Work

Employee must check before leaving for work that they have all the details required to get to and report to the job Fifteen (15)minutes prior to the start time for the client employee induction.

Employee must make sure that they have the correct uniform to perform their duties including the appropriate foot wear and Personal Protective Equipment as stated in the Get Started Handbook

Arriving at the client's venue or site Induction

Employee must be given and partake in the clients induction prior to starting their shift.

Which must include and is not limited to:

A site risk assessment

The Understanding that everybody has a responsibility for safety

Meeting the clients safety requirements

Working in line with agreed safety work method statements (SWMS)

Be made aware of hazards and controls at the site or venue

Obtain the required and appropriate training to the competency level on equipment

Understanding the required compliance in relationship to WH&S OH&S

Reporting procedure for accidents and incidents

Manual handling policy

Emergency evacuation procedures

Use of the right tools and equipment for the job and how to use them safely

Who is the chief warden on duty to report accidents and who is the warden to administer first aid.

Work area

It is the employees responsibility to ensure that the above site induction is adhered to and employees carry out work and tasks in accordance with Alseasons Hospitality Staff and the Sites, Venue Policies and Procedures.

If you see a hazard or hear that a hazard could occur it must be reported to your supervisor and Alseasons Hospitality Staff

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is anything used or worn by a person to minimise a risk to the person's health or safety.

PPE includes

- Eye protection, such as goggles or face shields
- Aprons, gloves such as rubber or mesh
- High visibility clothing
- Board brimmed hats and sunscreen for working outdoor

Clients must provide employee with the appropriate Personal Protective Equipment (PPE) appropriate to the task it is your responsibility to wear, maintain and return the PPE in accordance with the clients instructions.

Loose clothing or clothing which can interfere with the task or job or create a risk to an employee's activity must not be worn.

Jewellery must be removed prior to starting work.

Hair must be kept neat, tidy and safely away from any potentially hazardous activity. Where required under any health or other regulator requirement head covering or protection must be worn

Footwear must be suitable for the area where work is performed and the task or activity being undertaken.

Clothing standards apply with Alseasons and are documented in our Get Started Handbook and should be followed at all times.

Footwear

Appropriate footwear must be worn at all times, shoes must be sturdy and fully enclosed for Front of House employees. All Kitchen employees must wear steel capped boots.

Headsets

When used as part of PPE, is the only time headsets are to be used in the workplace.

Biological and Hygiene

Biological risks may arise from bacteria, viruses and toxins which are invisible to our senses. They are normally ingested, inhaled, absorbed or penetrate through the skin. Hazards include poor hygiene including food preparation, sharing PPE such as gloves, masks or ear muffs, sharing uniforms, allergens, sharps, including needle stick injury, exposure to infectious agents including exposure during applying first aid, contaminated blood or body fluids, HIV/AIDS and Hepatitis.

It should be assumed that all human blood or body fluids are potentially infectious. Effects may be delayed from hours to weeks.

Wash your hands before starting work, consuming food, using restrooms, after contact with blood or body fluids or handling hazardous substances and after your shift.

Personal hygiene is important in infection control. Look out for and cover cuts or abrasions. Wipe food benches with a clean paper hand- towel, and use washing up/dishwashing facilities provided.

Report severe allergic reactions, needle stick injuries, skin rash or infections immediately to your supervisor.

Personal Hygiene

First impressions count and uniform and personal presentation is paramount to Alseasons and our clients. Employees must wear the uniform as described in the Alseasons 'Get started handbook" and the one approved at your induction. Variations may be requested by clients and will be sent via eRoster or email.

All uniforms but be clean and in good order

All uniforms must be laundered.

Long hair must be worn into a bun with no lose ends.

No finger nail polish

Excessive jewellery must be removed.

Breath must be checked

Front of house employees

No facial piercings or tattoos

No facial hair

Employee Conduct

Employees will be judged on their attitude and conduct while at work and in their personal life. (Refer to Alseasons social media policy)

All employees must act in a professional manner and refrain from any form of harassment (refer to Alseasons harassment policy)

Employees must not interfere with any other worker, client, client employee, visitors, students, residents, contractors that you come in contact with during and after work.

No employee shall conduct themselves in a manner, which is likely to cause an accident or injury to themselves or any person that they come into contact with.

Manual Handling

Manual handling includes lifting, carrying, moving, storage, overbalance, overloading, size or weight of objects, awkward or sustained postures, and repetitive tasks, pushing, pulling or lowering items. Manual handling covers both:

Regular manual tasks where a person uses their musculoskeletal system in performing work.
Hazardous manual tasks which are repetitive or may include sustained:

- force
- posture
- movement
- vibration
- high forces
- handling persons or animals
- handling unstable or unbalanced loads which are difficult to grasp or hold.

Lifting techniques and guidelines

- Consult with your supervisor regarding manual handling risk assessments, and correct lifting techniques.
- Weights of above 16 kilograms and up to 55 Kilograms must be assessed before handling and is not a regular part of the job.
- Assess the load as it may require mechanical assistance and/or a lifting team or arrangement
- Never move anything that is too heavy or awkward for you or from an area too high or too low
- Use correct lifting techniques
- Use the correct personal protective equipment (PPE).
- Lifting step by step
- If you must lift something, stretch and warm up, and keep the three curves of your back in their natural positions
- Stand close to the load, with your feet apart for balance.
- Always push trolleys never pull
- Keep your back straight, and then bend at the knees. Get a firm grip of the item.
- Lift smoothly. Do not jerk the load. Use your legs to lift. Keep the load close to your body.
- Do not twist your body – use your feet to change directions.
- Plan the lift, e.g. How heavy is it? Where does it go? Is the item at/going to a safe height? Get help for bulky or awkward items.
- Wherever possible use mechanical aids or reduce loads into easily management sizes, weights and shape. Get help.
- Use the correct PPE (gloves, study footwear).
- Refer to these intranet or web resources: WorkCover's Code of Practice for Hazardous Manual Tasks, and SafeWork Australia National Standard for Manual Tasks, and Manual Handling Risk Assessment, and Movement.

Safe Data Sheets (SDS)

Safe Data Sheets (SDS) for hazardous substances and chemicals provide instructions, health warnings and first aid advice. SDS must be made available on-site for you by your supervisor. Read the SDS and consult with your supervisor before using, handling, transporting or storing chemicals. Use the correct personal protective equipment (PPE).

Safe Work Procedures (SWP)

Not all tasks require a written safe work procedure (SWP). It may be sufficient for your supervisor to address safety issues verbally during your training induction, but the following must be addressed

- How severe would the consequences of an accident be?
- How often is the task done?
- How complex is the task?

Written safe work procedures are needed for:

- hazardous tasks
- complicated tasks, so that important steps don't get missed
- frequently performed tasks
- less routine tasks, if employees need reminders about the hazards and how to control the risks

Job Safety Analysis (JSA)

A Job Safety Analysis (JSA) worksheet is used to analyse and identify risks and hazards associated with a task or operating equipment.

The activity is listed - hazard that could cause injury is assessed - risk control measures in place - who is responsible to supervisor and control the risk.

No Running

Running in the workplace may generate slip, trip, fall or collision injuries.

Running is not permitted at any work site or venue.

Noise

Noise is unwanted sound. Noise may generate temporary or permanent hearing loss, or prevent you from hearing emergency evacuation alerts, approaching machines or other hazards.

Noise is measured in regards to Intensity (dB), Frequency (low to high) and Exposure Time. Noise Intensity above 85dB is only permitted for short time only.

Noise levels and noise exposure must comply with WorkCover guidelines including Code of Practice – Noise Management and protection of hearing at work.

At all times you should be able to hear a person talking a metre away. If not, noise levels may be too loud and you must report this to your supervisor

Do not use personal music-devices.

The noise control hierarchy is to eliminate or isolate sources of noise, use a different less-noisy machine, rotate jobs to reduce exposure. Personal hearing protectors conforming to Australian Standards must be used wherever a noise hazard exists. Select and maintain ear protection according to SA A HB9.

Safety Signs

Following are an example of safety signs that

should be displayed at the



site or venue



and

trip
your



**Slips, Trips
Falls**

Eliminate slip,
or fall hazards in
workplace and
public areas.

Keep all areas free of slip, trip and fall hazards underfoot including rubbish, spills or loose items. Watch out for greasy, uneven or wet surfaces. Clean up spills immediately. Use non-slip footwear. Keep people away from these hazards.

Cash Handling

Your safety is the priority under all circumstances.
Protect yourself, not money or goods.
Keep alert for and report suspicious behaviour immediately
More information is available from:
WorkCover's "A guide to protecting people and profits from armed hold ups".
WorkCover "Robbery and Violence in the Retail Industry".

Confined Spaces

Confined spaces pose dangers because they are usually not designed to be areas where people work. Confined spaces often have poor ventilation which allows hazardous atmospheres to quickly develop, especially if the space is small. Confined spaces may include anywhere where there is a risk of being trapped. Examples include machines, tunnels, ducts, ceiling spaces, tanks, pits ovens, cool-rooms, fridges, freezers vats. Employees are not permitted to enter these without knowing risks and have had the correct training and the authority of their supervisor.

Ladders

Are not be used in any circumstance. If good or items are not stored at a height that is not accessible by standing, report this to you supervisor.

Working at heights

Employees are not to assist or volunteer to work above floor height unless appropriate training and assessing has been completed and a medical check may also be required.

Electricity

Electricity is safe if treated with respect and used correctly. Contact with live parts may cause shock, burns, and loss of consciousness, cardiac arrest and may be fatal.

Electrical tools, appliances, extension leads, equipment must be visually inspected for damage or exposed parts before use on every occasion.

No "live" work is permitted

All portable electric tools and equipment, requires a current electrical test tag in accordance with WorkCover's requirements. Test and Tag labels alone do not signify equipment is safe to use. Out of test date items must be reported to your supervisor and should be withdrawn from service and re-tested by a competent person

Test Residual Safety Switches ("RCD" or "Safety Switch") according to WorkCover's guidelines/ Australian Standard

Do not use double-adaptors

Do not use electrical items in damp or wet areas

Do not block access to electrical switchboards –emergency access may be required

Do not tamper or repair electrical items or plant equipment yourself.

Employees must be fully trained by their superior before operating or cleaning any electrical equipment which must be switched off and cords removed from the electrical outlet.

Australian Standards relevant to temporary electrical services for events include:

- SafeWork Australia Model Code of Practice: Managing Electrical Risk in the workplace

- ASNZS 3002 Shows and carnivals

Non Smoking

Employees are not permitted to smoke on or near a client's site or venue, in a motor vehicle controlled by Alseasons Hospitality Staff. Employees are not permitted to smoke in the immediate presence of a client. Smoking should occur within authorised breaks only, outside of areas controlled by Alseasons Hospitality Staff and smokers should take measures to avoid offending others by subjecting them to passive smoking. Cigarette butts should be disposed of in the appropriate place, ensuring that they are completely out. If you smoke prior to starting your shift you must wash your hands and use breath fresheners.

Working alone

Working alone is not permitted without the consent of Alseasons, a risk assessment indicates there is a low risk to health and safety, and an effective means of emergency contact is established. Consider the 'buddy' approach.

Accepting Gifts or Benefits

You are not to solicit or accept gifts or benefits from anyone with whom you have an involvement as a result of employment at Alseasons Hospitality Staff. If you receive or accept any gifts you must report the matter to your Manager.

Noise Pollution

Employees are expected to go about their duty in a quiet manner, making as little noise as possible. Noise can be very distracting. Do not bang, slam, throw or create excessive noise.

Dust, Fumes, Steam and Vapours

Dust, Fumes, Steam and Vapours may present a respiratory, explosive, environmental or burn hazard, e.g. spray painting, use of chemicals, dyeing, use of medium density fibre (MDF), or synthetic materials. Use the dust and fume exhaust systems provided. Wear the correct PPE and take other precautions specific to the hazard. Consult with your supervisor

Removing, transferring property and equipment

Do not remove or transfer equipment from a work place or site. If an employee is asked to transfer or remove equipment, items or articles it must be signed off by the client.

Incorrect usage of equipment

Equipment must not be tampered with or used for another purpose other than it was designed for. Equipment must be used in accordance to the manufactures instructions.

Ergonomics

The major workplace ergonomic risk factors to consider are:

- High Task Repetition
- Forceful Exertions
- Repetitive/Sustained Awkward Postures

Ergonomic hazards may arise at your desk, in the work place, moving or storing items, using office and workplace equipment.

Ensure correct posture. Avoid physical or eye strain. Do not overreach, lean or twist during tasks.

Take regular breaks from repetitive tasks. Keep back, arms, neck & shoulders relaxed and keep hydrated 'Warm-up' routines are necessary.

Operating or Using equipment

Employee are not permitted to use any equipment unless they have been fully trained and completed a competency check with the supervisor. All equipment must be well maintained and annually checked and serviced. Employees must report any unsafe equipment to the supervisor. Employees that are not trained and experienced in using equipment must not do so. Equipment must be used in conjunction with the manufacturer's specifications. An employee who intentionally and recklessly destroys or damages property belonging to the client or a co-work or any other person is liable to face disciplinary action, may be liable to pay damages and or criminal charges can be laid.

Vehicle

Employee are not allowed to drive any vehicle or golf cart, refer matters to Alseasons and don't drive any vehicle until Alseasons has authorised and cleared this with the client. You will require a current license and have viewed the vehicle maintenance book, registration and view the vehicle that is to be driven and made notes of any dings or dents to the vehicle in view of the client's supervisor.

Vehicle Policy Agreement

As an authorised driver of the client's vehicle you assume the duty of obeying all motor vehicle laws and follow the clients policies and procedures regarding motor vehicle use and Alseasons' policies as outlined in the following.

Company vehicles are provided to support business activities and are to be used only by qualified and authorised employees. In all cases, these vehicles are to be operated in strict compliance with motor vehicle laws of the jurisdiction in which they are driven and with the utmost regard for their care.

Company vehicles may not be used for any activities other than the client's requirements, providing it is within the law.

You must hold and provide your current FULL license and you must inform the client of any pending infringements that may disqualify you from illegally driving a motor vehicle.

While the vehicle is under your control you must:

- Not allow any other party or person to drive, tamper, remove or interfere with the vehicle.
- You must be over the age of 25.
- Have at least one year of experience in the class of vehicle operated.
- Meet licensing requirements.
- Not be under the influence of drugs or alcohol.
- Have not been convicted of an alcohol or drug related offences while driving.
- Have not had a driver's license suspended or revoked.
- Have not had any insurance canceled or declined.
- Have not been convicted of one or more speeding offences or one or more other serious traffic offences while driving.
- Not be involved in one or more chargeable accidents.
- Not talk on the phone or use any earphones or headsets.

You and any passengers must wear seat belts smoking and eating inside of the vehicle is prohibited.

You will be liable for any fines and or fees for parking, towing, impoundment or traffic infringements while the vehicle is under your control and in your possession and you must report to the client any incidents that may result in the above.

In the event of an accident:

- Report any accident immediately to police and your manager.
- Do not admit negligence or liability.
- Do not attempt settlement, regardless of how minor.
- Get name, address and phone number of injured person and witnesses if possible.
- Exchange vehicle identification, insurance company name and policy numbers with the other driver.
- Take a photograph of the scene of accident if possible.
- Complete an accident report.

In the event of theft of the clients' vehicle, notify the client and or local police immediately.

YOUR RESPONSIBILITIES

As the driver you are responsible for the actual possession, care and use of the clients vehicle in your possession. Therefore, your responsibilities include, but are not limited to, the following:

Operation of the vehicle in a manner consistent with reasonable practices that avoid abuse, theft, neglect or disrespect of the vehicle.

Obey all traffic laws.

Return the vehicle in the same condition

Vehicles should not be operated with any defect that would prevent safe operation.

Attention to and practice of safe driving techniques and adherence to current safety requirements.

Restricting the use of vehicles to authorised driver, spouse or significant other.

Failure to comply with any of these responsibilities will result in disciplinary action, up to and including termination of employment.

I have read and will abide by the conditions as stated in this document regarding the operation of any vehicle for company business.

I acknowledge the receipt of the above disclosure and authorise my employer or its designated agent to obtain a Motor Vehicle Record Report.

Drivers License Number _____ Expiry _____

Name (printed) _____

Signature _____ Date _____

THE CLIENT'S RESPONSIBILITY

As the client engaging the worker to drive the company vehicle, I will guarantee that the following is correct and true:

- The vehicle is registered and is roadworthy.
- The vehicle is fully insured.
- The vehicle has not been in any accidents within the last twelve months.
- The vehicle is and has been fully maintained.
- The vehicle is clean and drivable.
- The driver may view the log book/s and registration and insurance and other documents pertaining to the vehicle before driving the vehicle.
- A condition report stating any pre-existing damage to the vehicle will be signed by both a client representative and the driver upon inspection.

As the client I had the above statement signed by the driver and viewed his/her driving licence and is satisfied that the driver will adhere to the agreement and is not in breach of any of the above.

I indemnify Alseasons of any costs or charges or neglect that are discuss above in the sections above, namely "Vehicle Policy, Your Responsibility and the Clients Responsibility" regardless how, when and where. I will not seek any costs, damages or charges relating to Alseasons for anything to do with _____ (Company Name) vehicles or the driver named above, now or in the future.

I, on behalf of _____ (Company Name), as the owner of the vehicle accept the above terms and conditions.

Name (printed) _____

Signature _____ Date _____

Alcohol and other drugs

Alseasons Hospitality Staff is committed to providing a safe, healthy and secure environment for all our employees and for those affected by its operations and activities. The quality of Alseasons Hospitality Staff will not be compromised by the presence of employees under the influence of alcohol, non-prescribed drugs or over the prescribed dose of prescription medication in the workplace. This policy is designed to eliminate the risks inherent in the use or abuse of drugs, alcohol or other substances. Alseasons Hospitality Staff recognises the inherent risks associated with drug use, alcohol abuse, and abuse or misuse of other substances. This policy is designed to eliminate these risks from workplaces and their surrounding environments.

The policy applies to all employees, whilst at their workplace.

Alseasons Hospitality Staff has a zero tolerance regarding the use of Illegal drug's and/or Alcohol in the workplace. Alcohol and drugs are not to be brought to or consumed by you on any premise of Alseasons Hospitality Staff. You are not to attend work while you are under the influence of alcohol or drugs. You should be aware that in some circumstances legal drugs may affect your performance at work, which may place clients, employees, or yourself at risk.

Supervisors may request any employee member to undertake a drug test on suspicion, or as a result of an accident in the workplace. Random drug and alcohol tests are also carried out from time to time.

Whilst Alseasons Hospitality Staff respects your privacy and activities outside working hours, management has a "Duty of Care" to all, employees, clients and visitors and to ensure their health and safety at all times. If a drug test records a 'non-negative' result, you may be dismissed from your employment without notice. We are serious about creating a drug and alcohol free work environment.

Alseasons will not tolerate the illegal possession, distribution or consumption of any drug. Alseasons will report all illegal activity, including consumption, possession or distribution of an illegal substance to the appropriate authorities (e.g. the police).

Incidents involving inappropriate drug and alcohol can also impact on an individual's friends and family as well as the Alseasons Hospitality Staff reputation.

Objective

The objectives of this policy are to ensure, so far as is reasonably practicable:

- Prevention of work health and safety incidents involving the inappropriate use of alcohol and drugs
- An environment free from the use of illegal drugs and the abuse of alcohol; and
- Providing information and support with regards alcohol and drug related problems where appropriate; and
- Implementing disciplinary action as required where this policy is breached.

Workers responsible for:

Not being under the influence of alcohol on our premises or clients sites and or venues while working as
It may impair work performance

Behaviour may impact on their reputation and/or that of the company; and/or

There is any risk to the workers safety, their colleagues and/or any clients or visitors.

Ensuring that the off-duty use of alcohol does not result in impaired behaviour, function or a capacity to maintain a suitable work related etiquette;

Notifying Alseasons Hospitality Staff of any prescription or over-the-counter drugs that may impair performance at work;

Not using, or being under the influence of, illegal drugs while working for Alseasons Hospitality Staff clients, this may result in instant dismissal.

Keys and Passes

Any keys or passes issued to you must be returned to your supervisor at the end of the shift or at the end of the engagement. Keys and passes must not be given or loaned to anyone unless under instruction from your supervisor.

Fire Safety

Know how to raise the alarm or obtain emergency help.

Employees are required to obtain a fire safety induction on each of our clients sites and venues. Know who the fire warden is and contact details, the location of fire exits and appliances.

When you see or smell a fire you must report the matter to your supervisor and or the fire warden.

Follow the warden's instructions, which may include:

- Activating the fire alarm
- Calling 000
- Keeping all fire doors, fire exits and stairs clear of equipment and materials.
- Assist co-workers, clients, visitors, residents to evacuate to the assembly point.
- Closing all fire doors
- Do not return to work until the fire warden has given the all clear

Bomb Threats

- Remain calm
- Where possible go straight to your supervisor.
- Minimise handling of the document containing the threat.
- Keep the caller talking (do not hung up even if the call has ended) as this may assist in tracing the call,
- Remain calm and do not do or say anything that may encourage irrational behaviour.
- Record the following details;
- Exact wording of the threat
- Location of the device, no matter how general
- Time of detonation
- Name, sex and other details of the caller, such as estimated age, accent, background noises
- Follow the instruction of the relevant security, do not evacuate unless told to do so.
- Follow the instructions of Security and Emergency Services personnel to evacuate the building to the nominated evacuation assembly area, assist with the evacuation of disabled occupants.
- Do not leave the evacuation assembly area until advised to do so.

Chemicals, Hazardous and Dangerous Substances

Chemicals, hazardous and dangerous substances include glues, paints, solvents, corrosives, adhesives, thinners, cleaning solutions, chemicals, flammable and Dangerous Goods. Hazards include respiratory effects, diseases, toxic effects, asphyxiation, burns, carcinogenic effects, inflammation of skin, or pneumonitis. Exposure may exist from inhalation, skin contact, absorption or injection, or ingestion.

Hazardous substances must be used, transported, stored and disposed of in accordance with the manufacturer's instructions, e.g. as detailed on the product label or Material Safety Data Sheet (MSDS). Check the product's MSDS information sheet, read the label for safety instructions and shelf life before use. Obtain the lowest toxicity chemical available for the job. Do not use any chemicals not in the original packaging or from containers with missing or damaged labels.

You must be trained in the safe use of hazardous substances associated with your tasks by your supervisor. If unsure ask your supervisor.

You must:

- Exercise caution and care
- Ensure the work areas is well ventilated
- Use the correct personal protective equipment (PPE)
- Ensure direct access to appropriate firefighting appliances
- Report spills immediately (protect the environment if it is safe to do so)
- Ensure correct disposal
- Keep away and keep people away from hazardous substances
- Wash your hands before consuming food
- Store only the smallest amount of hazardous substances needed
- Report health concerns immediately to your supervisor

Dangerous Goods

Dangerous goods are classified by type and risk and must be clearly marked using standard signage. Dangerous goods are substances, mixtures or articles that, because of their physical, chemical (physicochemical) or acute toxicity properties, present an immediate hazard to people, property or the environment. Types of substances classified as dangerous goods include explosives, flammable liquids and gases, corrosives, chemically reactive or acutely (highly) toxic substances. The criteria for classifying combustible liquids are contained in Australian Standard AS1940 (The Storage and Handling of Flammable and Combustible Liquids). Many dangerous goods are also classed as hazardous substances.

Extreme Temperature Risks

Alseasons clients venue can include and are not limited to indoor and outside venues, large and small commercial kitchens all of these can have risks associated when them. It is important that employees are aware of these risks and follow the client's policies and procedures including wearing the appropriate PPE including sun screen and hats when working outside. Constant hydrating - drink on water and additional rest breaks maybe required in extreme heat temperatures.

CCTV

Closed Circuit TV (CCTV)

Clients may operate surveillance cameras that are located in and around facilities requiring monitoring for the safety or security of employee, residents, students and visitors as well as security of the clients property. Security surveillance cameras are not disguised or hidden. Security camera monitoring is continuous and ongoing in accordance with statutory requirements.

Personal Security

Alseasons employees should be aware of issues of personal security when leaving the site or venue to travel home, particularly late at night. Employee should try to walk as a group, rather than alone in nearby streets at night. Plan your trip home.

Security

- Security is everyone's responsibility
- Always wear your identification name badge
- Do not leave your valuables exposed or unattended
- Do not leave building areas without reporting to your supervisor
- Keep alert for and report suspicious behaviours
- Do not touch suspicious articles.
- Should a threatening situation arise, do not put yourself in harms way
- The clients supervisor will inform employees of the sites/venues safety, security and emergency plans.

Smoke Detector Isolation

Smoke sensors are designed to be a first and early warning of a fire. They begin an alarm and evacuation sequence by alerting the building's Fire Panel, the Fire Panel then communicates internally with the building's Emergency Warning Intercommunication System (EWIS) and externally with Fire Monitoring Services (FMS), who communicates with the Fire Brigade.

Care must be taken to ensure that smoke/haze does not activate the smoke sensors in the work and surrounding areas

The Chief Warden on duty and the Facilities or site, venue manager must know the status of the fire and smoke detection systems continuously which they must monitor regular and according to standards.

Report a Hazard and any Risks immediately, do not attempt to use fix or interfere with any equipment or plant.

All workers have the right to work in a safe environment and they don't have to tolerate unsafe conditions or work practices.

If you see or experience any hazards, potential hazards or near accidents, then there has been a situation where there may have been a risk to your personal health and safety.

To ensure that these risks are minimised they must be reported to your supervisor or manager in charge. These incidents and observations will then be reviewed and actioned to make a safer working environment.

If you see any unsafe work practices you should report them to your supervisor or manager immediately.

If the problem is not resolved within a satisfactory period of time you should report the matter to a member of the Alseasons management team who will take the matter further with the host employer.

Harassment, Discrimination & Workplace Behavioural Issues

Bullying

Alseasons Hospitality Staff is committed to providing an environment that is free from bullying. Bullying is characterised by repeated, unreasonable behaviour directed at an employee, or group of employees, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. The behaviour can include actions of an individual or a group, and may involve the bully using a system of work or inappropriately asserting power.

Adverse action or reprisal should not be taken against a person who raises a bullying issue or concern. Bullying, and adverse action or reprisal in response to a bullying complaint or concern, are unacceptable and may lead to disciplinary action.

Employees have a duty of care that includes taking all reasonable steps to prevent bullying and appropriately managing bullying complaints.

It is important to understand that the following are part of the challenges of working life and do not constitute bullying:

- Reasonable management decisions, discussions or actions, including performance counseling and managing underperformance
- Instructions, directions and requirements that are made fairly and appropriately
- Differences of opinion and working relationship issues

Violence

Alseasons is committed to providing an environment that is free from violence.

Violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behaviour that occurs at the work site. It ranges from threats and verbal abuse to physical assaults. The attacker's intent is not determinative.

Alseasons does not accept violence, threats or abuse under any circumstances and encourages the early reporting of any such incidents, with offenders subject to disciplinary action and criminal proceedings.

Sexual Harassment

Alseasons is committed to providing an environment that is free from sexual harassment.

Anti-discrimination law defines sexual harassment as:

- Unwarranted sexual advances, or an unwelcome request for sexual favours to another person; **or**
- Engaging in any other unwelcome conduct of a sexual nature in relation to another person; **and**
- Any action where a reasonable person in the circumstances would anticipate the other person would be offended, humiliated or intimidated by this behaviour.

Conduct of a sexual nature can include physical intimacy, remarks with sexual connotations and sexual gestures, actions or comments. The intention of the offender is irrelevant.

Sexual harassment is unlawful and will not be tolerated by Alseasons in workplace and/or office environments.

The 'workplace' can extend beyond the office or workplace. For example, sexual harassment in employment can also occur outside working hours where employees are in proximity to each other as a result of a connection with work, such as a conference or work sponsored event.

Likewise, sexual harassment can occur remotely – such as through emails, texts and social media.

Anyone who believes that they are being or have been sexually harassed is encouraged to come forward. Responsible employee should take all reasonable steps to prevent sexual harassment and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a sexual harassment issue or concern.

It is important to recognise that forms of behaviour that may initially appear mild or trivial can constitute sexual harassment, particularly in relationships of differing power or status such as an employee and managers.

Offences such as stalking, sexual assault and rape are serious criminal offences, which should be reported to the police.

At the same time, it is important to acknowledge that relationships and interactions that are based on mutual attraction or friendship and are consensual or reciprocated do not constitute sexual harassment.

Discrimination

Alseasons is committed to providing an environment for work that is free from discrimination.

Discrimination is unlawful in the workplace.

Discrimination occurs when someone is treated unfairly because they belong to a particular group of people or has a particular characteristic.

It includes both direct and indirect discrimination. Direct discrimination occurs if a person treats, or proposes to treat, a person with an "attribute" unfavourably because of that attribute. Indirect discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with an attribute and is not reasonable.

For the purposes of determining discrimination, the offender's awareness and motive are irrelevant.

Anyone who believes that they are being or have been discriminated against is encouraged to come forward. Responsible employee should take all reasonable steps to prevent discrimination and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a discrimination issue or concern.

Harassment and vilification

Alseasons is committed to the development of an environment of work that is free from all forms of harassment and vilification.

Harassment is any form of behaviour that is not wanted, is not asked for and that a reasonable person would consider likely to create a hostile or uncomfortable workplace by humiliating, intimidating or offending another person because of an attribute protected by the law.

Protected attributes include and are not limited to; race, colour, sex, age, religion

Racial and religious vilification is behaviour that incites or encourages hatred, serious contempt, revulsion or severe ridicule against another person or group of people, because of their race or religion. Acts of racial and religious vilification are unlawful in any public place.

Anyone who believes that they are being or have been harassed or vilified is encouraged to come forward. Responsible employee should take all reasonable steps to prevent harassment and vilification and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a harassment or vilification issue or concern.

Investigating and managing procedure

All matters will be dealt with in confidence. If you feel comfortable, talk to the person yourself.

Firmly and politely inform the person that their behaviour is unreasonable and ask them to stop. They may not realise their behaviour is affecting you and may change their behaviour. If you feel uncomfortable acting alone, ask your Manager for their support.

If the above is not an option, report directly to your manager, or if the matter is particularly serious or against your manager report directly to the Director.

Every report will be taken seriously and responded to and all matters will be dealt with in confidence.

Report procedure

If workplace bullying or unreasonable behaviour is reported or observed, Alseasons procedural response involves the following steps:

1. The responsible, manager or Director will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an investigation will be undertaken. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information. Any person who is asked to act on behalf of an individual should use a confidential and non-confrontational approach.
4. External specialists may be engaged if considered necessary.
5. There will be no victimisation of the person making the report or helping to resolve it.
6. If any delays occur in conducting the initial assessment the complainant must be advised immediately.
7. If the complaint does not relate to an allegation of bullying, the appropriate process e.g. grievance procedure or performance management should be put in place

Consequences of Breaching this Policy

Appropriate disciplinary action will be taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of each breach and could include:

- A verbal or written apology
- One or more parties agreeing to counselling and/or training
- A verbal or written reprimand or warning
- Demotion or dismissal of the person engaging in the bullying behaviour.
- Complaints made maliciously or in bad faith will result in disciplinary action.

If Bullying has not been substantiated

If the investigation finds bullying has not occurred or cannot be substantiated, Alseasons may still take appropriate action to address any workplace issues leading to the report.

Section 2 – WHS & Risk Management Procedures

Alseasons Hospitality Staff is aware of its duty to identify reasonably foreseeable hazards that could give rise to risks and to 'manage risks' by eliminating the risks, and if it is not reasonably practicable to do so, to minimise those risks.

In deciding what is 'reasonably practicable' to protect people from harm we will take into account and weigh up all relevant matters including:

- the likelihood of the hazard or the risk concerned occurring
- the degree of harm that might result from the hazard or the risk
- knowledge about the hazard or risk, and ways of eliminating or minimising the risk
- the availability and suitability of ways to eliminate or minimise the risk, and
- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Managing work health and safety risks is an ongoing process that is triggered when any changes affect our work activities. We will work through the risk management approach when:

- changing work practices, procedures or the work environment
- purchasing new or used equipment or using new substances
- planning to improve productivity or reduce costs
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by workers or others at the workplace, and
- required by the WHS regulations for specific hazards
-

1. Hazard Identification: finding out what could cause harm

1.1 Inspect the workplace

Workplace Inspections

- It is the responsibility of management to ensure that each client's WHS management system and workplace is inspected annually at a minimum (refer to Client Assessment Procedure).

1.2 Consult workers

- Workers will be regularly consulted on health and safety matters via various methods (refer to Consultation procedure). The consultation mechanisms provide workers with an opportunity to raise any health and safety problems they have encountered in doing their work and any near misses or incidents that have not been reported.

1.3 Review available information

- We will ensure that relevant health and safety information and advice is regularly obtained from various resources including; regulators, WHS Consultants, law firms, technical specialists. This information and advice will be discussed and recorded at regular management meetings. This information and advice will then be disseminated as appropriate (refer to Consultation procedure).

- Management will analyse records of health monitoring including: workplace incidents, near misses, worker complaints and the results of any inspections and investigations to identify hazards. If someone has been hurt doing a particular task, then a hazard exists, which could hurt someone else. These incidents will be investigated to find the hazard that caused the injury or illness (refer to Incident Management procedure).

All hazards identified through the hazard identification process must be reported to management who will add the information to the risk register.

2. Risk Assessment: if necessary!

A risk assessment will only be undertaken when:

- there is uncertainty about how a hazard may result in injury or illness, or
- the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks, or changes at the workplace occur that may impact on the effectiveness of control measures.

A risk assessment is mandatory under the WHS Regulations for high-risk activities. It is the responsibility of the person who is taking a job order to determine if a risk assessment is required for tasks within the scope of the assignment. The responsible person must require the completed risk assessment from the client. The worker(s) to the assignment will be consulted on the risk assessment (refer Client Assessment Procedure).

3. Risk Control: implementing the most effective control measure

- In deciding how to control risks; we will consult with workers who will be directly affected by the decision (refer to Consultation procedure)
- We will work through the hierarchy of control [below] when managing risks;

Level 1

Eliminate the hazards

Level 2

Substitute the hazard with something safer
Isolate the hazard from people
Reduce the risks through engineering controls

Level 3

Reduce exposure to the hazard using administrative actions
Use personal protective equipment

- Management will prepare and maintain a risk register that identifies the activity, associated hazards, risks (where required to be assessed), controls and who will be responsible for taking the action.

4. Review control measures: to ensure they are working as planned

- Control measures that are implemented will be reviewed regularly to make sure they work as planned. We will not wait until something goes wrong.

A review is required:

- when the control measure is not effective in controlling the risk
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary.
- Consultation mechanisms will be used to regularly review risk control measures.

- If problems are found, we will go back through the risk management steps, review information and make further decisions about risk control. Priority for review will be based on the seriousness of the risk – control measures for serious risks will be reviewed more frequently.

Induction & Training Procedure

1. Alseasons WHS Induction

1.1. Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will ensure that workers are provided with the required induction and training prior to any placement that will support the worker in doing their job safely. In carrying out our duties we will ensure that only trained and competent persons will provide workers with induction and training. We and the client have a legal obligation to train workers, this includes induction. To ensure that the required information is delivered to the worker in the induction, we have developed the following forms:

- Alseasons Hospitality Staff WHS Induction Checklist; and
 - Client WHS Induction Checklist.
- 1.2. Prior to placing the worker at the client workplace, the following steps are required by the Recruitment Consultant:
- 1.2.1. Provide the worker with an Alseasons Hospitality Staff specific induction. Deliver the induction face-to-face using Alseasons Hospitality Staff WHS Induction Checklist. Where it is not considered practicable to deliver the induction face-to-face, the induction can be delivered via the telephone.
- 1.2.2. Complete Alseasons Hospitality Staff WHS Induction Checklist.
- 1.2.3. Ensure that the worker completes the induction checklist - Alseasons Hospitality Staff WHS Induction Checklist.
- 1.2.4. The Recruitment Consultant must ensure a copy of the completed induction checklist is kept on file.
- 1.3. The induction will include the following information:
- Alseasons Hospitality Staff WHS policies and procedures.
 - Alseasons Hospitality Staff Induction Handbook
 - Client specific information that the worker needs to be aware of including:
 - job description
 - job safety information
 - Safe Work Method Statements (SWMS) – the risk assessment and
 - an outline of any job specific training that will be provided by the client.

2. Client WHS Induction

Prior to the worker commencing work at the client workplace, the Recruitment Consultant requires the following steps:

- 1.4. Ensure a trained and competent client representative provides the worker with a client WHS induction.
- 1.5. Contact with the client representative and/or the worker within 1 working day of the worker commencing work at the client site, to:
- Obtain copy of Client WHS Induction Checklist that has not yet been received;
 - Verify job commencement and Client WHS Induction with the worker; and

The client is responsible for the following:

2.1 The client induction program should describe and explain:

- The requirements of the job
- SWMS and work instructions
- Incident reporting procedures
- Client WHS policies and procedures
- Supervision
- Consultation mechanisms and
 - How to report hazards, incidents and near-miss events.

2.2 Complete Client WHS Induction Checklist and have the worker sign the checklist.

2.3 Provide the Alseasons Hospitality Staff Recruitment Consultant with a copy of the checklist within 1 day of the worker commencing work on-site.

3. Additional Training

In addition to the induction provided to the worker, the Recruitment Consultant requires the following steps:

- 3.1 Identify in consultation with the client any specific training the worker is required to undertake that will support them in doing their job safely.
- 3.2 Refer to the following documentation to identify additional instruction and training needs of the worker.
 - completed assignment safety information
 - completed SWMS
- 3.3 Verify that the client has provided the worker with the required instruction and training that is identified in the assignment safety information and SWMS.
- 3.4 If the required training has not been provided to the worker and the worker has commenced work, the worker must raise this matter to the immediate attention of the Alseasons Hospitality

Employee Manager who will make a decision to either:

- remove the worker from the client site; or
- supply after working with the client to ensure that the worker is provided with the required training before re-commencing work on-site.

3.5 If the Alseasons Hospitality Staff Manager makes the decision to remove the worker from the client site, record the information on the client record.

Consultation, Communication & Issue Resolution Procedure

Consultation & Communication with Employees

Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will ensure that workers are consulted with regarding health and safety matters. In carrying out our duties we will ensure that workers will be consulted when:

- Identifying or assessing hazards or risks
- Making decisions on how to control risks
- Making decisions about the adequacy of facilities for workers welfare
- Making decisions about procedures to resolve health and safety issues
- Consult with workers on health and safety
- Monitor workers' health and workplace conditions
- Provide information and training
- Proposing changes that may affect workers' health and safety, such as changes to the workplace plant, substances or other things used in the workplace or the work performed at the workplace.

We will consult with workers when undertaking the following activities:

- Regular client site visits and inspections
- One-to-one discussions will be held where required on particular issues
 - Affected workers will be provided with all relevant information, such as an explanation of what the matter involves, what action is being proposed and why, in relevant languages
 - Workers will be given adequate time to consider the information, provide their views and give feedback to their consultant
 - All comments and suggestions received from affected workers will be taken into account, and feedback will be provided to affected workers by the consultant
 - Affected workers will be informed of final decisions and the reasons for them as soon as possible. This information will also be disseminated to the affected workers through the most appropriate means of communication for that matter. This could be posted on and sent via email or SMS where appropriate
 - Minutes will be taken to record matters that workers are consulted on, who were in attendance, agreed timeframes and actions, etc.
 - This procedure will be communicated to workers in the induction program.

Client Consultation & Assessment Procedure

1. Client WHS Assessment

Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will undertake a client WHS assessment prior to the initial placement of a worker. The client WHS assessment is undertaken to gather information about the client's WHS system and worksites. Gathering this information will assist us to identify the risk of injury or disease to any worker. In carrying out our duties we will ensure that only trained and competent persons will undertake a client WHS assessment.

We have a legal obligation to place workers into safe workplaces. To ensure that safety of the worksite can be determined we have developed the following forms:

- Client Assessment Checklist (white collar);
- Client Assessment Checklist (blue collar);
- Assignment Safety Information Form
- Job Safety Analysis Form

Following the signing of the client agreement, which incorporates the WHS obligations of Alseasons Hospitality Staff and the client; the Alseasons Hospitality Staffing Co-ordinator will arrange with the client to undertake a client WHS assessment.

A client WHS assessment will be undertaken prior to the initial placement at a client's site.

There are two main parts to this process. The first part involves a document review of WHS related policies, procedures and associated documentation. The second part involves a walkthrough of the worksite.

The following steps are required by the Alseasons Hospitality Staff Recruitment Consultant:

- 1.1 Schedule a time with the client representative (e.g. WHS manager/coordinator, site manager) and explain the purpose of visit to allow the client time to prepare the relevant material. Where possible conduct the WHS assessment with both the WHS coordinator and the person who will be supervising the worker.
- 1.2 Use Part A 'Systems' of the WHS assessment checklist to gather information on the client WHS policies and procedures; (it is recommended you alert the client to the nature of information required so that they can prepare in advance)
- 1.3 Undertake a site check, using Part B 'Walkthrough' of the WHS assessment checklist to verify systems are implemented at the worksite.
- 1.4 Ensure all areas of the premises in which the worker will have access to, even on an intermittent or irregular basis are reviewed during the site walkthrough.
- 1.5 If any actions are identified, they must be documented on the agreed action record of the WHS assessment checklist.
- 1.6 Sign and ensure the client representative signs the agreed actions record.
- 1.7 Record the completion of the client WHS assessment and the next review date determined by the Recruitment Consultant in the database.

2. Not Supplying the Worker to the Client

In the event that the findings of the client WHS assessment indicates that the work environment is unsafe, WHS documentation cannot be found or issues have been identified and cannot be resolved, the following steps are required by the Recruitment Consultant:

- 2.1 Consult with the Alseasons Hospitality Staff Manager who will either:
 - Make the decision not to supply to the client; or
 - Supply after working with the client to find a suitable and safe resolution, remembering that it is not Alseasons Hospitality Staff' role to implement an effective system. If this task requires extensive preparation, we will not supply.
- 2.2 If the Alseasons Hospitality Staff Manager makes the decision not to supply to the client, record the information on the client WHS assessment checklist and on the client organisation record in the database.

3. Assignment Safety Information

The following steps are required by the Alseasons Hospitality Staff Recruitment Consultant when receiving a job order from the client:

- 3.1 Find out about the tasks that the worker will be undertaking. Obtain a job title that reflects the activities that will be performed by the worker and a summary of tasks that will be undertaken. Enter the required job safety information (refer Assignment Safety Information Form) into the job order on the database.
- 3.2 Obtain from the client a position description and safe work method statement (if applicable).

- 3.3 Record the assignment safety information and upload the position description on the database.
- 3.4 Forward the worker the position description and assignment safety information.
- 3.5 Contact the worker prior to commencing work to allow them to ask questions or raise any matters or concerns regarding the assignment safety information. This process forms part of our consultation requirements. Record consultation with the worker in the database.

4. Safe Work Method Statement

Following the assignment safety information the following steps are required by the Recruitment Consultant:

- 4.1 Obtain from the client a safe work method statement for each 'high risk' job to be performed by the worker. In the case where the client does not have a job safety analysis or safe work method statement and is not prepared to develop the JSA(s), refer the matter to the Alseasons Hospitality Staff Manager who will:
 - Not to supply to the Client; or
 - Supply after the Alseasons Hospitality Staff Manager has instructed the Recruitment Consultant to complete the SWMS using the SWMS Form.
- 4.2 If the Alseasons Hospitality Staff Manager makes a decision that the Recruitment Consultant will complete the SWMS, the SWMS must be completed in consultation with the client representative and those conducting the work. Additionally the SWMS must be completed at the client site where the job will be performed. If this task requires extensive preparation, we will not supply.
- 4.3 The Recruitment Consultant must provide a copy of the SWMS to the client representative and the Worker. Allow the worker to ask questions or raise any matters or concerns. This process forms part of our consultation requirements. Upload a copy of the SWMS on the database alongside the position description.
- 4.4 The SWMS must be reviewed anytime the job changes or where there has been an incident associated with that particular job.
- 4.5 In carrying out our duties we will ensure that only trained and competent Recruitment Consultants will determine risks.

5. Site & Task Monitoring

- 5.1 To ensure that the risk control measures are effectively implemented and maintained by the client and to identify any new or potential risks to the health and safety of the worker; the Recruitment Consultant will determine a schedule for visits. The frequency of visits will be determined based on the risk of the client site.
- 5.2 The Recruitment Consultant whilst conducting the visit will ensure that:
 - the tasks undertaken by the worker are consistent to the agreed position description and SWMS;
 - the worker is provided with an opportunity to raise any health and safety concerns.
- 5.3 Following the visit the Recruitment Consultant will record the details of the visit in the database and follow up with the client on any action items identified at the time of the visit.

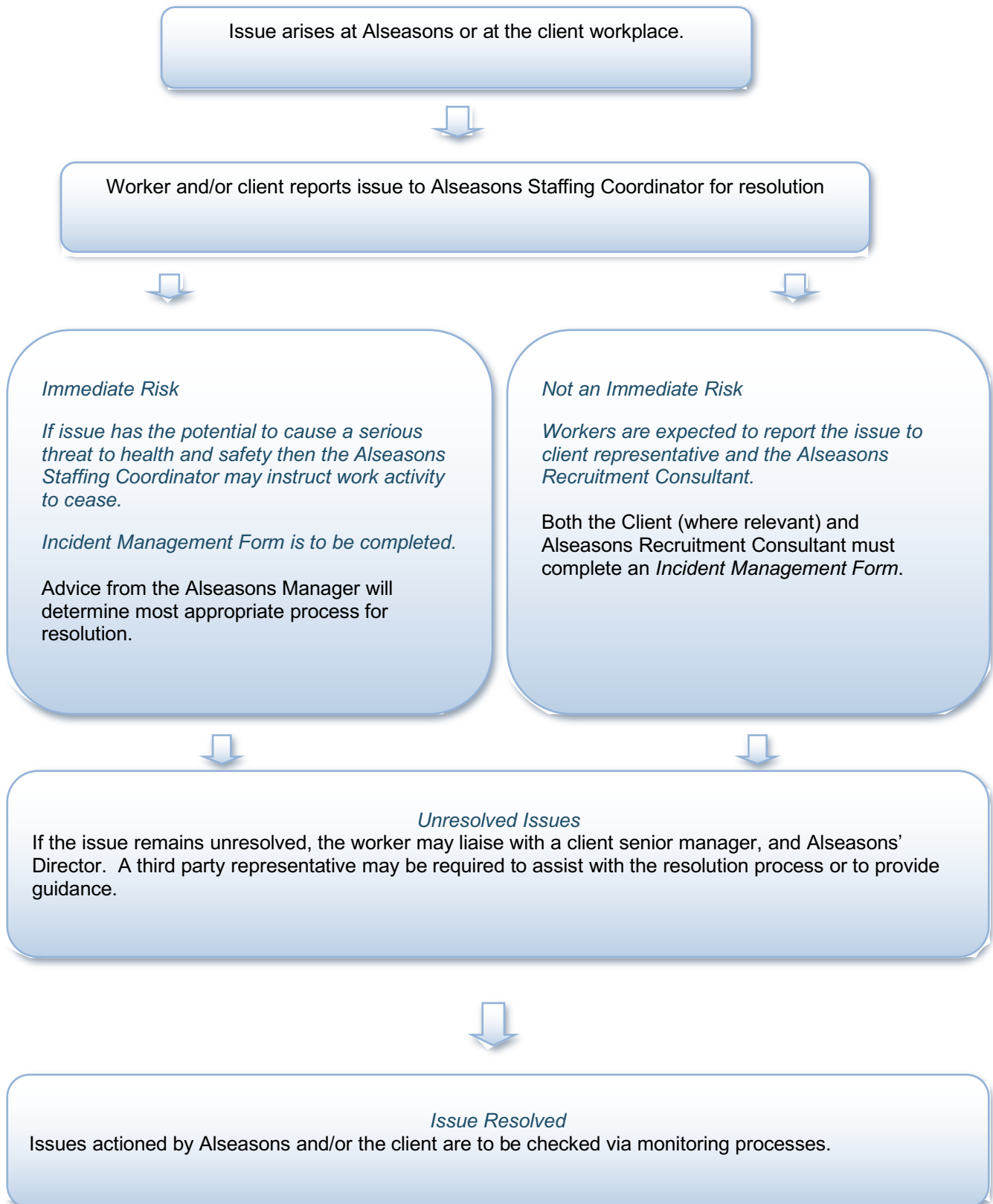
Client WHS Assessment Review

- 5.4 The frequency of client WHS assessment reviews will be determined by the Recruitment Consultant at the completion of the previous assessment. The following considerations will assist in determining the frequency of reviews:
 - Degree of risk in on-hiring the worker. The greater the risk the more frequent the client WHS assessment are required.
- 5.5 Any changes to the job requirements of the worker will require a review of the SWMS.

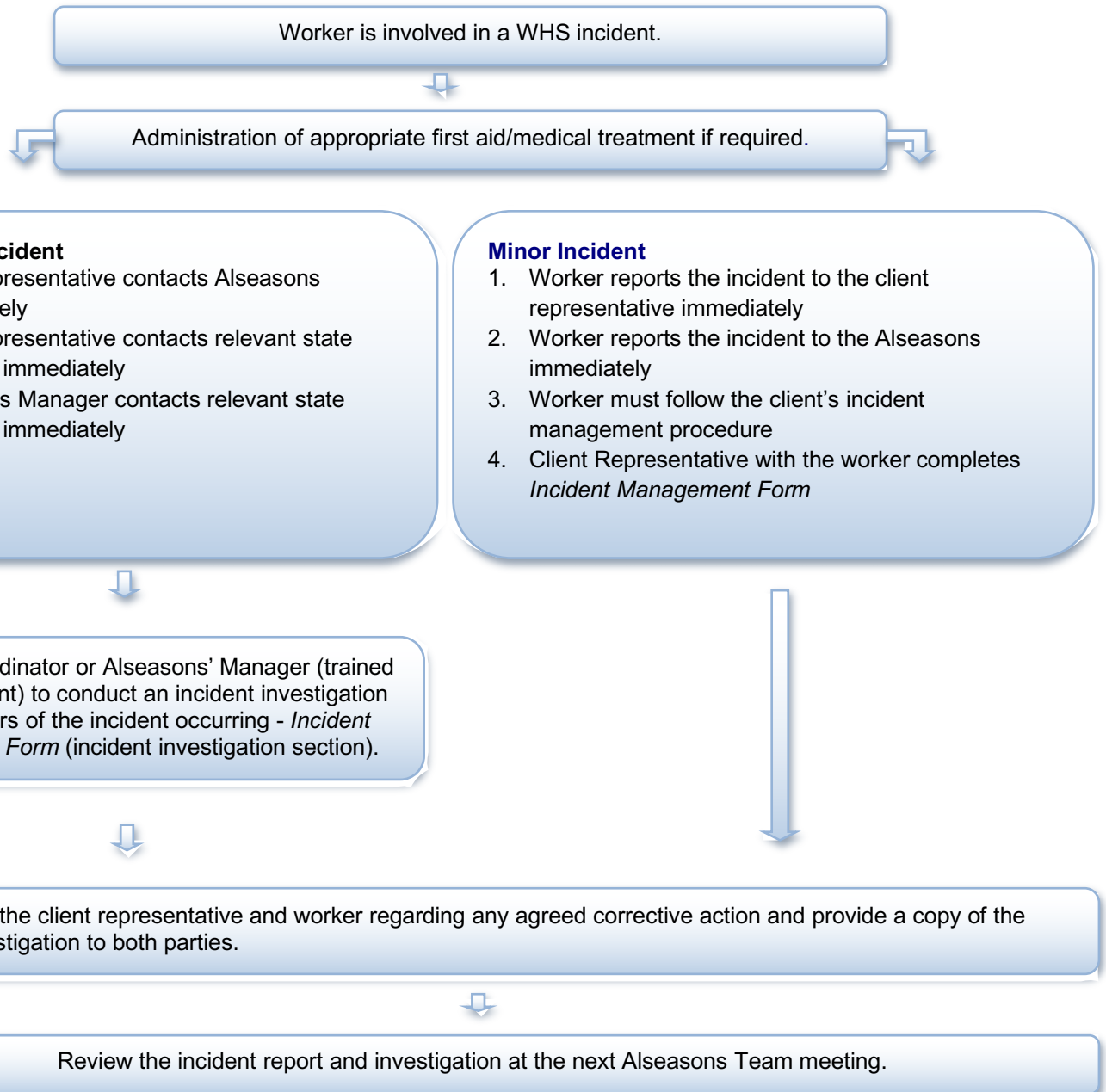
- 5.6 The schedule of visits for each client determined by the Recruitment Consultant will be recorded on the client record in the database.
 - 5.7 In preparation for undertaking the client WHS assessment review the Recruitment Consultant must obtain previous agreed action records.
 - 5.8 Any site or task monitoring must be recorded on the client record in the database.
- Injury Management Procedure

Issue and Incident Reporting Flowcharts

Issue/Hazard Resolution



Workplace Incident/Accident Reporting & Investigation



Alseasons Incident | Injury | Hazard Report

This Incident Report must be emailed to Alseasons within 24 hours info@alseasons.com.au

Name of Worker			
Host Client:			
Address:			
Name of Person Reporting the Incident:			
Date of Incident:		Time of Incident:	
Nature of Incident		<input type="checkbox"/> Near Miss <input type="checkbox"/> First Aid <input type="checkbox"/> Medical Treatment <input type="checkbox"/> Behaviour <input type="checkbox"/> Hazard	
Activity in which the person was engaged at the time of the incident			
Nature of Injury – e.g. fracture, burn, sprain, foreign body in eye			
Please mark exact location of injury on the diagram.		<div style="text-align: center;"> <p>Body location of injury (indicate location of injury on the diagram)</p> </div>	
Details of First Aid Treatment given on site			
Name of Treating Person			
Contact number			
Referred for further treatment		<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of Hospital/Dr:
Was it the workers first time at the site?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
What position was the worker booked as?			
Was the worker booked in a Management or Supervisory role?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Who did the worker report to and what is their position?			
Did the worker arrive 15 minutes before their booked start time for induction		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Who inducted the worker on site?			

Did the induction include the following?	Tick if Yes <input type="checkbox"/> Worker provided with copy of relevant business policies and or procedures e.g. WHS policies <input type="checkbox"/> Advised or Supervisor/who to report to? <input type="checkbox"/> Employees main duties <input type="checkbox"/> Performance expectations <input type="checkbox"/> Meal Breaks <input type="checkbox"/> PPE required <input type="checkbox"/> Emergency Equipments <input type="checkbox"/> Emergency Exits <input type="checkbox"/> Completed WHS Induction including but not limited to PPE, Emergency Exits, Evacuation Plans, First Aid Officers & Emergency Wardens, Safety Procedures <input type="checkbox"/> Introduced worker to colleagues <input type="checkbox"/> Showed the worker employee facilities e.g. toilets, Kitchen, where to store personal items		
Description of Incident /Hazard			
Reported to Alseasons	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Provide Details of Who/When/Reported to and by Whom:			
Please be sure that notifiable incidents to worker/visitors are reported to Worksafe immediately on 13 10 50			
Reported to Worksafe?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If reported to Worksafe – has the site been secured for investigation	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Further Comments/Additional Info			
What has been done to prevent recurrence of the incident?			
Completed by:			
Job Title:			
Signature			
Date			
1. Witness Name		Contact Number	
2. Witness Name		Contact Number	
3. Witness Name		Contact Number	

Return to Work Program

Alseasons Hospitality Staff in accordance with the Work Health and Safety Act 2011 (2011 WHS Act) and Work Health and Safety Regulation 2011 (2011 WHS Regulation) is committed to the return to work of our injured workers and will:

1. Prevent Injury And Illness By Providing A Safe And Healthy Working Environment
2. Participate In The Development Of An Injury Management Plan And Ensure That Injury Management Commences As Soon As Possible After A Worker Is Injured
3. Support The Injured Worker And Ensure That Early Return To Work Is A Normal Expectation
4. Provide Suitable Duties For An Injured Worker As Soon As Possible
5. Ensure That Our Injured Workers (And Anyone Representing Them) Are Aware Of Their Rights And Responsibilities – Including The Right To Choose Their Own Doctor And Approved Workplace Rehabilitation Provider, And The Responsibility To Provide Accurate Information About The Injury And Its Cause
6. Consult With Our Workers And, Where Applicable, Unions To Ensure That The Return To Work Program Operates As Smoothly As Possible
7. Maintain The Confidentiality Of Injured Worker Records
8. Not Dismiss A Worker As A Result Of A Work Related Injury Within Six Months Of Becoming Unfit For Employment.

Our Commitment

From injury prevention to when an injury occurs, through the insurance claims process and as our workers recover at work, we will:

- provide a safe and healthy working environment for all workers
- promote a positive attitude toward workers compensation claims and recovery at work
- consult our workers and, where applicable, unions to ensure this program is implemented successfully
- review this program at least every two years to ensure it remains current
- have procedures to help workers achieve the best health, work and recovery outcomes.
- Our workers compensation policy covers all of our workers in case they suffer a work related injury or illness.

The procedures we will use to fulfil our commitments are outlined in the following pages.

Procedures

Notification of injuries

- Employee to notify all injuries to the Host Client Supervisor and Alseasons as soon as possible.
- Host Client Supervisor to record all injuries in the Register of Injuries and complete Incident Report.
- Alseasons to notify insurer: Employees Mutual Trust EML) of all injuries within 48 hours
- Alseasons to ensure Host Client Immediately notifies SafeWork NSW on 13 10 50 if an incident involves a death, serious injury or illness, or is a dangerous incident.

Recovery

- Ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible.
- Consult with the doctor nominated by the injured worker and who is responsible for the medical management of the injury and assist in planning return to work.

Return to work

- Arrange a suitable person to explain the return to work process to the injured worker.
- Ensure that the injured worker is offered the assistance of a WorkCover approved workplace rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.

Return to Work Coordinator Team:

Phone: 9324 4644

Name: Anabela Falato, Alseasons Senior Staffing Coordinator

Name: Rhondda Everingham, HR Manager

Support for the worker

Alseasons will:

- Contact the worker regularly throughout their recovery
- Request the Worker's informed consent for sharing of information between the treating medical practitioner, the employer, the insurer, other medical practitioners or health related practitioners (whether consulting, treating or examining), workplace rehabilitation providers and SIRA exchanging information for the purpose of managing the worker's injury and workers compensation claim.
- Inform the worker of their rights and obligations, and give them our workers compensation insurer's details
- Make early contact with the worker's doctor to discuss the worker's normal duties, suitable work that is available, and opportunities for workplace modifications or assistive equipment
- Contribute to the worker's injury management plan, which will be written by our insurer, and meet our obligations stated in the plan
- If necessary, arrange for an approved workplace rehabilitation provider to help the worker to recover at work
- Not dismiss the worker for six months after they become unfit for employment because of a work related injury, as the law requires.

If we dismiss a worker because they are unfit for employment due to the injury, the worker may apply to us within two years to be reinstated.

Suitable duties

- Develop an individual return to work plan when the worker according to medical advice, is capable of returning to work.
- Provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition depending on the individual circumstances of the injured worker. Suitable duties may be:
 - at the same worksite or a different worksite
 - the same job with different hours or modified duties
 - a different job
 - full time or part time

Dispute Resolution

- Work together with the injured worker and their representative to resolve any disagreements about the return to work program or suitable duties.
- If disagreements cannot be resolved, involve other parties such as the worker's treating doctor, the agent/insurer, an approved workplace rehabilitation provider or an injury management consultant.

Dispute prevention and resolution

We will:

- seek help from the insurer or an approved workplace rehabilitation provider if the worker's recovery at work is difficult or progress has stalled
- work with the worker and their representative to resolve any disputes, and seek help from the insurer if necessary.

If there is a dispute, we will give the worker the insurer's contact details as well as the following useful contacts:

Contacts:

SIRA Customer Service Centre
Phone 13 10 50 or visit www.sira.nsw.gov.au

Workers Compensation Independent Review Officer (WIRO) Phone 13 94 76 or visit www.wiro.nsw.gov.au

Workers Compensation Commission (WCC) Phone 1300 368 040 or visit www.wcc.nsw.gov.au

Other Contacts:

Workers Compensation Agent/Insurer:

Name: Employers Mutual Trust
Phone: 13 77 22
Address: 3/345 George Street Sydney
Website: www.eml.com.au

Nominated WorkCover approved workplace rehabilitation provider:

Advanced Personnel Management
Level 12/201 Kent Street, Sydney, NSW, 2000
Ph: 02 8296 5700

Information for workers

You have the right to:

- Nominate your own treating doctor who will be involved in your injury management plan
- Choose your own approved workplace rehabilitation provider if necessary
- Be actively involved in the planning of your return to work.

You Must:

- Take care to prevent work injuries to yourself and others
- Notify your employer of an injury as soon as possible• _comply with your injury management plan
- Provide accurate information about any aspect of your claim
- Notify the agent/insurer if you get a job or if you earn extra income from your job while you are receiving weekly benefits
- Attend medical and rehabilitation assessments
- Cooperate in workplace changes that will assist other injured workers.

If you do not comply with your injury management plan, the agent/insurer may suspend your benefits.

Summary Key Points

Alseasons Hospitality Staff referred to as AHS

The summary is the checklist that should be read and viewed constantly and adhered to at all times.

Use this summary to assist with the online induction

AHS has a Work health & Safety Statement

AHS has a Work health & Safety Policy

AHS has a Work Health & Safety Program

Arriving to the site

You must arrive 15 minutes to each job prior to the start time

You must participate in an induction on the client's site

Every employee has a duty of care to comply with Alseasons and the client sites safety systems and rules

Alcohol and drugs must not be consumed before or during the shift

Equipment and Hazards

Everyone has a duty of care to comply with safety rules and report incidents and hazards immediately

Before operating or using any equipment you must be trained

You must not use any equipment that is faulty or defective and tag as unsafe - Don't operate or use

You must report faulty and defective equipment to the client's supervisor

When cleaning electrical equipment switch off and turn power off

A Safe Data Sheets (SDS) Provides instructions on use for hazardous substances and chemicals

All portable electrical equipment must only be used, when a current test tag is attached to the cord

Any close calls or near misses relating to safety must be immediately reported to a supervisor

Uniform and PPE

You must wear the appropriate PPE (personal protective equipment)

You must wear the appropriate footwear

If you are issued with PPE you are responsible to wear and use the equipment whenever required?

Manual Lifting and Tasks

Loads up to 55 kilograms can be manually lifted pending a risk assessment

A Safe Work Procedures (SWP) is not always required if your supervisor addresses the safety issues verbally

Ladders are not to be used in any circumstance

Always push trolleys never pull

Before undertaking any manual task assess any risks that may be involved or consult your supervisor

Chemicals

When using chemicals refer to the Safety Data Sheets (SDS) to identify use hazard and storage

Hazard Identification

Alseasons Hospitality Staff, their client supervisors and all workers, are all responsible for identifying hazards.

All hazards and risks must be reported immediately to your supervisor before commencing work

Work area

You are responsible for your work area; it must be clean and tidy and mop up spills immediately

Spills that can't be cleaned up immediately, place a sign "wet area " or a barrier over the spill
If you feel in anyway unwell, do not start work and advise your supervisor and Alseasons

Fire Safety

You must undergo training on when to evacuate a building, where the emergency assembly points are. You can only return to the site when you have been given the all clear from your fire warden.

Bullying, Harassment, Discrimination and Violence

Are not tolerated by AHS and must be reported to AHS immediately.

JSA

Is A job safety analysis worksheet to analyse and identify risks and hazards associated with the task.

SWMs

Safe work methods should apply to all hazardous tasks; applying general safety rules.

SDS

Safety Data Sheet that provides information on the properties of hazards and chemicals.