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1.0 Introduction to the WHS System at SKG Services (SKG)

1.1 Scope

This WHS Management System has been put together to help client's gain a better understanding of our commitment to workplace safety. SKG continues the process of meeting high levels of customer service excellence, while simultaneously implementing safety for our employees, the public we service and our valued clients. Further, the company is committed to maintaining a workforce with up-to-date skills and knowledge to meet present and future services *safely*.

The Work Health and Safety Management System is applied to all areas of SKG Services. Failure to comply with the requirements outlined in this WHS Management System incurs disciplinary action.

1.2 Purpose

This Management System is to establish and maintain an effective WHS system. SKG Services has implemented a structured Safety Management System to meet its obligations under its internal Work Health and Safety Policy and the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011, AS/NZS 45001:2018, NSW Work Health and Safety Regulations 2017 and relevant Safe Work Australia Codes of Practice. See Regulatory Monitoring Process for updating activities. On contracts outside NSW SKG complies with the respective state safety laws etc. See Compliance Folder for Copies of Legislation and Codes of Practice.

1.3 Review

SKG reviews this plan on a half-yearly basis. More frequent reviews take place in response to organisational and legislative changes. (Latest review 16 February 2022)

1.4 Document Control

The WHS Management System documents are released only as controlled documents. The controlling authority is the General Manager and or Compliance Manager.

2.0 Accountabilities and Responsibilities

See Organisation Chart in a separate document.

2.1 Work Health and Safety Policy

SKG Services recognises and acknowledges its obligations and takes all practicable action to protect the Health and Safety of its employees, customers, sub-contractors, and visitors.

The Company endeavors to ensure in so far as it is reasonably practicable, all employees, customers and visitors remain free from injury and risks to health whilst on the premises or at sites under its control.

SKG is committed to ensuring that work practices and procedures adopted throughout the company fulfill legislative Work Health, Safety and Welfare requirements. We provide the necessary safety, training, rehabilitation programs and resources to ensure provision of a safe workplace and to promote WHS awareness throughout the organisation.

Management, employees, and sub-contractors consult and cooperate to ensure all practical measures are taken to maintain a safe and healthy working environment. All consultations conform to the Health and Safety Policy, the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011, AS/NZS 45001:2018, NSW Work Health and Safety Regulations 2017 and relevant Safe Work Australia Codes of Practice.

As well as being beneficial to their own interests, Management and employees have a legal obligation to ensure that health and safety provisions are implemented in a timely fashion and are effective.

All Site Supervisors and employees comply with the following policy requirements:

- Supervisors always ensure that all persons for whom they are responsible, work in a safe manner and that work is undertaken in a safe environment.
- All employees are actively involved in the WHS program to minimise risks and to provide input into the development of safe work procedures.
- In the event of an accident, injury, damage, or near-miss incident occurring, full details of the incident are immediately reported to the Managing Director, who comprehensively investigates the incident and implements or recommends appropriate action to avoid any recurrence.
- All employees have access to effective health and rehabilitation services.
- All personnel receive appropriate and adequate training to enable them to carry out their work safely, without risk to themselves or to others at the workplace.
- All work operations comply with both the written and implied intention of all applicable Work Health, Safety and Welfare Legislation.
- Employees take reasonable care to protect their own health and safety by complying with endorsed safe work procedures and other WHS requirements.
- Employees do their utmost to ensure that the Health and Safety of other persons is not compromised through any act or omission on their behalf.
- Employees cooperate with reasonable instructions issued for the protection of their personal health and safety, and for the health and safety of others at the workplace.
- SKG's compliance strategies for legal and safety compliance is through regular site visits by CSM's, supervisors, monthly site reports and a detailed incident response structure – frequently followed up through the issue of a relevant Safety Alert to all sites.
- The success of this policy is dependent upon the commitment and involvement of all personnel.

Every employee (and sub-contractors) should expect to be able to work safely and without injury; managers have an obligation to ensure they are able to do so. Working safely is also an accountability of every employee. It must be a habit of mind that is not switched off when the employee leaves the workplace.

SKG is committed to continual improvement in all areas of safety and health, towards a goal of zero harm to people and the environment.

2.2 Organisational Structure of SKG (As of 16 February 2022) See separate document.

2.3 Assigning Responsibilities for WHS

2.3.1 The Company

To ensure the health, safety, and welfare of their employees whilst at work, SKG complies with the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011 as well as all other relevant Legislation, Regulations, Codes of Practice and Australian Standards.

2.3.2 The General Manager

The Employer is responsible under the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011, and NSW Work Health and Safety Regulations 2017.

- The overall work health and safety of SKG
- Ensuring the Work Health and Safety Management System and policy is developed and implemented
- Monitoring the effectiveness of the Work Health and Safety Management System and policy
- Consulting with employees on a regular basis regarding their work health and safety concerns
- In accordance with requirements of AS/NZS 45001:2018 staff is consulted on the development of safety policy and documents – such as Safe Work Procedures – on a regular basis – e.g., toolbox talks
- Promoting the commitment of SKG to excellence in Work health and safety performance
- Reviewing all investigations comprehensively to ensure their accurate completion
- Implementing the WHS Policy and Management System
- Ensuring compliance by all employees, contractors, and visitors with the Policy
- Monitoring the effectiveness of the Work Health and Safety Plan
- Ensuring the WHS Policy and SWMS are included in the planning phase of any new project
- Ensuring safe work practices are always adhered to

2.3.3 Employees

Employees under the Model Work Health and Safety Act and Regulations 2011 are responsible for:

- Ensuring that they comply with the WHS Policy, the Work Health and Safety Management System and all company Safe Work Practices.
- Staff consult in accordance with requirements of AS/NZS 45001:2018 on the development and updating of safety policy and documents
- Being mindful of the safety of themselves and others in the workplace.
- Immediately reporting any unsafe condition, dangerous occurrence, or injury to their supervisor.
- Ensuring they can competently and safely perform any work they undertake.

3.0 Employee Consultation

Under the Work Health and Safety Act and Regulations 2011 an Employer has a duty to consult with employees to enable those employees to contribute to the making of decisions affecting their health, safety, and welfare at work.

SKG fulfills its duty to consult with employees through inductions and site meetings talks and WHS issues on the agenda of team meetings where employees are strongly encouraged to express their views and concerns regarding matters that affect the health, safety, or welfare at work.

All views raised by employees at any time will be considered by the Company and be addressed appropriately.

All relevant information which may affect the health, safety or welfare of employees is shared with all employees.

SKG consults with employees when:

- Undertaking hazard identification & risk assessments, regarding health and safety
- Decisions are made on measures to control or eliminate those risks
- Changes are made to premises, systems, or methods of work, or to plant and substances used for work, that may affect health, safety, and welfare at work
- Decisions are made about consultation arrangements

SKG reviews the consultation arrangements as occasion requires. Consultation on new arrangements will also be undertaken if most of the employees so request or if there has been a significant change in the composition of the workgroup that is not reflected in the existing arrangements.

To ensure that SKG is complying with the regulations regarding employee consultation, Sub-contractor and Employee Consultation is used as a checklist and is reviewed every 12 months. If a "NO" is recorded, then the employee consultation arrangements are reviewed and amended as is deemed necessary. Consultation minutes are recorded on the Toolbox form.

4.0 General Safety

4.1 Mandatory Rules for WHS

SKG has several safety rules that must be always adhered to by all employees. These are reviewed from time to time and added to as we identify new initiatives to deal with safety problems.

The current mandatory safety rules are:

- All employees diligently exercise their 'duty of care' towards the health and safety of others at SKG client sites
- All employees cooperate with management of the Company to facilitate compliance with WHS legislation and regulation
- Safe Work Procedures are always adhered to
- Faulty equipment is reported immediately and fixed as soon as practicable
- All existing employees have a responsibility to ensure all new employees are assisted in working safely

4.2 Managing Non-Compliance

Appropriate training, explanation and assistance is given to all employees to ensure they fully comprehend what is required of them to safely undertake their work. Both management and employees do not tolerate unsafe behavior and non-compliance with the safety policies and procedures of SKG Services.

Employees of SKG, who do not comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, are subject to the existing Company disciplinary procedures. For further details see the Request for Improvement (Non-Conformance) Procedure in the Business System.

4.3 Drugs and Alcohol

This policy and procedure outline the management of drugs and alcohol in the Company and applies to all sub-contractors and employees working at client sites.

It is policy that persons working in or for the Company arrive at work unaffected by drugs or alcohol and remain that way while they are on duty. Illicit drugs are not permitted on the premises or at client sites under any circumstances.

The Alcohol & Other Drugs Policy is designed to make the workplace free from the possible effects of drug or alcohol abuse.

The key objectives of the Policy are:

- A commitment to providing a safe, healthy, and productive workplace
- Drug or alcohol abuse imperils a safe working environment. No person is permitted to remain at the workplace while under the influence of alcohol or other drugs which impair judgement or performance
- The inappropriate use of legitimate drugs or the use, possession, or sale of illicit or non-prescribed controlled drugs on company premises or client sites is prohibited

General – fitness for duty and Assessing the Risk

Fitness for duty may be influenced by several factors including illness, stress from work or other personal problems, the influence of prescribed medication or abnormal behavior induced by alcohol or other non-prescribed or illegal drugs. A good indicator of the level of fitness for duty is work performance while performing those duties expected of the employee.

Regional Management and Site Supervisors do not have the qualifications to diagnose an alcohol or drug problem; therefore, referral for assessment and treatment is to be based on job performance only. The severity of drug effects is different for each person and the potential risk caused by drug impairment varies according to the task being performed. Management should assess each case individually by considering the person involved, the type of work being performed, and the risk created by the individual being affected by drugs or alcohol. Commonsense should prevail.

If a manager or supervisor or fellow employee observes a person behaving as if they are affected by drugs or alcohol while working, then action is taken to preserve the safety of that person and others at SKG contract sites. Inappropriate behavior of this type is reported to senior management as soon as possible.

4.4 Housekeeping Policies and Procedures

Safe operating practices are fundamental to all work conducted at SKG. It is essential for a safe work environment that each work area is kept clean and orderly to prevent injuries to personnel.

It is the responsibility of all workers to ensure appropriate standards of housekeeping are always maintained.

To maintain high housekeeping standards, all employees ensure that they employ housekeeping activities as an integral part of their duties. Housekeeping practices shall be randomly undertaken monthly by inspection checklists to determine the comparative standard. Cleaning Inspection Form – Commercial Buildings (refer to SKG Management of Sites Folder) are to be used when undertaking these inspections.

Management undertakes regular housekeeping inspections and audits. These

include, but are not limited to:

- Keeping the work area clean and tidy
- Placing equipment and materials neatly away from the immediate work area to reduce tripping hazards
- Keeping electrical cords and cables away from walkways, stairs, and landings
- Placing rubbish bins for the proper disposal of unwanted materials
- Maintaining a clear access to all emergency fire, first aid and communication equipment

Accountabilities

Managers / Supervisors are responsible for

- Ensuring that all staff is familiar with the Housekeeping Policy and Procedure
- Ensuring that all staff are appropriately trained and are familiar with this procedure. This may occur through the process of induction training and ongoing refresher training and reminders at site meetings
- Implementing this procedure and have the authority to act immediately should they have the need to do so
- Comply with the provisions of this procedure
- Complete the Risk Assessment Form where risks are identified as needing assessment

Employees and Sub-contractors are responsible for:

- Complying with the provisions of this procedure
- Reasonably cooperate with their employer to facilitate compliance with this policy
- Report any issue or concerns that they may have

5.0 Management of Risk at SKG Services

SKG management has adopted the new standard approach where prevention of safety failures is the number one priority of the company's WHS management plan, always, rather than simply implementing preventative action to shore up lapses or patch up following incidents. SKG considers both daily risk factors and occasional risks – the latter may apply to cleaning staff co-opted to assist a client in dealing with an on-site issue.

5.1 General

SKG Services has introduced risk management techniques compliant with the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011 by ensuring all workplace hazards and associated risks have been appropriately identified, assessed, and controlled. These activities occur at the tender and commencement stages of all contracts.

Risk Assessment, Hazard Identification and Manual Handling activities are covered in Safe Work Method Statements and employees follow strict guidelines when identifying hazards; assessing risks and selecting appropriate control measures (See separate section in site folder for Safe Work Procedures).

The Process is as follows:

- Establishing a register of hazards and associated risks
- Undertaking all risk management in conjunction with all employees
- Training all employees in the use and application of all controls introduced for each identified risk – cleaners are monitored during site induction, on use of equipment
- Employing specific techniques to ensure risks are managed effectively – e.g., checking all power cords for damage before use

The following specific risk management strategies are implemented:

- Controlling workplace access
- Risk identification – potential physical harm, moving plant/vehicles of exposure to chemicals
- Assessment of Risks – Risk levels are identified in risk matrix associated with each individual work task – e.g., glass cleaning
- Risk control – Safe Work Procedures developed for each cleaning task
- Safe work procedures – conducting regular site assessments of risks and updating accordingly

5.2 Controlling Workplace Access

SKG operates in both open and closed working environments.

- where the public has continual access to buildings appropriate signage and barricades are always put in place (to enclose the work areas – “Econ-o-cone Safety Cones” that satisfy standard AS 1319-1994) prior to work commencing and remain until all surfaces are dry and safe to resume pedestrian traffic
- where there are no public access (mainly in after hours cleaning) normal workplace restrictions apply – no worker or visitor is permitted to enter unless they have undergone a site induction and the entrance is signposted to prevent any unauthorised access
- where there is only one cleaner on site, and it may be an isolated site the cleaner is provided with additional induction tasks that must be always followed to prevent any accidents or incidents so that cleaning tasks can be carried out in the normal manner – at such locations a fully charged mobile phone is always required.

5.3 Safe Work Procedures

SKG is committed to providing a safe workplace for all employees and in so doing, a suite of Safe Work Procedures has been developed and are always adhered to by all employees and sub-

contractors. As new work tasks are included in contracts additional Safe Work Procedures are added to the suite in Site Manuals.

SKG Safe Work Procedures have been developed and amended, as required with consultation, and input from staff (administrative and cleaning) to demonstrate their recognition and understanding of safety requirements on the job. A separate register of consultation is maintained.

In the case of one cleaner on site there is a special Safe Work Procedure – One Cleaner on Site – setting out additional checks and safety precautions – e.g. have a fully charged mobile phone on their person at all times, contact their Supervisor before commencing and at conclusion of work, park as close as possible to the entry at all times, make sure access door is secured on both entry and exit and fully observe all basic WHS instructions – e.g. do not lift anything over 20Kgs.

See Safe Work Procedures in Site Manual.

Management, in consultation with employees, continues developing these Safe Work Method Statements as new equipment or machinery is purchased and as new or safer work techniques are identified, site specifications change, or appropriate regulations change.

6.0 Accident and Incident Occurrence

6.1 Reporting to Statutory Authorities

SKG complies with the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011 regarding accidents and other occurrences. Reports to NSW Workcover are signed by the Managing Director before lodgment.

6.2 Accident/Incident Investigation Report

A comprehensive accident/incident investigation is undertaken for all accidents or incidents at SKG. All safety incidents, accidents or near miss events are reported to permit analysis and preventative action to reduce risks and chances of a repeat event. The Accident/Incident Investigation Form is used for reporting such events is in both the forms folder and the site compulsory folder.

7.0 Emergency Procedures

7.1 Emergency Planning SKG

Emergencies Policy

While the company takes all reasonable and practicable steps to minimise the risks of accidents (particularly fire and other situations where there may be significant risks to personnel and property), it is acknowledged that, despite the measures taken, and it cannot be assumed that a major incident never occurs. In consideration of this circumstance, SKG primary objective is to provide a practised, swift, and effective response to any emergency.

Organisation commitment

SKG is committed to providing a safe place of work and safe systems of work, as well as protecting the health and safety of all people during reasonably foreseeable emergency situations. The organisation has developed and maintained a documented emergency response plan as outlined here in Section 7 and always available on site where the procedure forms part of all site inductions.

- identifies the possible emergency scenarios for our work sites
- prescribes the emergency organisation (people and duties), and
- specifies arrangements to be implemented (systems and procedures)

Securing the safety of all persons who may be affected by emergencies involving SKG activities is accorded the highest priority. SKG is fully committed to containing the consequences of any emergency until that emergency has been fully controlled.

SKG Emergency response plan takes note of Safe Work Australia – Emergency fact Sheet which is based on the requirements of regulation 43 of the Work Health and Safety Regulations – published 09 December 2019.

Resources

The necessary resources (people, and equipment) are made available to:

- comply with all relevant legislation, and
- ensure the health and safety of employees and others

Emergency response planning management priorities

As a priority this organisation ensures that the emergency response plan is maintained and regularly tested as part of a process of continuous improvement. The organisation endeavours to give information and training as often as is necessary to all employees (and others, as visitors) to facilitate a better understanding of the emergency response arrangements and procedures.

Any concerns which employees (and Sub-contractors) may have regarding the organisation's emergency procedures can be reported to a supervisor immediately. The Company then takes the necessary measures to investigate and remedy the situation.

Emergency Procedures

An Emergency Procedures Application Checklist (see forms folder and site folders) has been developed which describes the Emergency Procedures to be undertaken by all employees or sub- contractors of SKG if an emergency arises.

When evacuating the property, employees must take all personal effects, i.e., keys, bags etc with you, as you may not be able to re-enter the building until it is considered safe.

When evacuating the property or work sites all employees are required to gather at the 'Emergency Assembly Point' where everyone will be accounted for to ensure all workers and visitors are safe. At client sites employees should note signs indicating Emergency Assembly Points and in the event of an evacuation move to those points and comply with the established procedures for that location.

- Emergency Assembly Point: **as per designated areas for each site.**

Management commitment

Management is responsible for ensuring that:

- the objectives of this policy are integrated into work practices
- employees are consulted on workplace health and safety matters related to the provision of an effective emergency response plan
- there is adequate communication on health and safety matters related to the safety of persons during foreseeable emergency situations that may occur through workplace activities
- effective action is taken to ensure the health and safety of people who may be involved in, or impacted by, any emergency involving SKG activities

Employee – Sub-contractor commitment

Employees and Sub-contractors are responsible for:

- carrying out their duties prescribed in the emergency response plan in a manner which does not adversely affect their own health or safety, or that of others in the workplace
- cooperating with measures introduced in the interests of workplace health and safety related to the safety of people who may be affected by any emergency which occurs because of, or in relation to, workplace activities
- taking prompt action to secure or isolate any hazardous situation in an emergency which comes to their notice, and which is within their capacity to safely remedy without placing themselves at risk, to protect others in the workplace
- immediately reporting to management all matters which may affect the health and safety of people who may be involved in or affected by an emergency involving workplace activities

7.2 Roles & Responsibilities

For SKG the General Manager is the controlling authority if an emergency occurs within our workplace. Where an emergency occurs at a client site and involves company staff or sub- contractors the Managing Director or senior managers communicate with appropriate client management to ensure that the client fully implements their WHS policy particularly in respect of accident and incident responses.

In line with the Work Health and Safety Regulation 2011 and 45001:2018 all serious incidents are subject to a Root Cause Analysis carried out as soon as practical after the event. The root cause analysis must involve statements from all cleaners present during the incident.

7.3 First Aid Kit

A Type 'C' First Aid Kit is required in places of work (other than construction sites) at which 10 or fewer persons work. A Type 'C' First Aid Kit is in the cleaner's room as well as in each company vehicle. The items that are required to be in this first aid kit are listed on the Equipment Register Form (see forms folder) of this document. The First Aid Kit is regularly inspected to ensure adequate quantities are maintained (see Site Inspection Checklist).

Prescription drugs are not permitted to be given to any member of SKG's workforce.

7.4 Smoking in the Workplace

The rules of smoking are simple. NO SMOKING is permitted in any building or building site while engaged in work or in a company vehicle. This ban is for the hours of duty.

Staff members wishing to smoke may do so outside of buildings or work sites and outside company vehicles, but with minimum interruption to their work and to the company.

8.0 WHS Training

8.1 Induction Training

SKG inducts all employees, visiting contractors and others so they can perform their duties safely in accordance with the company's safe work procedures.

The Procedure

- All new employees, contractors, and others are inducted before commencing any duties with SKG
- Induction is performed by employees of the company deemed competent to do so by the Managing Director or senior managers
- An induction handbook containing the same information as that given at induction is provided to all at the end of their induction session
- Anyone who has attended induction or received training signs the Induction Register. The register is maintained by Supervisors. (See forms folder and site folder). It is company policy to provide refresher training for workers every 12 months.

8.2 Contents of Induction Programs

SKG has developed a comprehensive induction program based on the following relevant quality, safety, environmental and communication issues in the workplace:

- Introduction to the organisational structure and quality management system of the company – and its delivery of a quality service
- Presentation, explanation and discussion of the overall Work health and safety management system for the company
- Introduction to any Work health and safety personnel working for the company
- Mandatory Site Safety Rules for the workplace, as well as for the specific locations that

- inductees will be working in (where practicable)
- Safe Work Procedures for all identified work practices carried out by the company
 - Safe Work Procedures Induction for all cleaning, and security tasks
 - New staff is encouraged to take a positive interest in safety on the job from day one to strengthen the culture of involvement which has a positive outcome on the overall company performance
 - Emergency procedures for the company, including first aid, emergency muster points, fire safety and any other relevant information are identified
 - Information on the reporting requirements for accidents, incidents and near misses within the company, along with associated documentation and procedures
 - Environmental Management Policy requirements
 - Environmental Checklist – to be completed if any environmental risks are identified

Finally, all new employee(s) and sub-contractors are walked through their workplace so they can become more familiar with the location of key areas, isolation points, possible risk areas, and amenities, etc. For more details see company Induction Checklist.

9.0 Safety in the working environment

9.1 Manual handling (including) Ergonomic Analysis

To ensure the health, safety and welfare needs of all our employees, sub-contractors and visitors, all working areas in SKG undergo regular ergonomic inspections (referred to as Manual Handling assessments in our Safe Work Procedures).

Purpose

SKG ensures people can work effectively with a minimum risk of injury through proper ergonomic and manual handling assessment of all risks.

Scope

This procedure applies to all areas of SKG.

Procedure

A manual handling/ergonomic survey is completed as part of each Risk Assessment were identified as needed. All employees – sub-contractors receive advice in manual handling techniques and ergonomic risk awareness where there is an identified risk.

Accountabilities Supervisors

- Provide training in Manual Handling Techniques – as part of induction process
- Provide advice in Ergonomic Risk Awareness and Assessment.
- Ensure records of manual handling/ergonomic surveys/assessments are kept and maintained.

All Employees and sub-contractors

All workers must use the correct methods for work, as provided in the induction-training program to minimise the risk of personal injury.

9.2 Working Space

SKG occupies premises at Port Hacking Road, Miranda and for the office staff facilities are regarded as more than adequate for their relevant tasks. Specific steps which are taken as follows:

- Computer towers are situated in the most suitable location for each worker (either on the floor or on the desk) with the depth and breadth of desks considered according to both duties and the nature of work being conducted
- Plugs and cabling are to be organised to not impede the movements of employees or serve as a fire hazard
- Sufficient filing space (for both hard and soft copy material) is provided to allow for proper storage of

- all documentation (fire hazards could arise from not properly storing documentation)
- The Company ensures that chairs and desks are ergonomically compatible with the height, breadth and reach of each user

9.3 Visibility

Purpose

- SKG provides suitable lighting to employees which complies with AS 1680:2006

Mobility

- The facilities in the office conform to current building standards

9.6 Kitchen Safety

- The facilities adjoining the office conform to current building standards

9.7 Working safely with electricity

SKG trains its employees in the safe use of electricity and electrical equipment providing them with an understanding of the risks involved in working with electricity and is outlined in a separate SWMS – Working with Electric Powered Equipment.

Examples of electrical safety policies:

- Plugs are not to be pulled out by their cords
- Turn power off before plugging in or removing leads
- Use electrical equipment as it is designed to be used
- Only use tools and leads which have attached an approved and current Safety Inspection tag
- Check insulation and plugs for damage - never use faulty leads
- Circuits and power boards not to be overloaded e.g., excessive number of power boards or double adapters on one power point
- Use earth leakage devices
- Defective equipment is immediately isolated, tagged as 'faulty – do not use' and reported immediately to management
- Heed all warning signs, Danger and Out of Service tags - never tamper with such warning tags on equipment, unless authorised to do so
- Avoid working with electrical equipment in a damp environment unless the equipment is designed for safe use under such conditions
- Only repair electrical equipment if you are qualified to do so
- Report all faults and damage in the appropriate manner, and all hazards and near misses in the Accident/Incident Report Form

All electrical equipment must be tested and tagged as per the Australian Standards set out on the Electrical Safety Testing Frequency Table Form (see Compliance Folder). A list of all electrical equipment and inspection test dates is recorded on the Electrical Equipment Register Form (Testing and Tagging) for each site or on the item itself (see site folder). Where requested by clients SKG provides additional safety measures via the use of Residual Current Device – Safety Switch – Plug-In Adaptors (tagged and tested).

9.8 Personal Protective Equipment (PPE)

SKG is committed to protecting the health and safety of all employees by a systematic process of risk management. Where better methods of controlling risks are not feasible, the company is committed to the effective selection, use, care, and maintenance of suitable PPE. The company provides all employees with the appropriate personal protective equipment needed to safely undertake their work and it complies with the relevant Australian Standards. As a minimum for safety equipment in a workshop environment, employees and contractors wear safety glasses, long sleeved shirts and safety boots or safety shoes according to the job tasks being undertaken. All employees, contractors and visitors conform to the requirements of the site safety eyewear policy.

Provision of personal protective equipment (beyond the basic provision) is made after an assessment of risks has been conducted, in consultation with the workers, and it is agreed no alternative solution is available to protect the workers, such as engineering controls. Professional advice is obtained, where necessary, to identify the most suitable types of PPE required. An example of this is the removal of graffiti with chemicals that may exceed normal use strength.

Training and induction are provided to all workers in the fitting, use and maintenance of PPE. All PPE is maintained and replaced as per manufacturer's instruction.

Hearing Protection

Hearing protection must be worn when:

- Operating noisy equipment,
- Working in the vicinity of noisy equipment,
- As directed by signs and/or SKG supervisors on jobs

Eye Protection

Eye protection - must be worn when:

- Using any machinery or air lines,
- As directed by signs and/or SKG Supervisors

Clothing Persons working in the vicinity of moving equipment or machinery must wear close fitting clothing which does not have loose or flapping parts that can be caught in the machinery or equipment.

Other personal protective equipment

Other Personal Protective Equipment that should be worn when appropriate includes:

- Gloves (for hot/cold materials or sharp edges)
- Protective footwear
- Wet Weather Gear (to prevent hypothermia)
- Knee Pads (in low height areas)
- Safety helmet (where falling equipment, tools or materials are hazards or on new construction sites)
- Ultraviolet Protection (e.g., sunscreen, UV protective clothing, broad brim hats with neck flaps, etc)

The effectiveness of SKG's PPE program is checked every 12 months using the Personal Protective Equipment Checklist Form (see forms folder and site folders).

Accountabilities

Supervisors are responsible for

- Ensuring that all workers are familiar with the PPE Policy and Procedure.
- Ensuring that all workers are appropriately trained and are familiar with this procedure. This may occur through the process of induction training and ongoing refresher training.
- Facilitating a PPE Audit every 12 months

Employees and Sub-contractors are responsible for:

- Complying with the provisions of this procedure.
- Diligently exercising their 'duty of care' towards the health and safety of others at their workplace.
- Reasonably cooperating with their employer to facilitate compliance with OH&S legislation and regulation.
- Reporting any issue or concerns that they may have

9.9 Plant & Equipment

The Company is committed to ensuring that all plant and equipment is safe and fit for its intended duty and complies with the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011 and further that:

- No cleaning equipment is operated without an appropriate induction and an appropriate internal assessment has been made and documented by a supervisor
- Safe Work Method Statements have been developed for the operation of Plant and Equipment to ensure employees are not at risk from plant or equipment
- All employees and sub-contractors are expected to work on plant and equipment are provided with competency-based training incorporating information on the plant and associated systems of work for which they are being trained for
- All workers expected to work on plant and equipment will be provided with appropriate supervision where required during the operation of such plant
- All plant and equipment are to only be used for the purpose it was designed for and in- accordance with the manufacturer's operating guidelines
- All safety features, guarding and warning devices are functional and are being used as intended
- There is no unauthorised interference or alteration of plant or equipment
- Regular testing, checking and inspections are made on all plant and equipment
- If the plant or equipment becomes unsafe, such plant and equipment is removed from service until all risks have been eliminated or controlled

To this end, SKG's endeavors to check all power operated equipment every 12 months using the Equipment Checklist Form, in accordance with Testing and Tagging Regulations (see forms folder and site folder).

A register of all plant is kept using the Equipment Register Form (see forms folder), and is made available for inspection by all employees, sub-contractors, or their representatives. The plant register records when each piece of plant was last serviced or tested and when it is due for its next service. This ensures each piece of plant is maintained in safe working order.

Accountabilities

Supervisors are responsible for:

- Ensuring that all workers are familiar with the Plant & Equipment Policy and Procedure
- Ensuring that all workers are appropriately trained and are familiar with this procedure. This may occur through the process of induction training and ongoing refresher training
- Ensuring that all contractors are appropriately trained and are familiar with the provisions of this procedure. This may occur through the process of induction training
- Auditing the Plant & Equipment safety systems every 12 months
- Completing a hazard identification and risk assessment at the beginning of each contract and then every 12 months or when new plant or equipment is introduced

Employees and sub-contractors are responsible for:

- Complying with the provisions of this procedure.
- Diligently exercising their 'duty of care' towards the health and safety of others at their workplace.
- Reasonably cooperating with their employer to facilitate compliance with WHS legislation and regulation.
- Reporting any issue or concerns that they may have

9.10 Machine Guarding

Purpose

To ensure that all SKG plant, machines, and equipment (e.g., heavy duty scrubbers) which have the potential to cause harm to personnel are adequately guarded and that interlocks are provided to ensure the protection of personnel. SKG only uses machinery and equipment that is fitted with manufacturers guards (e.g., ride on mowers) and no tampering occurs during use. Further, all repairs are carried out by licensed repairers

Accountabilities Supervisors

- Ensure a guarding survey is completed as part of each relevant Safe Work Method Statement
- Ensure records of guarding surveys/assessments are kept and maintained
- Ensure all workers receive advice in correct guarding operation within their work environment
- Provide advice in correct guarding operations

All Employees and sub-contractors

All workers ensure they use the correct methods for guarding operation, as provided in the induction-training program to minimise the risk of personal injury.

9.11 Ladder Safety

Purpose

To ensure all ladders are used and maintained in a safe manner.

Procedure

A ladder is used for gaining access to areas above or below the ground, or other levels not provided with permanent access. It is important to realise that there are limits to the safe use of a ladder.

Most accidents involving ladders occur because these limits are exceeded. Safe Ladder Use

- Portable ladders are to be used correctly and be in good condition.
- Ladders are not to be used as a working platform; they are for access only.
- Before using any ladder check for.
 - mid rail
 - defective rungs and feet
 - ensure that there is no warping, cracking, or splintering of stiles
 - correct operation of extension locks and lanyards
- Ensure the ladder is long enough to do the job; it should project at least one (1) metre above any landing place.
- Stand the ladder on a firm, level surface, supported at the base.
- Set the ladder at the correct angle (1-4 base height ratio) Ensure the ladder is secured at the top (tied off) and the base (footed correctly).
- Ensure rungs are clear of dirt or grime.
- Never position ladders in front or behind doors.
- Always face the ladder and use both hands and feet when climbing or coming down i.e. three contact points at all times.
- Do not use a metal ladder within three (3) metre of electrical services.
- Never overreach sideways, always get down and move the ladder.
- Never climb higher than the third rung from the top of the ladder.
- Ladders are not used outdoors when strong winds are blowing.
- Ladders are fitted with rubber (or similar non-slip material) feet to prevent slipping.
- Fully enclosed slip resistant footwear must be worn when using ladders.
- Ladders are stored under cover, with adequate support to prevent sagging.

Stepladders

Stepladders are only to be used in the fully open position. They should be positioned on a stable surface, with no tendency to wobble. They are made as rigid as possible using side braces and cross braces. Some specialised types of stepladders have a working platform for standing on at their top; this platform is surrounded by a handrail. Platform ladders are only used for handling items that are located at a height compatible with the height of the platform.

Where used as a stepladder, the slope of the front and rear stiles is not be less than 65 degrees and not greater than 80 degrees above the horizontal.

Stepladders are inspected at regular intervals and defects, or deterioration repaired before further use. Damaged ladders should be taken out of service until they are repaired by a competent person or destroyed in such a manner as to render them useless.

Stepladder's use must comply with length of ladders listed in AS/NZS 1892:2018. Accountabilities –

Managers

- Ensure that all ladders comply with this standard.
- Ensure a ladder register detailing frequency and content of inspection is kept.
- Ensure that all employees are trained in the correct use of step ladders.
- Ensure inspections are conducted at required frequencies.
- Ensure defects are corrected promptly, and that no ladders with defects are used.

All Employees and Sub-contractors

- Ensure inspections are carried out as required
- Report all defects immediately

9.12 Fire Fighting Equipment

Fire fighting equipment located in client buildings is noted in start up Risk Assessments and cleaning staff are advised where these locations are for emergency actions. SKG as part of their assessment will note whether the extinguishers are located as per fire regulations and the equipment complies with the relevant Australian Standards and be appropriately signposted.

Nominated workers are trained in the use of the equipment. This training is both verbal instruction and practical demonstration. Refresher training is scheduled for every 12 months.

Fire fighting equipment is not used for any purpose other than the one it was intended for. Disciplinary action is taken for any abuse of equipment.

Extinguishers should be:

- checked every 3 months and serviced every 6 months
- placed on quick-release brackets ('grab and run')
- be positioned accessibly and never obstructed
- clearly signposted, indicating the location of the fire extinguisher

Where a client is required to carry out the above checks and has not done so SKG or a sub- contractor can issue a reminder directly to the client and forward a copy to the relevant supervisor.

9.13 Fatigue Management and Work Overuse Syndrome

Fatigue Management

SKG endeavours to provide a safe and productive work environment for its employees and sub- contractors by ensuring that they are not exposed to the risks of fatigue. To safeguard against possible fatigue the company works normal cleaning industry hours.

There will be exceptions to the norm during times of crises (e.g., pandemic) when cleaners may be required to work longer hours due to unavailability of staff.

Overuse Syndrome

The Company recognises the importance of ergonomically analysing the immediate working environment of

each workers workstation; tools, plant, job tasks and the frequency of movements necessary to effectively work in particular environments and is always careful to minimise repetitive strain injuries.

Workers receive sufficient instruction (as part of the induction process) to be aware of the correct procedures and postures for performing different tasks, which may otherwise result in Work Overuse Syndrome. The company recognises that employees need to take short breaks at suitable intervals when working in a repetitive manner. The Risk Assessment Checklist Form (see form) is used in assessing problems in this area.

9.14 Hazardous Substances

SKG is committed to the safe storage, handling and use of any hazardous substance that are brought into the workplace. The Hazardous Substances Checklist Form (see forms folder and site folder) is used to ensure that the hazardous substance policy is kept up to date.

As part of this process, a current Safety Data Sheet (within the 5-year issue date) (SDS), for any hazardous substance is obtained from the manufacturer or supplier and recorded on the Hazardous Substances Register Form (see SDS Register, and copies are retained at sites). These SDS are made available for all workers to examine.

A copy of all SDS is located as near as practicable to the main work area (or in the cleaner's room) where the hazardous substances are used to ensure easy and fast access if an accident were to occur.

All hazardous substances at SKG are packaged, stored, handled, and used in accordance with the details on the SDS or summary sheet.

Only trained and authorized personnel may handle hazardous substances at SKG. Training is to include the identification, transport, storage, handling, use and safe disposal of hazardous substances. This training is recorded on the induction and training register.

ALL HAZARDOUS SUBSTANCES CONTAINERS ARE LABELLED. No unlabelled containers are used at SKG.

Appropriate Personal Protective Equipment is to be used whenever handling a hazardous substance – details on appropriate PPE are contained in the MSDS.

9.15 Vehicle Safety

SKG is committed to providing a safe workplace for all employees and that includes when traveling in a company vehicle. All company vehicles are maintained to the highest standards. To do this, SKG company vehicles are:

- Regularly serviced, as per the manufacturers requirements and checked monthly, by the driver of each vehicle, using the Checklist Form (see forms folder),
- No smoking is permitted inside company vehicles,
- Always kept clean and tidy inside and out. It is the responsibility of the driver of the vehicle to ensure that their vehicle is kept clean and tidy inside and out.

In keeping with these minimum requirements SKG ensures that company vehicles are always safe but also that a professional look is achieved for our company.

All company vehicles of SKG are driven in a safe and courteous manner. All road rules must be always adhered to. Any driver who fails to comply with these requirements is subject to the existing company disciplinary procedures.

10.0 Return to Work Policy

SKG is committed to the elimination of injury in the workplace as part of our duty of care to ensure the health and safety of all workers. Everyone is involved in this process.

In the event of a work-related injury or illness, we will ensure that the process of return to work will be commenced as soon as possible, consistent with medical advice.

The company assists injured workers to return to work as early as possible by following the Return- to-Work Plan provided by the rehabilitation provider in consultation with the injured worker.

We will communicate with employees and relevant unions as appropriate to ensure our return-to-work program is successful and any worker on a return-to-work program will not be disadvantaged.

10.1 Return to Work Program

A Return-to-Work plan is:

- Flexible in tasks and hours until full duties and hours are achieved at a rate and in a time, frame established by the Rehabilitation Provider and approved by the treating doctor(s)
- The goal is to return the worker to pre-injury duties. A timetable is produced defining duties and hours with that objective, after the advice of the treating doctor(s)

10.2 Injury Management and Return to Work

- Identify a Rehabilitation Provider Company to use in the preparation of Return-to-Work Plan documents when someone is injured
- Post our Return-to-Work Policy in the workplace and in vehicle folders
- Post our Workers Compensation Act summary in the workplace and in vehicle folders.

11 Environmental Management Policy

A separate Environmental Management Policy (for certification to ISO 14001:2015) has been developed and is in the business system folder under SKG Services Policies and copies are located at sites as part of site folders.

12 Social Responsibility Policy

A separate Social Responsibility Policy (for certification to ISO 26000:2010) has been developed and is in the business system folder under SKG Services Policies.