



WORKFORCE INTERNATIONAL GROUP

Labour Hire Handbook



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1. Welcome

Welcome to the Workforce International team. Workforce International Group is a national provider of Recruitment and Labour Hire services, Road Line Marking and Traffic Management services. Founded in 1991 by its CEO and owner, Ray Roberts, Workforce International Group remains a wholly Australian owned and operated business. With continued growth and experience gained by working within many different industries, Workforce International Group has expanded into a national network of branches providing services across Australia.

This handbook has been designed to assist you as an on-hired worker. The information provided in it is your induction into the Labour Hire division of the Workforce International Group. How successful we are in helping you to find regular employment depends on how well we all work together to supply a quality service to clients. In the handbook you will find important information about company policies and procedures that you need to follow. Please use this handbook as a reference guide whenever you have a question about any work assignment. A copy of the handbook can be found on the Workforce International website at:

www.workforce.com.au/policy

We have tried to answer most of the questions asked regularly by our on-hired workers. However, if there is something you would like to know more about, please don't hesitate to contact your Workforce recruitment consultant or branch.

Workforce International Group branch locations and phone numbers can be found on the Workforce International website at:

www.workforce.com.au/offices

2. Definitions

Company

Refers to Workforce International Group.

Competent Person

A person who has, through a combination of training, qualification and experience, acquired knowledge and skills enabling them to correctly perform a specified task.

Health and Safety Representative (HSR)

A worker elected, as an individual or as a member of a health and safety committee or both, to represent the views of workers in relation to health and safety at work.

Worker

Has the same meaning as an employee, staff or candidate.

Workplace Health and Safety (WHS)

Has the same meaning as Occupational Health (OHS) and Safety and any other state specific terminology used to identify Safety legislation or Safety Management systems.

Workforce International Group (WIG), Workforce International

This refers to the group of companies and includes Workforce Recruitment and Labour Services (WRLS), Workforce Road Services (WRS) and Traffic Group Australia (TGA).

Branch, Branch Staff

This means the office location and the management staff who work in it. Management staff are responsible for managing and supervising daily operations and rostering workers.

3. Conditions of Employment

3.1. Application Information

Any offer of employment by Workforce International Group and its associated entities is based upon the accuracy of the statements and information you provide in your employment application and interview. Any misrepresentation or deliberate omission of fact in your application or your communications with the company may be considered a breach of trust and result in the termination of your employment.

3.2 Pay and Conditions

Each time you commence a work assignment, your Workforce consultant will advise you of the relevant pay and conditions that will apply. Ordinary pay rates include casual loading, which is inclusive of annual leave and sick leave entitlements unless clearly stated as a permanent pay rate. If you have any questions regarding the terms and conditions of your employment, please contact your Workforce consultant.

3.3 Length of Work Assignments

When you are assigned by Workforce, we will brief you on the anticipated length of each work assignment. However, the client (host employer) has ultimate control over how much work is offered, how long the work will continue and who works at their site. If you have any questions regarding assignment length or conditions, please contact your Workforce consultant.

4. Fitness and Suitability

Medical Fitness and Suitability

You may be required to attend medical examinations and functional capability assessments, or supply medical certificates to confirm that you are fit for your normal duties. Your ongoing medical fitness and suitability may also be assessed on essential job requirements and factors that directly affect your safety and the safety of other workers.

Should you be medically assessed as not meeting the essential fitness and suitability requirements for your duties, your employment application or employment may be reviewed and you may be redeployed to another work assignment or your employment may be terminated.

5. Guidelines for your Success with Workforce

- **Be on time** – If you are running late or will be away sick, you must call Workforce International and advise us before your shift is due to start. Reasonable notice of absence is a minimum of one hour before your start time that day.
- **Be professional** – You are expected to behave in a manner that is courteous and polite to clients, members of the public, managers, supervisors and of course, other workers. Your attitude is also a measure of your work performance.
- **Dress appropriately for the job** – Your Workforce consultant will let you know the work environment you will be going to, and what standard of dress is expected. If you are ever in doubt, call Workforce International before you start. If unsure, long pants, long sleeves and safety boots are the general standard for most work assignments.
- **Don't be afraid to ask questions** – If you have any questions about work instructions, hours, or client facilities, don't hesitate to ask your supervisor or Workforce. If you have questions or problems with the assignment, call your Workforce consultant immediately.

- **Confirm policies and procedures** – Make sure you know the workplace’s policies and procedures. If you are unsure about anything, ask your supervisor or the Workforce Recruitment team. You must contact Workforce prior to agreeing to work overtime or extra shifts.
- **Mobile phones** – Mobile telephone use is not permitted during work activities. Mobile phones may only be used during breaks or with the approval of the client supervisor. Some worksites may also prohibit mobile telephones from being taken into some areas, so check with your client supervisor.
- **Email, intranet and internet** – If your work involves office duties or computer access, do not use email or the internet for your own personal use. Do not keep any documents, media or physical objects on which client information is stored.
- **Confidentiality of information** – During your work assignments you may have access to confidential information. You should not discuss this information with anyone but your immediate supervisor.
- **Change of details** – If you are moving house or have a new phone number or email address, please inform Workforce International as soon as possible. This ensures that you will continue to receive pay slips and correspondence from Workforce and will also help us to contact you easily when new work is available.
- **Skills updates** – If you update or renew any of your licences or tickets, or if you complete any training, please let Workforce know as this may open up new job opportunities for you.

6. Unauthorised Activities & Rosters

6.1 Unauthorised Activities

You are not allowed to do any work outside of your authorised duties during any work assignment. If you are asked by the client to perform a task outside your authorised duties, or if you are asked to do something that you are not trained to do, stop and contact Workforce immediately.

A classic example of an unauthorised activity would be if you were hired as a welder and a client asked you to drive their forklift because you have a forklift licence. Even though you have a licence you are not authorised by Workforce International to operate a forklift at that site.

6.2 Rosters

You will be contacted by your branch and given your work assignment and roster. Roster arrangements must be made via your branch and not directly with the client. If a client asks you to work, or to work overtime, you must contact your branch for approval first or you may be in breach of your employment conditions.

7. Payroll

7.1 Submitting Timesheets

Timesheets must be returned to your branch by the specified time. It is your responsibility to ensure your timesheets are completed and handed in on time. This includes timesheets for other duties you may work as part of a Return to Work Program.

The only way the company knows what hours you have worked is via your timesheet. If the company does not receive your timesheet on time you cannot be paid. Every effort is made to ensure late timesheets are followed up, but it is ultimately your responsibility to ensure that your timesheets are submitted on time.

Payment for work where timesheets have been received late may be delayed and not processed until the next available pay-run, except in the event that paperwork was submitted late for reasons beyond your control.

Falsifying timesheets is a crime. Anyone caught falsifying timesheets may face summary dismissal and criminal charges.

7.2 Pay Day and Pay Weeks

Pays are processed weekly. Please speak to your branch staff or Payroll to confirm specific pay cycles and pay dates. Payrolls will be delayed by one day when a Public Holiday occurs.

7.3 Payroll Enquiries

Any issues with your weekly pays should first be reported to your branch to see if they can assist you straight away. Further enquiries should be made directly to the Payroll Helpdesk.

- Ph: 02 8785 5020
- fax: 02 9609 6617
- email: payroll@workforce.com.au

7.4 Abandonment of Employment

You may be deemed to have abandoned your employment if, without good reason, you are:

- absent from your work assignment without consent or notice
- are un-contactable for three consecutive days
- leave a work assignment without permission or leave an assignment before the end of a shift
- refuse a shift without reasonable excuse (such as illness etc)
- fail to report for a rostered shift

If you know in advance that you are going to be unavailable please call and notify your branch.

7.5 Swapping Shifts and Changing Rosters

You must not make private arrangements with other workers or clients to re-arrange roster schedules or jobs. All requests for alterations to rosters or shifts must be made to your branch.

7.6 Annual Leave

If you intend on taking leave or holidays, you must notify your branch at least 4 weeks in advance and submit a leave application or you may be considered to have abandoned your employment. All requests for leave are subject to operational requirements.

7.7 Resignations

All resignations must be in writing to your branch. This can be done via an email, letter, SMS or using a company Resignation Form. Final employee entitlements may not be processed until all property belonging to the company is returned and a written resignation is received.

7.8 Statement of Employment

Following resignation or dismissal from the company, employees will be supplied with a Statement of Employment upon request.

8. Summary Dismissal

Summary Dismissal

The company may dismiss an employee at any time for misconduct or wilful disobedience and then shall be liable for payment up to the time of dismissal only.

Behaviour that may result in summary dismissal includes:

- Stealing
- Making false statements or deliberately omitting facts that you know
- Attending work under the influence of alcohol or drugs
- Serious breaches of company or client policies, procedures and rules
- Operating plant or equipment without a licence or authorisation
- Harassing, bullying or victimising someone
- Fighting
- Conviction of a Criminal Offence
- Assaulting someone or threatening to harm them.

9. Human Resources and Behaviour

9.1. Grooming Standards

The following general grooming standards must be followed in the interest of your safety:

- Gloves or tape must be worn over rings when using tools or equipment
- Long hair must be contained
- Earrings, body piercings, necklaces or wrist adornments, which might get caught in tools or equipment, must be removed or contained
- Hair, beards and moustaches must be kept neat and tidy
- Hair adornments should be kept simple

All employees must maintain an acceptable level of personal hygiene and present for work in a clean and tidy manner.

9.2 Media and Public Enquiries

You are not permitted to give information about the company or client to representatives of the media or members of the general public. When asked questions about the client, work being undertaken, or any other enquires, all such requests are to be referred to your client supervisor. Some clients have special procedures for dealing with the public and media enquiries. You should follow these procedures as outlined during site inductions.

9.3 Privacy

You must respect the privacy of your fellow employees and not give out private information (including but not limited to):

- Telephone contact numbers where requested not to
- Addresses
- Any other personal information that would not normally be public knowledge

9.4 Performance Evaluation

Your performance is continually monitored and evaluated across the following categories:

- Punctuality and Attendance
- Attitude and Flexibility
- Personal Presentation
- Ability in the Role
- Initiative

Your branch staff and supervisor will pass on feedback to you whenever possible regarding your performance. Where performance may be lacking or substandard, employees may be subject to performance management measures including disciplinary action where required.

9.5 Counselling and Employee Assistance

The company will provide access to a qualified counselling service for all workers involved in a serious accident or critical incident. This service will be provided by the company as soon as practical after the event. Further sessions will be provided at the discretion of the company, in consultation with the worker and the counselling service.

All enquiries regarding counselling or worker assistance must be referred to the Group Safety and Compliance Manager via your Workforce manager or supervisor. Please contact your Workforce branch if you would like to discuss any issues.

10. Social Media

Social Media Policy

This policy provides guidance for employee use of social media, which for purposes of this policy includes blogs, wikis, message boards, chat rooms, electronic newsletters, online forums, social networking sites and other sites and services that permit users to share information with others.

Social Media Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

Principles of the Social Media Policy

- The company may observe content and information made available by employees through social media. Employees should use their best judgment and not post material that is inappropriate or harmful to the company, its employees or customers
- Some specific examples of prohibited social media conduct include posting commentary, content or images that are defamatory, pornographic, proprietary, harassing, abusive, threatening, vilifying or that can create a hostile work environment
- Employees are not to publish, post or release any information that is considered confidential or not public
- Subject to applicable law, after-hours online activity that violates the Company's Code of Conduct or any other company policy may subject an employee to disciplinary action or termination

11. Grievances

11.1 Grievance Policy

A grievance is essentially a 'wrong', problem, issue or complaint that one may have which relates to an act, behaviour, omission, situation or decision that one thinks is unreasonable, unfair discriminatory or unjust. Some examples include if a worker believes they have been the subject of discrimination, harassment or a breach of Work Health and Safety laws. This policy operates in conjunction with the Workplace Behaviour Policy.



11.2 What to do if you want to raise a Grievance

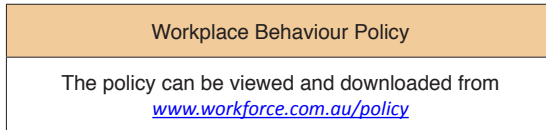
Where a worker believes they have a genuine work-related grievance they should follow the below process:

- **Direct Resolution** – attempt to resolve the grievance in a professional and courteous way. Where appropriate, address the person who is causing the issue, inform them that their behaviour is offensive or inappropriate and ask that they stop it immediately.
- **Formal Grievance** - where the matter cannot be resolved directly, discuss the issue with your branch Supervisor, Manager or Department Head however, if it is not appropriate to do so you should raise the grievance with Human Resources.
- **Resolution** - where a resolution is reached, both parties must be clear as to what the resolution entails. In the event a resolution is not reached, alternative solutions must be considered. If no resolution can be reached then Senior Management or Human Resources will listen to the parties, recommend an action and/or state their opinions on how the matter could be settled. This may include involving external mediators where appropriate.
- **Appeal** - If you believe that the grievance procedure was not followed appropriately please refer the matter to the Human Resources Manager. Where appropriate, an investigation into how the grievance was handled will take place and you will be notified of any decision and reasons for that decision.

12. Workplace Behaviour

12.1 Workplace Behaviour

Workforce International Group is committed to ensuring its workplace is both enjoyable and safe for all persons. To achieve this, everyone must ensure that no one is harassed, bullied, discriminated against, victimised or made the subject of pranks. The company aims to ensure that the workplace environment is conducive to good working relationships and that all persons in the workplace are not subjected to treatment or behaviour that makes them uncomfortable.



12.2 Unacceptable Behaviour

The following behaviours are considered unacceptable:

- Any form of harassment, sexual or otherwise
- Discrimination
- Workplace bullying
- Victimisation
- Horseplay and pranks

In all situations it is stated policy that any bullying or harassment is unacceptable and will not be tolerated under any circumstances. Workers who breach this policy will be subject to disciplinary action, including termination of employment.

12.3 What is Harassment

Harassment can involve unwelcome and offensive behaviour that relates to a persons' gender, racial or ethnic background, religion, political affiliation, sexual preference or personal attributes, colour, physical features, industrial activity, pregnancy, status as a parent or carer, or personal association with a person with any of the above attributes. Actions that may be considered Harassment include:

- unwelcome or uninvited physical contact
- sexually suggestive remarks or remarks with a double meaning
- dirty jokes
- questions about a person's sexual behaviour
- suggestive phone calls, e-mails or messages (including SMS messages)
- sending messages including e-mails or SMS messages containing sexual images; and
- comments about a person's physical appearance, race or religion

12.4 What is Workplace Bullying

Bullying is repeated, unreasonable or inappropriate workplace behaviour that threatens, intimidates, insults, humiliates, excludes and/or undermines a person or group. Some examples of behaviour which may be considered harassment or bullying include:

- making, displaying or distributing suggestive or offensive jokes
- comments, photos or videos
- making suggestive or offensive gestures;
- unfair or excessive criticism;
- insulting or mimicking a person or group of people and
- using aggressive language.

12.5 What is not Workplace Bullying

Reasonable management actions carried out in a fair way are not bullying. For example, setting performance goals, standards and deadlines; performance management processes etc.

Some examples of reasonable management actions include:

- setting performance goals with standards and appropriate deadlines
- providing constructive feedback (also referred to as performance management)
- allocating a work roster and hours
- counselling or informing a worker about unsatisfactory work or inappropriate behaviour in the workplace
- Implementing organisational changes.

12.6 Assistance with Unacceptable Behaviour

Any employee who believes they have been harassed should, when possible, tell the harasser that their behaviour is offensive and that it should stop. If the offensive behaviour does not stop, inform your branch as soon as possible so that action can be taken to address the matter. All complaints will be acted upon and will be treated seriously, impartially and sympathetically. The Grievance Policy should also be applied to help resolve these matters where applicable.

13. Workplace Safety

13.1 Safety Policy

The health, safety and welfare of the organisation's workers and anyone affected by its business undertakings are fundamental priorities. Safety is everyone's concern and everyone within the organisation has a part to play in keeping their workplace safe.

Safety Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

13.2 Health and Safety Legislation

Each State and Territory within Australia has health and safety laws. This legislation imposes legally enforceable obligations on persons conducting a business undertaking (employers) and workers.

Our Legal Obligations:

Both Workforce and the client (host employer) have a legal obligation to:

- as much as is practicable, ensure your workplace is safe
- provide enough information, training and supervision to enable you to carry out work in a safe manner
- monitor work conditions and ensure they are safe and free from risks to your health
- ensure that the safety of others is not affected by its business activities

Your Obligations:

- Ensure your own safety and your co-workers' safety in the workplace
- Cooperate and follow health and safety procedures
- Attend and participate in any inductions and training sessions provided
- Comply with all instructions given for Health and Safety purposes
- Use all Personal Protective Equipment (PPE) provided

13.3 Breaches of Safety Rules, Instructions and Procedures

Any breach of Health and Safety instructions or procedures may result in disciplinary action, including immediate Summary Dismissal for major safety breaches

Some examples of what may be considered a safety breach are:

- Doing something, or telling someone else to do something that a reasonable person would know could result in an injury or accident
- Failing to follow safe work instructions or procedures
- Not wearing PPE or intentionally wearing it incorrectly
- Not reporting incidents, injuries or hazards
- Engaging in practical jokes or horseplay that could cause injury or accidents

It is your responsibility to report incidents, hazards and unsafe behaviour to ensure a safe workplace. Please notify your client supervisor and your Workforce branch immediately so that something can be done to fix any problems.

13.4 General Health and Safety Rules

These Rules outline basic work practices that are considered conditions of your employment with Workforce International Group. They are intended as a simple guide to working safely and preventing injuries and accidents

- **If you don't know or aren't sure – ASK.**
- Don't be afraid to ask - don't take chances. If you need information about safety, emergencies or work practices, contact Workforce International immediately.
- **Report all hazards.**
- Report to Workforce International immediately if you think any work conditions or practice might cause injury to yourself or others.
- **Poor housekeeping causes accidents.**
- Keep your work area clean & tidy. Put everything you use back in its proper place.
- **Follow job safety procedures.**
- Don't take shortcuts or ignore safe work instructions.
- **Follow safe operating procedures and instructions.**
- When operating plant or other equipment, only use, adjust, alter and repair what you have been shown and authorised to do. NEVER tamper with guards, shields or interlocks on tools or equipment.
- **Always wear personal protective equipment (PPE) when required.**
- Always wear approved personal protective equipment such as safety glasses, hearing protection and dust masks if required to do so.
- **Think about your safety and the safety of others.**
- Be responsible. Don't engage in practical jokes or use tools and equipment for purposes that they were not designed for.
- **Only lift what you are comfortable lifting – get help when needed.** Always get help for heavy or awkward loads and use mechanical aids (trolleys etc.). Avoid any bending or twisting.
- **Be aware and work safely – SAFETY is everyone's responsibility.**
- Obey all safety rules, instructions and warning signs. Read safety labels and be familiar with any chemicals or substances you use.
- **Report all injuries IMMEDIATELY – even if you are injured outside of work.** Should you injure yourself or be involved in an accident, regardless of how minor it may seem, report it to Workforce International immediately.

13.5 Portable Electronic Devices

The use of portable electronic devices is not permitted whilst on duty. Portable electronic devices include but are not limited to:

- MP3 players and iPods
- CD players
- DVD / Blu-Ray players
- tablets and iPads
- laptop computers
- PDA (Personal Digital Assistant)
- digital cameras and camcorders
- voice recording devices
- action cameras (such as GoPro)
- portable gaming devices; or
- Bluetooth phone accessories

13.6 Mobile Telephone Use

Mobile telephones shall be permitted for use during a shift for emergency purposes or operational requirements only.

Mobile phones used for operational reasons must be used in a safe location.

Mobile telephone use includes but is not limited to the following:

- making and receiving phone calls or video calls
- sending and receiving text messages and/or multi-media messages
- listening to music (with or without headphones / earphones)
- taking photos or video; and
- using games or applications

13.7 Safe Work Method Statements (SWMS)

Many work activities are considered high risk, particularly some construction activities. High risk construction work requires a SWMS to be prepared and completed before any work commences. Make sure you have read, understood and signed the clients SWMS before commencing any high risk work.

13.8 Safe Operating Procedures (SOPs)

If you are operating machinery or equipment there should be an SOP for you to read and sign as part of your site induction and training.

If you are doing construction work or operating machinery or equipment and don't have a SWMS or SOP for the work, STOP and contact your client supervisor and Workforce branch immediately.

14. Emergencies & Incidents

14.1 Site Emergencies

Make sure you have been informed of the site emergency procedures as part of your induction, pre-start or SWMS for each worksite. If you are not sure, ask your supervisor.

14.2 Branch/Building Emergencies

Where installed, Building Emergency alerts consist of two tones:

- **Alert tone** – “Beep Beep” sounding tone. Stop working and prepare to evacuate.
- **Evacuate tone** – “Whoop Whoop” sound accompanied by a voice message, advising staff to evacuate the building.

Some buildings may have other types of alarms or systems to warn of potential emergencies. Regardless of the system, follow the instructions of the fire wardens on how to safely evacuate the area and move immediately to the Assembly Point to be accounted for.

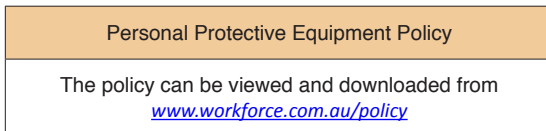
14.3 Reporting Incidents, Hazards, Near Misses and Unsafe Behaviour

It is your responsibility to report incidents, hazards, near misses and unsafe behaviour to ensure a safe workplace. Please notify your client supervisor and Workforce branch immediately so that something can be done to fix any problems. All workers involved in an incident, including a dangerous event any injury, work related illness or near miss, whether directly or as a witness, must immediately verbally report the incident to their client supervisor and Workforce branch. A written Incident Report should be completed as soon as possible.

15. Personal Protective Equipment

15.1 Personal Protective Equipment Policy

Workforce International Group acknowledges that the use of Personal Protective Equipment (PPE) plays a significant role in helping to keep our workers safe from harm. The organisation will ensure that workers are provided with suitable Personal Protective Equipment (PPE) that conforms to the applicable standard, code or guidelines.



PPE is Mandatory, not OPTIONAL



You are required to use and wear all PPE provided for your personal safety. This may include gloves, safety glasses, hard hats, high visibility clothing, hearing protection and wide brim hats. Failure to wear all required PPE, or wearing it incorrectly, may be treated as a major safety breach resulting in disciplinary action and termination of employment.

If your PPE becomes damaged, worn out or no longer functions effectively, you must notify your supervisor immediately to ensure the item is replaced. If you have any questions or concerns, contact Workforce.

15.2 Uniform

If you have been issued with a uniform it is a vital part of your PPE and it must be worn in the correct manner at all times while working, unless approval has been given by your supervisor to do otherwise.

The visibility and reflectivity of your uniform and vests may be reduced by dirt and wear. You are

responsible for cleaning and washing your uniforms and equipment. When high visibility clothing and retro-reflective tape become worn they become less effective and will reduce your visibility. If your uniform becomes faded or worn, contact your supervisor or branch and have it replaced.

When you are wearing a Workforce or client uniform you are representing the company. You must behave in an appropriate manner. If you do not, you may face disciplinary action. This includes such things as being drunk and disorderly or failing to uphold the Workplace Behaviour Policy.

15.3 Hard Hats

If you are issued with a Hard Hat as part of your PPE, you must write your name and the date it was issued on the sticker inside. You should check regularly for damage and make sure that it is no more than 2 years old from the date of issue.

When you wear your Hard Hat, you must wear it correctly. You are not allowed to wear any unauthorised headwear underneath it or wear it backwards. If you wear your Hard Hat incorrectly, for instance backwards or over a baseball cap, you may decrease the level of protection it provides you. If working outdoors. Approved hard hat brims or flaps must be worn with hard hats during daylight hours but may be removed at night.

If you drop your hard hat from a height of more than 3 metres on to a hard surface or if it has sustained a substantial impact, ask to have it replaced, even if there is no visible damage.

16. Equipment, Machine Guarding, Noise, & Hazardous Substances

16.1 Operating Plant Equipment and Tools

You must not operate any plant, equipment or tool (including vehicles) that you are not authorised, licensed or competent to operate. If you are asked to operate equipment or plant that is not part of your authorised duties, stop and contact your Workforce branch immediately.

16.2 Electrical Equipment

Electrical equipment must be tested and tagged with the relevant compliance tag before it can be used. This includes extension cords, power boards etc. Before using any electrical equipment make sure it is tagged, within the test date and in good condition. Report any faulty, damaged or untagged electrical equipment to your supervisor immediately and do not operate it until it has been repaired/replaced and tagged.

16.3 Do Not Operate Tags



'DO NOT OPERATE' tags are used where the use of circuits, switches or equipment may result in damage, injury or death when personnel are working on plant, equipment, tools or vehicles.

A 'DANGER' tag is fixed to the equipment or plant that is being worked on by the person carrying out the work. The tag must be affixed at the location that operates or supplies energy to the plant or equipment. The plant or equipment should also be isolated from power sources. Once tagged, the equipment **must not** be used by any other person.

The only person who can remove this tag is the person who placed it there. The branch manager

may give permission, in writing, for another person to remove the tag, if the originator is not available or if a dispute exists. Removing these tags without proper authority is a serious safety breach which can result in disciplinary action up to and including termination of employment and/or prosecution.

16.4 Out of Service Tags

'OUT OF SERVICE' tags are used to indicate the plant or equipment is unserviceable or faulty and must not be used. Reasons that plant or equipment are unserviceable or faulty can include:

- exposed wiring;
- broken or missing guards;
- broken or missing parts;
- events that are likely to damage the plant or equipment such as water ingress; or
- anything that can be a risk to the safe operation of the plant or equipment, which may result in an incident or injury.



When there is a fault with any plant or equipment it must be tagged out and not used until the fault has been rectified or replaced.

Any person within WIG can place these tags but only after consulting and getting approval from their branch staff or supervisor. The only exception to this is if an imminent / immediate threat to life exists before consultation and agreement can occur.

Once tagged, the vehicle or equipment must not be used by any person. All uses of these tags must be reported to your supervisor. Persons using these tags maliciously will be counselled and subject to disciplinary action.

Out of Service Tags can only be removed by appropriate service personnel, technicians or a supervisor once the equipment is deemed safe after repair and testing. If uncertain, contact your supervisor before removing.

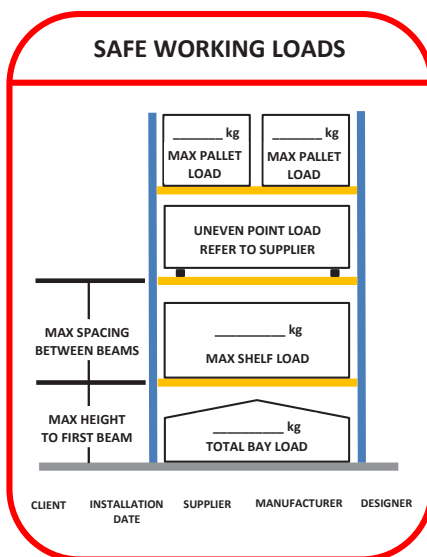
16.5 Pallet/Storage Racking Systems

All racking systems installed on Workforce or client sites should be operated and maintained according to Australian Standard AS4084-2012 for Steel Storage Racking.

The racking should be compatible with the materials and material handling equipment used in the workplace and consideration given to emergency access, adequate lighting and manual handling activities.

Consider the following important factors when working with or near pallet and storage racking systems:

- **Manufacturer's user manual** – provided by the supplier of the racking and should be available on site.
- **Safe Work load limits** – each pallet beam level and each bay of the racking has a load limit which must not be exceeded. Safe Work Limit (SWL) signs must be displayed on the racking.
- **Altering racking systems** – modifications that change the load application and configuration of the racking must not be made. Never make physical alterations such as welding on additional components.
- **Inspections** – should be carried out regularly and at least once every twelve months.
- **Damage** – report any damage immediately so an assessment can be made and repairs arranged.
- **Never try to repair** a damaged or dislodged storage rack unless you are qualified and authorised to do so.



All repair work shall be in consultation with the racking supplier or manufacturer.

16.6 Forklifts

Forklifts are widely used to lift, stack and transfer loads around worksites. Every year, many workplace deaths and injuries are caused by forklifts. The three main causes of forklift deaths and serious injuries are:

1. pedestrians being hit by a forklift
2. pedestrians or drivers being hit by the load a forklift is carrying or lifting
3. drivers being crushed in a tip-over.

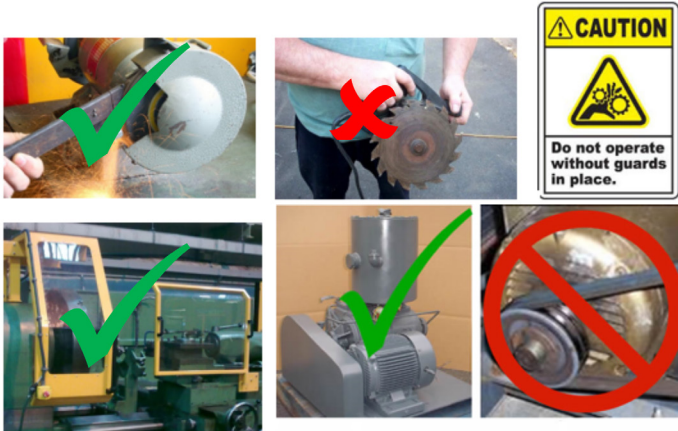
All forklift operators must hold a valid High Risk Work licence for the class of forklift being used.

If operating a forklift, you must ensure the following:

- Brakes, lights and horn must be checked before use.
- Seat belt/safety restraint is in good condition. Do not use the forklift if there is no seatbelt or if there is an issue with the seatbelt
- You must know the capacity of the forklift before using it - do not use a forklift without a load rating plate.
- Check that the tyres are not bald, flat or under-inflated.
- You are always on the lookout for pedestrians.
- No one is allowed to ride on the forklift, especially the forks.
- Never travel with the load elevated. Keep the load as close to the ground as possible to prevent tipping and maintain vision.
- Sound the horn and drive slowly when approaching a blind corner.
- Always look in the direction you are travelling.
- Do not use headphones or mobile phones when operating a forklift.
- Any faults or damage must be reported immediately.

16.7 Machine Guarding

Any machinery or equipment that has moving parts that could come in contact with any part of your body must have guards or other control measures installed to prevent contact. If you are uncertain about guards or other safety features for any equipment you are operating, contact your supervisor and Workforce branch immediately and don't operate the equipment until these safety requirements are confirmed



Never tamper with or removed guards from any equipment or tool.

16.8 Noise

Some worksites or work activities may place you in proximity to equipment that presents a noise risk. Exposure to excessive noise can be a health hazard and result in temporary or permanent damage to your hearing.

A rough guide to know if there is too much noise is if you have to shout to be heard by a person about 1 metre away. If you are worried about excessive noise in your work area, please contact your Workforce branch immediately. If for some reason you are positioned in proximity to noisy plant or equipment speak to your supervisor and confirm if it is necessary to remain in that location. **If the job requires you to work in a noisy area you must use hearing protection such as ear plugs or ear muffs at all times.**

16.9 Hazardous Substances

Some substances and chemicals you may come across in your workplace may be hazardous. This may include general cleaning chemicals. A Safety Data Sheet (SDS) is a document that provides information about a hazardous substance, how it should be used and how to avoid harm when using it.

If you are using chemicals for cleaning or any other purpose at work, the SDS must be available when using the chemicals and wherever a hazardous substance is used or stored. Make sure you check that you are using the chemicals safely as specified on the SDS. If there is no SDS or other information provided, contact your Workforce branch immediately.

16.10 Globally Harmonised System (GHS)

On January 1st 2017 the Globally Harmonised System (GHS) of classification and labelling of chemicals was implemented to internationally standardise chemical classification, labelling and safety Data Sheets (SDS) in the workplace.










In accordance with the GHS, the following 4 information points will assist you in understanding what to look for on chemical container labels when working with chemicals.

1. Signal Words – provide an indication of the relative severity of the hazard:

- DANGER: indicates the higher severity of hazard
- WARNING: indicates less severity of hazard

2. Pictograms – there are nine (9) new pictograms, each with a specific meaning. Below are the pictograms and the types of hazards they represent:

GHS Pictograms as follows:

GHS Pictogram	Hazard	GHS Pictogram	Hazard	GHS Pictogram	Hazard
 Exploding Bomb	Explosive	 Gas Cylinder	Gases Under Pressure	 Corrosion	Corrosive
 Flame	Flammability	 Flame Over Circle	Oxidising	 Health Hazard	Chronic Health Hazards
 Exclamation Mark	Certain Health Hazards (e.g. Sensitisers)	 Environment	Environmental Hazard	 Skull and Crossbones	Acute Toxicity

3. Hazard Statements – describe the nature and severity of the chemical hazard.

Examples of hazard statements are:

- Highly Flammable liquid and vapour
- May cause respiratory irritation
- May cause cancer
- Contains gas under pressure
- Causes severe skin burns and eye damage

4. Precautionary statements – describe some recommended measures that should be taken to eliminate or minimise risks during storage, handling, use or disposal of the hazardous chemical. The GHS uses four types of precautionary statements

- *Prevention of an incident*
- *Response in the event of an incident*
- *Storage instructions*
- *Disposal*

Examples of precautionary statements:



- Do not breath dust/fume/gas/mist/vapours/spray
- Keep away from heat/sparks/open flames/hot surfaces – No smoking
- Get immediate medical advice/attention
- Dispose of contents in accordance with local regulations

16.11 Chemical Labels

Read the label on the chemical container to find out:

- the trade name of the chemical.
- the proper chemical name and its ingredients.
- about any possible harmful effects.
- how to use the chemical safely.
- any warnings such as pictograms which advise you of safety, health and environment risks.

If you are unsure about the chemical or the label does not offer any advice, always ask your supervisor on site for the SDS and advice about the correct handling of chemicals.

Read label before use. Keep out of reach of children		
Flammisol		Product identifier
FLAMMABLE LIQUID, TOXIC N.O.S. (aliphatic hydrocarbons, toxicole)		
UN 1992		
Contains:	4 L	Identity and proportion of each chemical ingredient
Aliphatic hydrocarbons 95%		
Toxicole 5%		
DANGER		Signal word
		Pictograms
Highly flammable liquid and vapour		Hazard statements
Toxic if swallowed		
Causes skin irritation		
IF ON SKIN (or hair). Take off contaminated clothing and wash before reuse.	In case of fire. Use powder for extinction.	
Rinse skin using plenty of soap and water.	Keep away from sparks and open flames. – No smoking.	
If skin irritation occurs: Get medical advice/attention.	Keep container tightly closed.	
IF SWALLOWED: Immediately call a POISON CENTRE or doctor/physician.	Ground/bond container and receiving equipment.	
Rinse mouth.	Use explosion-proof electrical equipment.	Precautionary statements
	Use only non-sparking tools. Take precautionary measures against static discharge.	
Store locked up in a well-ventilated place. Keep cool.	Wear protective gloves and eye and face protection.	
	Wash hands thoroughly after handling.	
Dispose of contents/container in accordance with Jurisdictional regulations.	Do not eat, drink or smoke when using this product.	Other useful information
Refer to the Safety Data Sheet before use.		
Madeup Chemical Company, 999 Chemical Street, Chemical Town, My State. Telephone: 1300 000 000 www.madeup-chemical-company.com.au		Name, address and telephone number of the Australian manufacturer or importer

17. Traffic Management

Workplace traffic includes cars, trucks, vans, forklifts, excavators, elevated work platforms and other vehicles or powered mobile plant. Any workplace where there is a risk of traffic colliding with people must have a traffic management system in place. If you are unsure about traffic management risks and controls at your workplace, contact your supervisor or Workforce branch immediately.

Always obey any warning signs and only walk in designated pedestrian walkways.



18. Manual Handling, Drinking Water and Food Consumption

Manual Handling is any activity that requires the use of force by a person to lift, lower, push, pull, carry, move, hold or restrain something. Manual handling is the most common cause of injuries at work. You should be aware of your own limitations and not push yourself beyond these limits. At all times, your health and safety is more important than the task at hand. Do not attempt to lift, move or carry any object that is too heavy or awkward.

Refer to your SWMS, ask for assistance, break the object down into smaller loads or use a trolley or hoist if possible.



If your work requires you to frequently bend or twist; or repeatedly move an object without a break; or if at any time you feel pain or discomfort, stop and contact your supervisor immediately. DO NOT continue working if you feel pain. Report this to your Workforce branch immediately to avoid serious injury and so that medical attention can be arranged.

You need to consume sufficient quantities of food and water to maintain your fitness for work and wellbeing. Due to the nature of some work assignments, you may be working some distance from facilities to purchase food or water, so you may need to bring your own. If for any reason you are without an adequate supply of water please contact your supervisor or workforce branch immediately.

19. Smoke Free Workplace

Smoke Free Workplace Policy

To meet Work Health and Safety (WHS) obligations, promote smoke free work environments and control the risk of passive smoking, Workforce International Group has adopted a Smoke Free Workplace policy.

Under this policy, all employees are:

- *Prohibited from smoking at all workplaces and worksites except for within designated smoking areas.*
- *Prohibited from smoking while carrying out all work duties, including outdoor activities.*
- *Prohibited from smoking in any company owned vehicle.*

Smoke Free Workplace Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

20. Sun Protection

20.1 Sun Protection Policy

Australia has one of the highest rates of skin cancer in the world. People who work outdoors for all or part of the day have a higher than average risk of skin cancer. Ultraviolet Radiation (UVR), which is present in sunlight, is a known cause of skin cancer. All skin types can be damaged by exposure to solar UVR. Damage is permanent, irreversible and increases with more exposure.

Workers are required to use and wear all PPE supplied for the purposes of safety and Sun Protection in accordance with company PPE Policies and Procedures.

Sun Protection Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

20.2 Sun Protection – Outdoor Workers

Sunscreen is considered an essential part of your Personal Protective Equipment (PPE) for outdoor workers and must be applied where the risk of sun exposure is present.

- 30+ Sunscreen is available for all outdoor workers – ask your supervisor.
- Sunscreen should be applied 20 minutes before going into the sun.
- Sunscreen should be reapplied at least every two hours or more frequently if perspiring.

If your sunscreen is out of date, or nearly out of date, contact your supervisor to arrange a replacement.

Sunscreen alone does not provide total Sun Protection. Sunscreen must be used in conjunction with proper UV protective clothing. All clothing and items supplied for the purpose of Sun Protection are considered essential PPE and must be worn in accordance with company PPE requirements. This includes wide brim hats (baseball caps are unacceptable), Hard Hat brims or flaps, tinted

safety glasses, long sleeved shirts and long pants. You must wear your sleeves and pant legs rolled down to ensure they provide complete sun protection.

To prevent Skin Cancers the company recommends regular checks with your doctor. As a general rule, the more regularly you check your skin, the greater the chance of detecting a Skin Cancer before it becomes life threatening.

The risk of developing Skin Cancer increases with age. Consult your doctor immediately at the first sign of any change.

21. Injuries

21.1 Injury Management Policy & Return to Work Program

If an employee suffers an injury or illness related to their work, Workforce International Group is committed to the process of Injury Management and Rehabilitation by providing employees with a timely, safe and durable return to work. This will occur through a Return to Work (RTW) Program.

Injury Management Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

21.2 Injury Management Process

Should you injure yourself or be involved in an incident or accident, regardless of how minor it may seem, you must report it to your supervisor or branch immediately. Similarly, if you have any injury or medical condition that could be made worse by your work, or affect your ability to work, report it immediately.

You must follow any reasonable instructions given by the company in respect of medical treatment and Return to Work. The company will ensure that appropriate first aid and medical treatment is received as soon as possible.

Workforce International Group has access to Medical Centres in areas close to branches and company details are registered with them. These centres have knowledge of the types of suitable duties that are available to employees so they can better assist with the Return to Work Process. **It is company policy that injured workers attend one of these medical centres as soon as possible following an injury. Where possible a company representative will transport you to the medical centre and speak to the doctor to assist with the injury management process.**

21.3 Worker's Compensation

All workers are covered for compensation as a result of injuries sustained whilst at work in accordance with state Workers Compensation or Accident Compensation Legislation. Where applicable, the Workers' Compensation Insurer will be notified of all work related injuries within 48 hours.

If claiming Workers' Compensation, you must complete a Workers' Compensation Claim Form available from your branch. This will then be forwarded to the insurer where your claim will be assessed.

Employees who claim Workers' Compensation have a responsibility to:

- nominate a treating doctor to participate in the Injury Management Process
- comply with the insurer's Injury Management Plan
- participate in and cooperate with the Injury Management Policy and Return to Work Program
- comply with all Return to Work Plans (RTW Plans)
- attend medical and rehabilitation assessments
- supply current Workers' Compensation Medical Certificates from your Nominated Treating Doctor, as soon as you receive them. This will help with timely processing of any entitlements (pay) and ensure that your claim is processed by the insurer without delay.

22. Medical Conditions, Allergies and Medication

22.1 Prescribed Medication

If you are on any prescribed medication, please notify your supervisor or branch immediately as some medications can affect your ability to work safely. In some cases you may need to provide a Medical Certificate from a doctor, certifying that you are fit to safely perform your work duties.

22.2 Medical Conditions and Allergies

Any medical conditions, including allergies, that may affect your ability to carry out your normal work duties safely, must be reported to your supervisor or branch immediately. You may be required to attend medical examinations or supply medical certificates to confirm that you are fit to carry out your normal duties.

23. Alcohol and Drugs

23.1 Alcohol and Drugs Policy

Workforce International Group is committed to safety as the number one priority for all of its operations by maintaining an alcohol and drug free workplace environment for all workers, clients, contractors and others. The intention is to promote a "fit for work" culture where all workers recognise the health and safety risks of misusing alcohol and drugs.

All workers are responsible for ensuring that they are free from the influence of alcohol and drugs while at work.

Alcohol & Drug Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

22.2 Alcohol, Drugs and Work

The more alcohol or drugs you consume, the more your judgement and performance will be affected. Even a very small effect may be dangerous where a high degree of skill is needed, or if the risk is already high or the safety of others is involved.

The more alcohol you consume, the longer it takes for your Blood Alcohol Concentration (BAC) to

return to zero. **It generally takes about one hour for one standard drink to pass through your bloodstream**, and after a heavy drinking session, your BAC may still be over 0.05 or higher the next morning. A simple guide to staying alcohol free when you start work is not to drink more than 2 standard drinks and allow at least 8 hours without a drink prior to starting your shift.

21.3 Alcohol and Drug Testing

Testing may take place under the following circumstances in accordance with company Alcohol and Drug Procedures, a client or host organisation’s procedures or under applicable legislation pertaining to alcohol and drug testing:

- Suspicion of being under the influence of Alcohol or Drugs
- Random Testing
- Systematic Testing
- Testing Following an Accident or Incident
- Prior Non-Negative Alcohol and Drug Test Results

If you report to work or if you are found working under the influence of drugs or alcohol you may be removed from site and subject to disciplinary action. Serious or repeated breaches of the Alcohol and Drug policy will result in termination of employment.

If a worker refuses to be tested, then the test will be presumed and treated as if it were exceeding the prescribed level and the worker will be deemed unfit for work and will be required to leave the site immediately. Disciplinary action will be taken in accordance with the Alcohol and Drugs policy and procedures.

24. Fatigue Management

24.1 Fatigue Management Policy

Workforce International Group is committed to providing and maintaining a working environment that is safe for all employees, clients, contractors and others. Managing and minimising employee fatigue at work is considered a major factor in achieving this goal. The intention is to promote a “fit for work” culture where all employees recognise the health and safety risks of fatigue.

Fatigue Management Policy
The policy can be viewed and downloaded from www.workforce.com.au/policy

24.2 What is fatigue?

Fatigue is results from a lack of sufficient quality sleep. Signs and symptoms of fatigue include: **excessive yawning, chronic tiredness or sleepiness, headache, dizziness, sore or aching muscles, muscle weakness, slowed reflexes and responses, impaired decision making and judgement, moodiness and irritability.** *Fatigue is a factor in many serious accidents and injuries and the symptoms can have the same effect as being intoxicated.*

Work Related Fatigue: may be induced by the work environment, the work tasks or sleep patterns.

Non-Work Related Fatigue: may result from non-work activities and lifestyle.

24.3 Fatigue Management Responsibilities

All workers are responsible for ensuring that they recognise signs of fatigue and the impact on themselves and others. If you believe that fatigue may be affecting your safety or the safety of others, report it immediately to your supervisor or branch immediately.

If you are required to work more than 12 hours in a single shift or if you work, or are rostered to work 7 days without a break, contact your branch immediately as these situations are likely to cause fatigue and must be controlled.

You must use the breaks provided within, and between shifts to rest and recuperate. If you are working a second job or something is preventing you from regularly getting at least 8 hours sleep per night, report it to your supervisor or branch immediately.



HEALTH & SAFETY RULES

- 1. IF YOU DON'T KNOW OR AREN'T SURE – ASK**
Don't be afraid to ask - don't take chances. If you need information about safety, emergencies or work practices, contact Workforce International immediately.
- 2. REPORT ALL HAZARDS**
Report to Workforce International immediately if you think any conditions or practice might cause injury to yourself or others.
- 3. POOR HOUSEKEEPING CAUSES ACCIDENTS**
Keep your work area clean and tidy. Put everything you use back in its proper place.
- 4. FOLLOW JOB SAFETY PROCEDURES**
Use the right tools, equipment and procedures for the job. Don't take shortcuts.
- 5. FOLLOW SAFE OPERATING PROCEDURES AND INSTRUCTIONS**
When operating plant or other equipment, only use, adjust, alter and repair what you have been shown and authorised to do. Never tamper with guards, shields or interlocks on tools or equipment.
- 6. ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT (PPE) IF DIRECTED**
Always wear approved Personal Protective Equipment (PPE) such as safety glasses, hearing protection and dust masks if required to do so.
- 7. THINK ABOUT YOUR SAFETY AND THE SAFETY OF OTHERS**
Be responsible. Don't engage in practical jokes or use tools and equipment for purposes that they were not designed for.
- 8. ONLY LIFT WHAT YOU ARE COMFORTABLE LIFTING – GET HELP WHEN NEEDED**
When lifting, bend your knees, grasp the load firmly and then raise the load keeping your back as straight as possible. Always get help for heavy or awkward loads and use mechanical aids (trolleys etc).
- 9. BE AWARE AND WORK SAFELY – SAFETY IS EVERYONE'S RESPONSIBILITY**
Obey all safety rules, instructions and warning signs. Read the safety labels and be familiar with any chemicals or substances you use.
- 10. REPORT ALL INJURIES IMMEDIATELY – EVEN IF YOU ARE INJURED OUTSIDE OF WORK**
Should you injure yourself or be involved in an accident, regardless of how minor it may seem, report it to Workforce International immediately. If you have any injury or a medical condition that could be made worse by your work or effect your ability to work, report it to Workforce International immediately.