



**NZ LOOK
SHUTTLES**

NZ Look Shuttles Limited Health and Safety Handbook

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of NZ Look Shuttles Limited (**the Business**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**Health and Safety Handbook**) will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety at Work legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Business. If you are an employee of the Business, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook
- breach any other health and safety policy or procedure made known to you
- take any action that could threaten the health or safety of yourself, your colleagues or others

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Business.

1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

2 DEFINITIONS

2.1 HSWA

The acronym HSWA represents the Health and Safety at Work Act 2015.

2.2 NZ

The acronym NZ represents the country of New Zealand.

2.3 HSW

The acronym HSW represents the term Health and Safety at Work.

2.4 PCBU

A PCBU is a 'person conducting a business or undertaking'. While a PCBU may be an individual person or a business, in most cases the PCBU will be a business (for example, a business entity such as a company). An individual, such as a sole trader, can also be a PCBU.

While the terms 'business' and 'undertaking' are not defined in HSWA, the usual meanings of these terms are:

- 'business': an activity carried out with the intention of making a profit or gain
- 'undertaking': an activity that is non-commercial in nature (e.g. certain activities of a local authority)

2.5 REGULATOR

The New Zealand national regulator for health and safety as determined by the HSWA is WorkSafe NZ (WorkSafe). Other regulatory agencies who may also hold certain enforcement powers under the HSWA are:

- The Environmental Protection Authority (EPA)
- Maritime New Zealand
- New Zealand Police
- Fire and Emergency New Zealand
- New Zealand Transport Authority
- The Civil Aviation Authority
- A Medical Officer of Health

- The Ministry of Health
- The Accident Compensation Insurer
- Local Authorities (City and District Councils)
- The Ministry of Business, Innovation and Employment

2.6 BUSINESS

For the purpose of this handbook the term 'Business' refers to the PCBU as defined in Part 1, Section 17 of the HSWA. As prescribed by the HSWA this does not include volunteer associations.

2.7 OFFICER

An officer is a person who holds a senior leadership position and has the ability to significantly influence the management of a PCBU. Businesses can have more than one officer. An officer does not include any person who merely advises or makes recommendations to one of the above persons.

2.8 WORKER

A worker is an individual who carries out work in any capacity for the business, including work as:

- an employee
- a contractor or subcontractor
- an employee of a contractor or subcontractor
- an employee of a labour hire company who has been assigned to work in the business
- an outworker (including a homeworker)
- an apprentice or a trainee
- a person gaining work experience or undertaking a work trial
- a volunteer worker
- a person of a prescribed class.

3 HEALTH AND SAFETY POLICY STATEMENT

NZ Look Shuttles Limited and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- complying with the Health and Safety at Work Act 2015, and all other legislative requirements and relevant codes of practice
- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- ensuring that management has an understanding of health and safety management relative to their position
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
- ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

The focus of NZ Look Shuttles Limited's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.

Tim & Heather Woods
Managing Director

on behalf of **NZ Look Shuttles Limited**
May 2022

Review date: May 2023

4 HEALTH AND SAFETY RESPONSIBILITIES

4.1 INTRODUCTION

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Business's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Business is to ensure a positive health and safety culture where health and safety is valued as a way we do business.

4.2 WORKER RESPONSIBILITIES

As an employee or worker undertaking work on behalf of the Business, you are responsible for:

- not undertaking any work that may be required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to yourself or others at work
- taking reasonable care for the health and safety of yourself and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Business or employer that has been notified to workers
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advising management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so

- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks
- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the Business's workplace policies, and
- ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your health, safety or welfare may be compromised by undertaking such a task or activity.

5 WORKER ENGAGEMENT AND PARTICIPATION

5.1 INTRODUCTION

The Business will ensure that it has appropriate processes in place to engage with any person who carries out work for the business if that person is, or likely to be, affected by matters relating to workplace health and safety. Worker representatives will also be given a chance to participate in engagement and participation processes as and when this is required.

The Business will consult with workers and any appropriate representatives regarding the implementation of practices and systems that will ensure that they are protected against harm to their health and safety. Engagement and participation at all levels is essential for ensuring the successful implementation of these practices and systems. The primary medium for engagement and participation will be direct dialogue between management and workers.

The arrangements regarding worker engagement and participation at the Business will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

5.2 WORKER RESPONSIBILITIES

Workers have a duty to actively participate in engagement and participation forums to help ensure ongoing improvement in the management of health and safety at the workplace.

Such engagement and participation will include:

- ensuring that you are aware of the agreed engagement and participation arrangements in place at work
- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- signing off attendance at engagement and participation forums, and
- ensuring that minutes or records of meetings are maintained and remain available for all workers and staff.

6 HAZARD AND RISK MANAGEMENT PROCEDURE

6.1 INTRODUCTION

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

6.2 BUSINESS RESPONSIBILITIES

The Business will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess each hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risks, and
- monitor and review the effectiveness of the control measures.

Where necessary, the Business will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

6.3 WORKER RESPONSIBILITIES

The overall success of our risk management program is very much dependent upon the active participation of workers who will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them.

These views will be valued and taken into consideration by those making decisions. To this end, in addition to your overall health and safety responsibilities, you are responsible for:

- identifying any hazards that could present a risk to the health and safety of yourself, your colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk
- reporting any hazards to management that you may identify and completing the **Hazard Report Form**
- actively participating in the risk management program, including workplace inspections, risk assessments using the **BrightSafe Risk Assessment** tool and the development and review of controls and procedures designed to eliminate or minimise work related risks and
- actively participate in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

7 REPORTING OF INCIDENTS AND INJURIES

7.1 INTRODUCTION

Wherever possible, the Business aims to prevent any incident or injury from occurring in the workplace.

However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of an accident compensation claim. It will also assist the Business to identify and address any ongoing health and safety concerns or unsafe work practices.

7.2 BUSINESS RESPONSIBILITIES

The Business will provide and maintain a workplace first aid treatment log. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work-related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause(s) of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of re-occurrence.

7.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete an **Incident Report Form**. Care should be taken not to disturb the scene of an incident, injury/illness or near hit/miss unless this is required to assist an injured person or if you are given authorisation to do so by management.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.

8 EMERGENCY PROCEDURES

8.1 INTRODUCTION

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the Business will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

8.2 PROCEDURES

i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '111', and
- if safe to do so, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (e.g. fire wardens)
- leave the building via the closest designated exit, and
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you, and
- do not return to the building until it is safe to do so.

iii) Earthquake

If there is an earthquake, follow these steps:

- stop, drop and hold onto secure furniture
- remain clear of windows, glass walls or unsecured furniture
- following the earthquake do not leave the building until you have been advised by management
- if the fire alarm has been disarmed or you discover a fire, follow the fire evacuation process, and
- you will be advised by management when it is safe for you to return to the workplace.

iv) Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if you are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (if possible)
- record the registration details of the vehicles involved, as well as the name and licence details of the driver(s)
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property, and
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log** in accordance with the Reporting of Incidents and Injuries policy above

The Business must be informed of any and all incidents involving Business vehicles, no matter how minor, within 24 hours.

In addition, in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

i) Chemical spill

In the event of a minor chemical spill or leak, you should adopt the following procedure:

- clean the spill in accordance with the product's Safety Data Sheet (SDS), making sure to wear any PPE that is required
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- contain the spill or leak to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react, and
- notify your manager and complete an **Incident Report Form**.

9 FIRST AID

9.1 INTRODUCTION

First aid is the emergency care of sick or injured persons. The Business is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first-aid to workers or others who have been injured or become ill at our workplace. The overall objective of this service is to reduce the severity of any injury or illness.

9.2 WORKER RESPONSIBILITIES

Although the Business has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- you are aware of the Business's overall emergency response plans
- you are aware of how to obtain first-aid treatment and the name and contact details of your first-aid personnel
- you seek first aid whenever the severity of a work-related injury or illness may be minimised through such treatment, or where directed by management to do so
- you inform management of any injury or illness and record any first aid treatment in the **First Aid Treatment Log**
- the first-aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation
- the first-aid kit remains available and easily accessible for persons requiring or seeking first aid treatment
- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility
- you inform management if any first aid equipment and resources are running low or have run out, and
- no documentation relating to first aid treatment is removed from the first kit or facility.

9.3 INCIDENT RESPONSE

If required to call an ambulance, clear concise information must be relayed to identify the injured persons location and severity of the injury or illness.

10 HEALTH AND SAFETY TRAINING

10.1 INTRODUCTION

The Business will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Business will ensure that no worker will commence work where they may be exposed to a hazard(s) without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

10.2 WORKER RESPONSIBILITIES

In relation to health and safety training conducted or endorsed by the Business, you will:

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- ensure that you have been deemed competent through appropriate health and safety training, to undertake any proposed work
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Business in a safe manner
- ensure the Business is provided with copies of any and all licenses, authorisations, approvals and/or qualifications required to undertake work for the Business, and
- ensure that you maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for the Business and that you duly advise the Business if your status in relation to holding such license, authorisation, approval and/or qualification changes.

11 HSW ISSUES RESOLUTION

11.1 INTRODUCTION

Issues may arise anywhere within the Business in relation to health and safety at work matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When health and safety at work issue arises, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace, or
- the conduct of the Business.

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

11.2 BUSINESS'S RESPONSIBILITIES

The Business will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures, and
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Business that have not been resolved at the local level, the Business will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk, and
- the person responsible for implementing the resolution measures or controls.

The Business will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision making process.

11.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker(s) affected, the matter will be escalated to the next level of management.

11.4 WORKER'S RESPONSIBILITIES

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where you are authorised and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Business.

Where an issue raised by workers has been considered by all levels within the Business and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HSW issue to their industrial union, representative association or the regulator for assistance with resolution.

11.5 ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Business to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution, and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

12 GENERAL WORKPLACE PROCEDURES

12.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout this Health and Safety Handbook, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

12.2 GENERAL

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace, and
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any PPE and clothing issued for your protection at all appropriate times.

12.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards
- placing rubbish in the bins provided, and
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

12.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported to management before commencing work.

12.5 FITNESS FOR WORK

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If you are concerned in any way about a perceived safety risk due to their own or any of their colleague's fitness for duty you have a responsibility to inform your manager.

If you arrive for work and, in the Business's opinion, you are not fit to work, the Business reserves the right to exercise its duty of care, particularly where the Business believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The Business may remove you from the workplace for the remainder of the day in accordance with the relevant employment agreement or contract of engagement, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

13 MENTAL HEALTH

13.1 INTRODUCTION

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to suffer a psychological injury.

Hazards in the workplace that may impact upon the mental health of workers, and therefore potentially result in psychological injuries, include the physical workplace environment, the nature and complexity of the work itself, work procedures, behaviour of workers towards one another, the structure of the Business and the potential exposure to violent or traumatic events.

The Business is therefore committed to helping to support the overall mental wellbeing of its workers and ensuring that the risk of psychological injuries in the workplace is eliminated as far as is practical and is effectively and pro-actively managed through a risk management approach.

13.2 WORKER RESPONSIBILITIES

The Business recognises that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Business. However, the overall success of our risk management strategies is also dependent upon workers understanding their responsibilities in relation to helping to minimise the risks to their own mental health and the mental well-being of others at work.

To this end, you will ensure that you:

- have received an appropriate induction that includes information related to the Business's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
- understand the Business's commitment to the overall mental health of workers and the policies and procedures developed to help identify, assess and control risks to mental health in the workplace
- understand your role at work, ensure that it has been clearly identified and it is clearly within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- actively participate in the consultation mechanisms or forums designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable Business operations that may impact upon your mental well-being and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to help ensure your health and safety and the health and safety of others at work, including those specifically designed to eliminate or minimise mental health risks

- utilise the applicable reporting procedure to report any work-related hazard to your own mental health or the mental wellbeing of others at work as soon as it becomes evident, include any incidence of bullying or harassment (as outlined in the following policy) affecting themselves or another worker, and
- receive adequate, appropriate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, you must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety, whether intentional or not, and will not be tolerated by the Business.

14 BULLYING AND HARASSMENT

14.1 INTRODUCTION

The Business is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

The Business recognises that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect worker's working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

14.2 HARASSMENT

The intention of these procedures is to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour

These examples are not exhaustive and appropriate action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

14.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

14.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

The Business recognises that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of the Business as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper and/or a support person or representative. You must take all reasonable steps to attend the meeting. Those involved in the investigation will be expected to act in confidence and any breach of confidence may be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and any decision will be sent, in writing, to you and to the alleged bully or harasser.

14.5 GENERAL NOTES

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

15 DRUGS AND ALCOHOL

15.1 ZERO TOLERANCE POLICY

The use of drugs or alcohol jeopardises a safe workplace. The Business has a zero-tolerance policy with regard to drugs and alcohol and the workplace. Workers are not permitted to work while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination. Non-compliance by other workers may also result in appropriate action up to and including termination of their engagement with the Business.

The Business recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate Businesses or support groups.

Workers and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely.

Alcohol may be consumed at some Business events. Where this is the case, the Business encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

15.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

15.3 SCREENING

The Business may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Business reserves the right to carry out random testing across all levels of workers.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Business. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than zero or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening
- are in possession of illegal drugs for supply or consumption in the workplace or the Business's vehicles

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Business.

If you return a positive result or refuse to participate in testing, you may be required to cease work immediately and leave the workplace. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident. Management will contact you regarding the date you are expected to return to work and provide you with the details of any resulting disciplinary procedure.

16 SMOKE-FREE WORKPLACE POLICY

16.1 SMOKE-FREE WORKPLACE

Smoking anywhere in the workplace is not permitted.

Any workers failing to comply with the Business' smoke-free policy will be asked to cease smoking immediately. In addition, action at the appropriate level will be taken against workers in breach of this policy. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business' disciplinary procedure. For other workers, appropriate action may include termination of their engagement with the Business. If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

16.2 DEFINITIONS

Smoking includes:

- To smoke, hold or otherwise have control over an ignited tobacco product, weed or plant;
- To smoke, hold or otherwise have control over an ignited product or thing whose customary use includes inhaling smoke from it
- To inhale using a vaping device or heated tobacco product.

The workplace includes:

- An internal area within or on a building or structure occupied by the Business;
- Cafeterias
- Corridors or lobbies
- Lifts or stairwells
- Toilets or washrooms
- Internal common areas
- Business-provided vehicles

17 HAZARDOUS MANUAL HANDLING

17.1 INTRODUCTION

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

17.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for ensuring:

- any tasks requiring physical exertion are assessed and as far as practicable manual handling risks are eliminated or minimised
- task assessment includes consideration of the workflow and environment to remove unnecessary/double material handling and any other obstructions that increase risk
- good housekeeping and appropriate storage keeping heavy, bulky and awkward objects as close as possible to waist height
- organising tasks to ensure rotation of duties whenever possible and regular breaks to reduce physical fatigue and stresses, especially repetitive actions and static postures
- mechanical aids are supplied when safe manual handling techniques are inadequate to reduce the risks associated with any task
- adequate time is allowed for workers to warm up before commencing heavy manual work
- information, instruction and training are provided to ensure workers understand safe manual handling techniques whether these are operational or office-based staff
- consultation with workers about manual handling tasks and any activity that exerts stresses on our bodies, is provided to ensure the risks are understood and considered in the risk assessment process, and
- hazard reporting identifies any symptoms of muscle and joint fatigue and/or pain associated with work tasks.

17.3 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks

- always assessing a load, the distance to be carried and whether a mechanical aid should be used
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward
- whenever possible breakdown the load or get assistance for a team lift
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done
- always checking your destination point and ensuring a clear path of travel
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load
- ensuring there are suitable grip points before lifting
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action and
- when putting down a load apply the same principles for lifting in reverse.

When performing tasks that involve manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or overuse injury
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods, and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

18 CONTRACTOR MANAGEMENT

18.1 INTRODUCTION

Contract workers that are engaged directly by the Business in core business functions and under the direct control of the Business are owed all the same duties and responsibilities for safety as for any other worker.

When the Business engages contractors in a “contract for service” (workers are engaged by another business or in business on their own account), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or sub-contractor) is able to meet the Business’s safety expectations and ensure the well-being of workers that may be required to work with or around the contractor(s) during the normal course of their duties, members of the public, others at the place of work; and any other infrastructure or aspects of the worksite.

18.2 WORKER RESPONSIBILITIES

When managing or supervising contractors you are responsible to ensure that you:

- are familiar with the contents of the contractors’ Health and Safety Management Plan
- undertake monitoring activities as per the agreed schedule
- ensure contractors maintain their inspection and review schedules
- report any safety observations to management
- take immediate action to halt any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- provide an evaluation of the contractors’ safety performance to management at the conclusion of the contracted works
- demonstrate positive safety behaviours and compliance with the Business’s safety arrangements and instructions

When working in and around where contractors (or sub-contractors are engaged) you are responsible for:

- notifying management of any risks that arise that you become aware of
- immediately reporting any incident associated with the contractor’s work to management

19 MOTOR VEHICLES

19.1 INTRODUCTION

Road crashes represent the most common cause of work-related fatality in New Zealand. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

The Business therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. Risks associated with operating a motor vehicle as a part of work will be therefore addressed via a risk management approach.

19.2 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking tasks related to the driving of a motor vehicle, you will:

- ensure that you have the appropriate licence or certificate, authority from the Business to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that you advise management immediately if you are disqualified or suspended from driving and that you are able to produce your license for scrutiny by management as requested
- ensure that you are familiar with the motor vehicle you are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- ensure you comply with any legislative requirements relating to the use or operation of the motor vehicle
- ensure you follow any reasonable health and safety instruction given to you by the Business, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that you do not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking
- ensure that you comply with the Business's vehicle breakdown procedures when required
- in the event of a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Business's accident procedures

- ensure that the motor vehicle you are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken, and
- ensure that you undertake an inspection of the vehicle, preferably using a defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy.

19.3 PROCEDURES

i) Vehicle breakdown procedure

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, you should:

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box, and
- advise the Business of the breakdown as soon as practical and provide details of your location, the fault/issue, and immediate actions you have taken.

You should not:

- attempt to repair the motor vehicle unless you are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for you (and your passengers) to keep well clear of the motor vehicle and wait for help to arrive
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for you (and your passengers) to exit via the passenger side, and
- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety.

ii) Motor vehicle accident procedure

If you are involved in a motor vehicle accident, you are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, you should:

- exchange insurance details with involved parties

- seek medical attention if required
- notify the relevant emergency services as required, and
- advise the Business of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken.

iii) Use of mobile phone while operating a motor vehicle

You must operate motor vehicles in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hand free or cradle device
- you limit your usage whilst using an approved device to short conversations only
- you do not use SMS, video and/or email whilst driving, and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

20 ROAD HAZARDS AND WEATHER CONDITIONS

20.1 ROAD HAZARDS

Special care must be exercised while driving over rough, slippery, narrow or winding roads. Drivers should be aware of the hazardous areas that exist on the routes that they travel. Drivers must travel at a reduced speed and have the vehicle completely under control when approaching these areas. Drivers must take notice of all road warning signs on unfamiliar roads.

In all cases, the vehicle should be driven at a speed that is safe for the existing conditions. A wet road in cold weather can suddenly become an icy road.

Underpasses, bridges, tunnels, low wires, roofs and tree lines all demand special attention whilst driving a vehicle. Drivers must watch out for these and any low objects that the vehicle is being driven under to ensure that there is sufficient clearance.

Highway repairs or other road hazards can cause insufficient clearance where otherwise clearance might be adequate. Drivers must never take a chance on clearance. If there is any doubt, the vehicle must be stopped and the distance measured to be sure. Irregular, long and or wide loads require special attention.

Experienced professional drivers always 'scan' about a ½ to 1km (where possible), in front of the vehicle. This means that they observe what is happening that far in front of them. This form of driving behaviour allows a driver to adjust their speed and position on the road according to the type of hazard that confronts them, in good time, and without excessive braking.

All drivers must adjust their driving to suit the following driving hazards (and any others):

- rough surfaces;
- slippery surfaces;
- narrow or winding roads;
- low wires, roofs or awnings;
- low bridges, tunnels etc; and
- underpasses and trees.

i) **Bridges**

When driving be aware of safely traveling across bridges and:

- stay in your lane and observe speed limits;
- determine adequacy of overhead bridge clearances and allow a safety margin; and
- be alert to the bridge's load limitations and the stated vehicle gross mass.

i) Railway Crossings

When approaching a railway crossing, drivers must always:

- reduce their speed and look both directions to ensure the path is clear. They must never attempt to beat a train to the crossing. The crossing's warning signals must not be depended on as they may not be in order;
- bring the vehicle to a complete stop if required by the nature of the cargo, a Stop sign, barrier arm or the state's law;
- stop the vehicle behind the limit line or at least 5 metres from the nearest railway track. Pull the vehicle as far over to the left as possible before stopping and signal to prevent a rear collision;
- visually double check, double tracks. One train could be obscuring another, or another may be fast approaching opposite; and
- not change gears while crossing railway tracks.

20.2 WEATHER CONDITIONS

Weather causes many conditions that can effect safe driving. Some of these conditions are:

- reduced visibility;
- wet, slippery or icy roads / highways; and
- drowsiness or lack of alertness, (caused by heat in summer and lack of ventilation in the winter months with the cabin windows closed).

Reducing speed to conform to the existing conditions and by getting proper rest and proper ventilation in the cab can control these conditions.

i) Night driving

Driving at night can be confusing and dangerous. In order to see clearly and observe clearly whilst driving at night, the vehicle's windscreen should always be kept clean inside and out and the washers and wipers kept in good condition. Mirrors should also be kept clean.

The dazzle from oncoming vehicles through a dirty windscreen makes it very difficult to see, and this in turn can strain a driver's eyes and may cause fatigue.

Dazzle is a constant problem with night driving. Drivers must avoid looking directly into the lights of oncoming vehicles. Instead, they should look to the left side of the road. If oncoming drivers fail to dip their lights, they should resist the temptation to 'get even'. Switching their headlights to high beam only increases the chances of a collision. Two blinded drivers are far more dangerous than one.

Drivers must do the right thing and dip their lights for oncoming drivers and for drivers that they may be following.

21 FATIGUE MANAGEMENT

21.1 INTRODUCTION

It is normal for workers to feel tired or drowsy after prolonged mental or physical effort at work. Fatigue, however, is more than feeling tired or drowsy.

Fatigue is a state of physical and/or mental exhaustion. It can reduce a person's ability to perform work safely and effectively. Fatigue reduces alertness. This may lead to errors, and an increase in workplace incidents and injuries.

i) Some of the signs of fatigue include:

- feeling drowsy;
- headaches;
- dizziness;
- difficulty concentrating;
- blurred vision or impaired visual perception; and
- a need for extended sleep during days off work.

ii) Fatigue may impact on workers ability to:

- concentrate and avoid distraction;
- think laterally and analytically;
- make decisions;
- remember and recall events and their sequences;
- maintain vigilance;
- control emotions;
- appreciate complex situations;
- recognise risks;
- coordinate hand-eye movements; and
- communicate effectively.

Fatigue can be caused by factors which may be work related, non-work related or a combination of both and can accumulate over time.

Risks associated with fatigue in the workplace will be addressed via a risk management approach.

21.2 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible for:

- Identifying fatigue hazards;
- consulting with workers when fatigue is identified as a hazard;
- assessing fatigue hazards to determine the seriousness of these hazards;
- controlling fatigue risks in consultation with the workers who are required to carry out the task.

21.3 WORKER RESPONSIBILITIES

In order to reduce the likelihood of fatigue impacting on work, workers are responsible for:

- ensuring that they are fit for duty. This means they are in a fit state to complete their work and are not adversely affected by drugs, alcohol, lack of sleep or other factors;
- taking required periods of rest;
- accurately and honestly completing required records such as work diaries, log books and run sheets;
- ensuring medical assessments are completed where required; and
- reporting any health issues which may impact on their work, and manage them appropriately.

21.4 IDENTIFYING FATIGUE HAZARDS

- Worker fatigue can adversely affect safety at the workplace. Fatigue reduces alertness which may lead to errors and an increase in incidents when at work.
- The effects of fatigue can be short or long term. In the short term a person may show the signs or report the symptoms of fatigue outlined above.

21.5 ASSESSING THE RISKS

A risk assessment can assist in evaluating:

- where, which and how many workers (including contractors and subcontractors) are likely to be at risk of becoming fatigued;
- how often fatigue is likely to occur;
- the degree of harm which may result from fatigue;
- whether existing control measures are effective;
- what action should be taken to control the risk of fatigue; and
- how urgently action to control the risk needs to be taken.
- When assessing risks, contributors to fatigue should not be considered in isolation. For example, job demands, hours of work and environmental conditions may all increase the risk of fatigue for workers.
- The risks of incident due to fatigue may increase if workers work long hours without breaks. These risks may increase when a worker is new to their job and are adjusting to work demands or has had changes in shift times.

21.6 CONTROLLING THE RISKS

The best way to control the health and safety risks arising from fatigue is to eliminate the factors causing fatigue at the source. If elimination is not reasonably practicable, the risks must be minimised.

i) Strategies to minimise the risks of fatigue include:

- ensure workers take regular, quality, rest breaks in their working day;
- ensure working hours are not too long. If longer working days are required, the Business will consider staggered start and finish times, and/or longer rest breaks and periods off work (and carefully monitor a worker's ability to cope);
- negotiate if overtime is required. The Business will monitor and place limits around overtime worked and avoid incentives to work excessive hours;
- design rosters well to allow for good sleep opportunity and recovery time between work days;
- avoid working during periods of extreme temperature, or minimise exposure through job rotation;
- provide drinking water;
- limit periods of excessive mental or physical demands;
- ensure fit for purpose plant, machinery and equipment is used at the workplace;

- make sure workloads are manageable;
- where possible, be aware of personal circumstances that affect your workers and provide support. Allow time off where circumstances require; and
- create a positive work environment where good relationships exist and workers are encouraged and supported.

22 OFFICE SAFETY

22.1 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- identifying, assessing and controlling any hazards associated with working in an office in consultation with workers
- ensuring safe access to office environments
- providing a work environment that is kept clean and hygienic and free from hazards, including through the maintenance of good housekeeping practices
- ensuring office equipment provided is fit for purpose and maintained appropriately in accordance with the manufacturer's instructions, in particular any electrical equipment
- providing aids that are necessary for you to safely perform your duties, and
- ensuring the office facilities and emergency response procedures are adequate for the type of work performed.

22.2 WORKER RESPONSIBILITIES

You are responsible for:

- maintaining your workstation in a manner that is consistent with ergonomic guidelines
- ensuring and maintaining good office housekeeping, including:
 - keeping work surfaces clean and tidy
 - maintaining clear access and passageways that are free of obstructions,
 - ensuring items and materials are stored appropriately in designated areas and not within a one metre vicinity of fire extinguishers, fire appliances, stairways, landings or electrical switchboards
 - closing drawers and filing cabinets promptly after use and removing any protruding keys
 - relocating trip hazards such as power cords, or securing these to the floor
 - disposing of rubbish and waste in the provided waste facilities, and ensuring that these do not overflow
 - cleaning up any spillages or breakages immediately, and
 - notifying management of any hazards that cannot be immediately rectified.

23 REMOTE/ISOLATED WORK

23.1 INTRODUCTION

As part of your role, you may be required to work in remote or isolated areas away from your normal workplace. This can include working off-site, travelling in the course of your duties and work that is isolated from the assistance of others due to location, time or the nature of the work being performed.

When performing remote/isolated work you can face higher levels of exposure to hazards than when you are working in a controlled environment and you may not have the same level of access to support and emergency services.

23.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- identifying, assessing and controlling any hazards associated with remote/isolated work in consultation with workers
- consulting with workers on communication procedures applying to remote/isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed
- providing appropriate means of communication (for example a mobile phone, satellite phone, digital two-way radio, GPS tracking device, pager or land-line phone), and
- providing workers with access to a nominated person or management representative at all times whilst performing remote/isolated work.

23.3 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with weather and local conditions before commencing your journey
- assessing the risks posed by any hazards and controlling hazards where safe to do so
- contacting your manager where any hazard prevents you from performing your duties
- maintain regular contact with your nominated person in accordance with agreed communication procedures, and
- reporting any incidents and/or injuries sustained whilst performing remote/isolated work as soon as practicable.

24 WORKING OFFSITE

24.1 INTRODUCTION

As part of your role, you may be required to work offsite in settings that are not under the control of the Business. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another Business (for example, in public domains).

24.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled
- where there is no host employer, ensuring a risk assessment has been completed for the work to be carried out. If this is not possible prior to the offsite work commencing, workers will be directed to complete a risk assessment prior to commencing the offsite work, and
- providing information to workers on the location, environment and layout of the site including access points and exits.

24.3 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you comply with any site-specific health and safety instructions, policies and procedures
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site's visitor attendance log where required
- carrying/wearing any visitor passes whilst on site as required
- completing any site-specific health and safety induction as required
- conducting any pre-use inspections and checks of plant and equipment as necessary
- wearing any safety protection clothing (PPE) as required
- using designated walkways or access paths, and obeying signage on the site
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately
- assessing the risks posed by any hazards and determining if it is safe to continue work, and
- following the site-specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

25 WORKING FROM HOME

25.1 INTRODUCTION

When workers carry out work at their residential premises (home) for the Business, the home is considered to be a workplace.

The Business must approve all work undertaken at home. The Business will only allow for work to be undertaken at home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out at home, the Business will specify the following:

- the tasks to be performed
- the hours of work
- the specific location within the home where work will be carried out, and
- the furniture and equipment required to carry out the work.

25.2 IDENTIFYING HAZARDS ASSOCIATED WITH WORKING AT HOME

When working at home, hazards can be identified by:

- completing the **Working from Home Checklist**
- reviewing the tasks associated with working from home
- observing how workers perform their tasks, and
- consulting with relevant workers.

When identifying hazards associated with working at home, the Business will consider whether the following hazards are present.

i) **Office safety**

There are a variety of hazards that may arise in an office environment which may also be present when working at home.

ii) **Drugs and alcohol**

The misuse of drugs or alcohol by workers can affect their health and safety, as well as that of others.

iii) **Remote/isolated work**

When working at home, the worker may be working in a remote or isolated environment.

Remote/isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote/isolated workers may not have the same access to support and emergency services.

iv) Manual handling

Manual handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.

Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Manual handling injuries are the most common type of workplace injuries across New Zealand and may occur when working at home.

25.3 FIRST AID

The Business will ensure that workers who are working at home have access to a first aid kit and a trained first aid officer. Details of any workplace injury or illness are to be recorded on the **First Aid Treatment Log** and the worker's manager is to be notified as soon as reasonably practicable.

25.4 CONSULTATION

The Business will consider the use of email and phone calls as a suitable medium for consulting with workers who are working from home.

25.5 EMERGENCY PROCEDURES

The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working at home. Furthermore, emergency evacuation exercises will be conducted annually to test the emergency procedures.

Where working at home and affected by an emergency, an **Incident Report Form** is to be completed and the worker's manager is to be notified as soon as reasonably practicable.

25.6 WORKPLACE INSPECTIONS

The Business will conduct inspections as part of the ongoing management of hazards in the workplace.

When the home is first used as a workplace, the worker will undertake an inspection using the **Working at Home Checklist**. Inspections will continue to be undertaken by the worker at least once every six months. Completed checklists are to be provided to the workers manager.

26 PLANT AND EQUIPMENT

26.1 INTRODUCTION

As part of your role, you may be required to work with plant and equipment in the workplace. The procedures below are to be followed to ensure the health and safety risks associated with plant and equipment are minimised.

Plant is any machinery, equipment, structure, appliance, implement or tool and any component or anything fitted or connected to those items that are used within the workplace.

This policy applies to all powered and non-powered plant and equipment under the control of the Business or is used and/or operated in the course of undertaking work on behalf of the Business.

Risks associated with plant and equipment in the workplace will be addressed via a risk management approach that is commensurate with the nature and complexity of the related risks.

26.2 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with plant and equipment. In particular, it is responsible for:

- ensuring operators are trained, licensed (if applicable), and competent to operate the plant and equipment in a safe manner;
- taking all reasonable steps to ensure the plant is only used for the purpose for which it is designed, unless a competent person has assessed that the proposed use does not increase the risk to health and safety;
- so far as is reasonably practicable, preventing unauthorised alterations to or interference with the plant, and
- ensuring all safety features, warning devices, guarding, operational controls, emergency stops are used in accordance with instructions and information provided.

26.3 WORKER RESPONSIBILITIES

An integral part of your work with the Business may involve the use, commissioning and/or disposal of plant and equipment. To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant and equipment, you will:

- ensure that you have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of plant and equipment

- ensure that you have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant and equipment
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant and equipment that you may be required to use or operate
- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of plant and equipment
- only use plant and equipment in a manner that eliminates or minimises the risks involved and in accordance with the design criteria and manufacturer's instructions
- follow any reasonable work instruction given to you designed to ensure your health and safety in relation to the use, handling, storage, maintenance and/or disposal of plant and equipment
- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of plant and equipment
- strictly follow any lockout and tagout procedure designed to control the risk of injury from plant and equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning
- not remove or interfere with any lockout/tagout device or warning unless authorised to do so
- strictly follow all start-up and/or energy re-activation procedures for plant and equipment to ensure there are no risks to workers from inadvertent or unintended reactivation of energy sources
- actively participate in consultation arrangements such as toolbox talk to raise any issues related to the use, handling, storage, maintenance and/or disposal of plant and equipment
- not unduly alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval
- ensure you have been deemed competent in the implementation of the Business's plant and equipment isolation procedures for any plant or equipment that you may be required to operate
- not inspecting, repairing, adjusting, maintaining and/or cleaning any item of plant or equipment unless you are authorised to do so
- ensure that any defects that are detected will be reported to your supervisor or manager and ensure that a **Hazard Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to your supervisor or manager and ensure that an **Incident Report Form** is completed.

26.4 LOCKED OUT AND TAGGED PLANT

When working in the vicinity of any items of plant or equipment which are locked (out of service) or tagged to warn of a hazard, you must:

- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- not remove any lockout device or tag that was not put in place by you

Where locking out or tagging any items of plant or equipment, you must:

- adhering to the Lockout and Tagging of Plant Procedure
- only use approved lockout devices and tags
- utilise one lock per person when more than one worker is working on a locked out item of plant
- ensure that each locking device only has one key, and
- complete tags correctly and in full.

You must not lockout or tag an item of plant for inspection, repair, adjustment, maintenance or cleaning unless you are authorised by management to do so.

27 PERSONAL PROTECTIVE EQUIPMENT (PPE)

27.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

27.2 BUSINESS'S RESPONSIBILITIES

The Business will ensure:

- suitable PPE and protective clothing are supplied
- PPE and protective clothing meet relevant legislative, New Zealand Standard and/or industry requirements or guidelines
- information and training are provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- tasks are assessed to determine correct level of PPE required
- PPE and protective clothing being used are in an appropriate condition for the works being performed
- damaged or worn PPE and protective clothing is replaced, and
- workers wear and use such items supplied to them.

27.3 WORKER RESPONSIBILITIES

You have a responsibility to:

- wear and use PPE and protective clothing provided as instructed
- maintain and care for the PPE and protective clothing supplied, and
- report damaged or worn PPE to your manager.

27.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

Determination of whether PPE and/or specific protective clothing are required will be based on a risk assessment of a hazard or task and, where relevant:

- information contained in an SDS for substances and/or dangerous goods
- operating procedures for plant and/or equipment, and
- SWMS

27.5 SELECTION OF PPE AND PROTECTIVE CLOTHING

All PPE selected shall conform to the appropriate legislative, New Zealand Standard and/or industry requirements or guidelines. PPE supplied by the Business remains the property of the Business.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition, and
- the user understands the correct usage of the equipment.

If there are any defects or deficiencies found with the PPE after inspection it must be taken out of service immediately and reported to the manager. New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available. If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

27.6 PROTECTION

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

28 CASH HANDLING

28.1 INTRODUCTION

Cash handling involves workers handling, storing and or transferring cash to secure facilities such as banks, in vehicles or by foot. Cash can include money, coins, securities and other financial instruments.

Health and safety hazards associated with handling and transporting cash can arise from violence from robberies and armed hold-ups at the workplace or in transit.

Risks associated with the handling of cash in the workplace will be addressed via a risk management approach.

Refer to the Armed Robbery policy for more information on incidents involving those risks.

28.2 WORKER RESPONSIBILITIES

Health and safety hazards associated with handling and transporting cash can arise from manual tasks, worker fatigue, remote or isolated work and violence from robberies and armed hold-ups.

Risks associated with the handling of cash in the workplace will be addressed via a risk management approach and where you are required to undertake work that involves the handling of cash, you will:

- ensure that you have been deemed competent in the Business's cash handling and related procedures
- ensure that you are aware of the security and communication provisions provided on site
- ensure that you are aware of, understand and are able to follow the Business's emergency response procedures
- follow any procedures or instructions given to you in relation to your safety and the handling of cash, and
- not place yourself, fellow workers, visitors to the workplace or others at any undue risk in the event of a cash handling incident or robbery occurring.

29 ARMED ROBBERY

29.1 INTRODUCTION

Armed robbery may arise at any time this can threaten the health and safety of workers and customers. The Business has an obligation to ensure health and safety of workers and customers.

29.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- implementing preventative control measure in consultation with workers, and
- providing support to workers after an armed robbery incident.

The Business should as far as reasonably practicable:

- ensure that workers have access to receive follow up post trauma counselling
- encourage workers to return to normal work activity once a medical clearance is obtained
- When workers are reluctant to return to work, the worker will consult with a doctor, psychiatrist or psychologist to make a decision on returning to work, and
- contacting any worker who takes time off in the days following the armed robbery, to ensure that they are receiving appropriate medical/psychological help.

29.3 WORKER RESPONSIBILITIES

You must be aware of the following in the event of an armed robbery:

- stay calm and try to control emotions
- follow the offender's instruction at all times
- speak only when spoken too. Explain in advance what you have to do to comply. For Example: "I am now going to open the cash register"
- do not attempt to retaliate or apprehend the offender
- avoid eye contact and show your hands
- remember as many details as possible of the offender and incident, and
- only activate the alarm systems when it is safe to do so.

Once the offender and or threat is removed from the premises, the following procedure will be adopted:

- close the premises immediately. All workers and customers are to remain on premises until the Police arrives to provide witness information
- call '111' and provide:
 - the premise's address
 - a description of the getaway vehicle and direction it was last seen heading in and
 - follow any instructions given by the emergency services operator.
- attend to any injured person and provide first aid
- isolate the premises and do not clean the crime scene, to ensure any evidence is not disturbed, and
- when the Police arrive provide as much information as possible.

30 INFECTION CONTROL IN THE WORKPLACE

30.1 INTRODUCTION

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

The objective of the Infection Control Program is to identify the requirements of infection prevention and control and the development of safe work practices for staff based upon risk management procedures.

Therefore, risks associated with infections in the workplace will be addressed via a risk management approach and will be consistent with the Business's clinical governance framework and consistent with relevant Government health guidelines and regulations for infection control.

30.2 WORKER RESPONSIBILITIES

To ensure the overall success of the infection control program at this workplace, workers must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, you are responsible for:

- ensuring that you have been trained and deemed competent by the Business in the infection control protocols of this workplace before undertaking any work where you may come into direct contact with clients or members of public, waste from their respective tasks and equipment, instruments or apparatus used
- ensuring that you have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose you to the risk of infection at work or undertaking work related activities
- ensuring that you have enough skills and training in the effective use of all personal protective equipment required by the Business to eliminate or minimise the risk of infection to yourself or others at work
- following any reasonable instruction given to you by the Business designed to eliminate or minimise the risk of infection to yourself or others at work, including the mandatory use of PPE when and where required
- actively participating in the development and review of the Business's infection control protocols and procedures
- actively participating in the development and review of the Business's administrative requirements designed to minimise the risk of infection transmission at work
- advising management immediately when you become aware of any potential exposure to infection to yourself or others at work during their work

- not undertaking any activity, action or inaction that may knowingly place yourself or others at work at risk of exposure to an infection
- advising management immediately when you become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect your capacity to participate in specific work activities or where specific work activities may further impact upon your health, safety or welfare or the health and safety of others at work
- subject to medical advice or other defined reasons, actively participating in any recognised immunisation program recommended for the Business by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by the Business and
- informing management if you are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. You will subsequently be directed to contact Healthline or consult with a medical practitioner as soon as possible and may be directed not to attend work during the outbreak.

31 HAZARDOUS SUBSTANCES

31.1 INTRODUCTION

Hazardous substances are substances that have the potential to harm the health and safety of any person in the workplace. More specifically, hazardous substances are those substances which are explosive, flammable, corrosive, toxic, ecotoxic or have the capacity to oxidise. Substances which have the capacity to generate other substances with these properties upon contact with air or water are also considered to be hazardous.

31.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with any hazardous substances that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous substances
- taking reasonable care to prevent hazardous substance exposure to other workers, for example by replacing all lids on substance containers, returning substances to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous substance risk that you become aware of, for example deteriorating containers or incorrect storage
- ensuring that substances are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
 - the product identifier and
 - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous substance.
- ensuring you are familiar with the hazardous substance's label, including the meaning of any pictogram, signal word and/or hazard statement
- immediately reporting any incident involving hazardous substances to management, and
- ensuring you use any PPE that is provided to you.

32 CHECKLIST FOR UNDERSTANDING AND ACKNOWLEDGEMENT FORM

For each statement below please circle whether it is true or false.

	True	False	Office use
Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace.	T	F	
Being affected by illegal drugs whilst at work may result in the termination of a worker's engagement.	T	F	
Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement.	T	F	
You must wear PPE including safety footwear and high visibility clothing when at work if directed by management.	T	F	
If you identify a hazard in your workplace, you don't have a responsibility to do anything.	T	F	
ALL accidents/incidents or near hits/misses must be reported to management.	T	F	
You don't have to follow workplace rules if you think they are unnecessary.	T	F	
Poor housekeeping (untidy workplace) does not have an impact on health and safety.	T	F	

I _____ (please print name) acknowledge that I received a copy of this NZ Look Shuttles Limited Health and Safety Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within the NZ Look Shuttles Limited Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: