

Safety First A Guide for Temporary and Casual employees

Safety is Everyone's Responsibility

Safety is a natural part of every decision we make and part of going about our business. Safety at work is everybody's responsibility and we must all ensure that our actions within the workplace are performed safely without risk to ourselves and our colleagues. Work related injuries and the consequences of these occurring are extensive for all parties involved. Remember.....**all injuries are preventable!**

The employer/employee relationship in our particular industry is unique as V.I.P. Personnel do not have direct control of the workplace and our casual/temporary employees. V.I.P. Personnel will do all things reasonably practicable to ensure that employees are not put at risk of injury or illness whilst working for a client as well as provide information to enable employees to work safely and without risk to health and safety. V.I.P. will endeavour to only provide you with assignments that you are capable of efficiently and effectively carrying out.

As part of our commitment to health and safety we will monitor the conditions within the Host employer's workplaces to make sure that they are safe and free from risks to health. Both V.I.P. Personnel and the host employer must ensure that employees are not put at risk of injury or illness while working at the Hosts workplace.

We should all be aware that we are responsible for our own safety and that our actions can impact upon the safety of others. Most accidents can be avoided with a little foresight and proper care. This booklet details V.I.P. Personnel's commitment to health and safety and it describes what you can do to help prevent accidents. With your active participation we can succeed in minimising accidents and ensuring a safe workplace for everyone.

Our Commitment

V.I.P. Personnel are committed to ensuring the health and safety of each employee, by providing a safe and healthy workplace in which to work.

V.I.P.'s management will make every reasonable effort where practicable to prevent accidents, control and remove hazards and maintain a healthy and safe working environment for all. We will actively encourage our clients to do the same.

A safe working culture is a shared responsibility for all and will ultimately prevent work related injuries and illnesses.

V.I.P. actively encourages all employees working at a site to report all unsafe working conditions, to familiarise themselves with the workplace and to ask questions when uncertain about any aspect of the workplace environment.

V.I.P. employees must carry out their work safely, without risk to themselves or others and they must agree to comply with the occupational health and safety requirements of the client whilst on assignment through V.I.P. Personnel.

Your Responsibilities

A safe working environment is the responsibility of all and it is expected that you will contribute to maintaining a safe working relationship. This involves:

- Protecting your own health and safety
- Seeking treatment for an injury as necessary and appropriate
- Actively following all prescribed work policies, practices and procedures at the workplace set by V.I.P. and the Client and doing so in a safe manner at all times

- Avoiding adversely affecting the health, safety and welfare of any other person affected by your actions or omissions
- Reporting all accidents, injuries, near misses and unsafe conditions to the workplace supervisor, receiving first aid for all injuries, no matter how minor and advising V.I.P. within 24 hours (where possible) of an incident
- Notifying V.I.P. immediately if there are any changes to the workplace or job. If you are asked to perform a task which seems unsafe to you or you are asked to perform work which is not part of your initial job description contact V.I.P. as soon as possible
- Advising V.I.P. Personnel of any pre-existing injuries or illnesses which may effect or prevent you from adequately and safely performing the job
- Where appropriate use and properly maintain personal protective equipment provided to reduce or eliminate the probability of an accident or injury
- Advise V.I.P. if you have not received an induction at the client's workplace

Injury Management

V.I.P. Personnel are committed to assisting employees should they have the misfortune to suffer an injury or illness whilst at work. V.I.P. Personnel will:

- Investigate all accidents
- Ensure the employee is properly compensated
- Actively assist in an employee's rehabilitation for an early return to work

Your Rights

If you have been injured at work, you are entitled to:

- Choose your own doctor
- Have any personal information concerning you kept confidential by the parties involved
- Have a representative present at any meeting to discuss your claim or rehabilitation
- Be provided with a copy of any medical report relating to your claim
- Seek a second opinion if at any time you become dissatisfied with the medical treatment you are receiving

Your Responsibilities

If you are injured whilst on assignment, you must:

- Notify both the workplace Supervisor and V.I.P. Personnel immediately, even if medical assistance is not required
- Complete an incident notification form at the workplace and forward this to V.I.P. as soon as possible (e.g. within 24 hours)
- Provide a workers compensation prescribed medical certificate when time is lost from work. These must be forwarded promptly otherwise your benefits may be suspended or discontinued
- Produce original invoices or receipts for all medical and like expense in order to claim for reimbursement
- Actively participate in the planning and implementation of a rehabilitation program

V.I.P. Personnel's Responsibilities

In the event of an injury we will:

- Continue to pay your weekly income payments
- Provide a safe working environment where practicable

- Administer the claim within the required statutory requirements. Should the claim be accepted payments shall commence within 7 days of acceptance and within the applicable payroll processing period
- Claims being disputed may take up to 38 or 60 days depending on the nature of the dispute

Should time off be required as a result of a work related injury or illness, V.I.P. will assist in the rehabilitation of the injured or ill employee. V.I.P.'s commitment to its employees' return to work means:

- Commencing rehabilitation as soon as possible after an illness or injury
- Undertaking a return to work plan as soon as possible after an injury
- Providing suitable duties where possible which do not jeopardise the well being of the worker

Your Review Rights

If you are dissatisfied with a decision about your claim for compensation you have the right to use the dispute resolution process. You have the right to:

- Have the decision reconsidered by V.I.P.'s claims agent
- Attempt to resolve the dispute by having the matter referred to a conciliation officer
- Have the case referred to an arbitration officer
- If all else fails you have the right to have the matter heard by a judge of the Workers Compensation Tribunal. If you wish to have this matter heard by the tribunal an application to the tribunal must be lodged within one month.

Rehabilitation

V.I.P. Personnel are committed to preventing illness and injuries at the workplace. It is recognised that injury or illness may still occur and therefore all incidents will be reviewed and steps taken to prevent recurrence.

The company believes that occupational rehabilitation is of benefit to everyone and should, commence as soon as possible following injury or illness. Furthermore, no person being rehabilitated will suffer prejudice in any way.

Early reporting of any injury or illness is encouraged.

Every effort will be made to assist people in an early safe return to meaningful and productive work in consultation with the worker and the treating doctor.

Suitable duties will be provided. Where this is not possible, early referral to a rehabilitation unit will be facilitated.

A graduated return to work program consistent with medical advice will be followed. Each person will be given a written return to work program. The rehabilitation coordinator will assist in this process by providing the necessary link between treating practitioners, rehabilitation service providers and the workplace.

The company will also provide training for any alternative duties. V.I.P.'s rehabilitation coordinator is the Manager and the chosen rehabilitation service provider is Resolutions, Ms Janine Dennis, 466 Malvern Road, Prahran.

An injured employee has the right to choose their own treating doctor and to choose an alternative rehabilitation provider.

All V.I.P. Personnel employees have an important role to ensure the best possible outcome for employees who sustain injuries. Successful occupational rehabilitation requires everyone's involvement and commitment.

General Safety

These basic health and safety rules apply equally to every person working for V.I.P. Personnel and in the Host Employers workplace/s. Any breach of one of these rules may result in serious injury to one or several people. Therefore V.I.P. Personnel has the duty and authority to take appropriate disciplinary action after any deliberate violation of any of these rules.

- Observe all no-smoking signs and only smoke in designated areas
- Wear and/or use all of the protective clothing, safety equipment and guards that may be provided. Keep all safety guards in place
- Never use equipment that you are unfamiliar with or not authorised to use
- Never leave a machine running when not in use or unattended and always disconnect from power before dismantling for cleaning
- With gas appliances, always check that the pilot lights are alight before using
- Never leave pan handles over heat
- Seek specific instruction if you are to use equipment or hazardous materials
- Ensure you understand all workplace safety requirements and safe working procedures
- Know the location of all fire exits and first aid areas when they are provided in the workplace
- Observe and obey all safety signs or notices
- Keep work areas, aisles and stairs clear of rubbish. Place refuse in the appropriate containers
- Keep exits clear at all times. Exit and fire doors must never be blocked or made inoperative
- Do not overload electrical outlets. Turn off all electrical equipment when not in use
- Keep safety in mind always - do not rush or take shortcuts. Work smarter not faster so you can perform the job safely
- Heat, cold, noise, poor lighting and poorly maintained equipment add to the risk of injury. Notify a supervisor or V.I.P. should you identify a hazardous or potentially hazardous situation
- Report defective equipment including furniture to the supervisor immediately
- Do not leave tools or other objects lying where others can trip and fall over them
- Neckties, rings, bracelets or loose clothing should not be worn. Long hair should be tied back
- Always obey signs and never enter an area without the correct protection
- Do not stand on boxes, chairs, crates, shelf units or other items as substitutes for ladders
- Always tie off your ladder or arrange for assistance ensuring you hold onto the ladder with one hand at all times. Never stand on the top rung or step off a ladder
- Never run up or down stairs and always take only one step at a time
- Do not sit, rest on or against any equipment, shelves, handrails or stairs
- Knives should be kept sharp and stored correctly when not in use
- No alcohol and/or drugs to be consumed on the job
- Use appropriate accessories such as coloured chopping boards and safety gloves when using a slicer
- Always read the labels when preparing detergents/chemicals. Do not place non food substances in food containers or cool drink/cordial bottles
- Never use a wet cloth when handling hot containers. To avoid burns always use a clean dry oven cloth and alert others to the danger of hot surfaces and equipment
- Report all injuries or potential hazards immediately
- No horseplay. Serious injuries and incidents can result from horseplay or practical jokes
- Raise the alarm if a fire occurs in the kitchen
- Use a fire blanket to extinguish smaller fires and the appropriate fire extinguisher for larger fires
- Become familiar with the types of extinguishers in the workplace and their location

Manual Handling

- When lifting ensure that the path is clear and free from obstruction
- When lifting squat down, bend your knees, not your back. Keep your back straight and avoid any jerky movements
- Ensure the load you are lifting is free from dirt, grease or sharp edges and always use gloves
- Grasp the object firmly and keep the load close to your body
- Bend your knees and then use the legs to lift the load
- Keep your back near to straight as possible, raise your head with the chin in just before lifting
- Turn with your feet when lifting instead of twisting your back
- During the lift keep the arms as straight as possible and elbows in to the sides
- Ask for help or use a mechanical aid if you don't think you can move an object yourself or if the load will block your vision
- When moving objects, reduce direct contact with hot objects by wearing gloves or gauntlets
- Trolleys where available must not be overloaded, or used for tasks that they are not designed for
- Where available ask someone to assist with moving heavy objects
- Remember.....never lift beyond your own capacity.

Slips, Trips and Falls

- Clean up spills immediately
- Report any slippery/wet floors, spillages, broken tiles on floors, turned up mat edges and uneven floor surfaces
- Ensure electrical cords etc are not across work or traffic areas
- Wear the appropriate non slip footwear
- Spills must be cleaned up immediately and properly – signs should be erected whenever necessary and remain in place until the floor is safe

Cuts

- Ensure you are using the correct knife for the job. Always cut away from the body
- All knives should be kept sharp and clean
- Knife grips should also be clean to allow for maximum control
- Always place knives down flat and on completion of the task, clean and return knife to its regular storage place
- Always be careful when submerging your hands. Watch out for knives and other sharp objects.
- Never leave knives immersed in water
- Never leave knives protruding over the edge of a work bench
- Always carry a knife with the point facing down
- Never try to catch a falling knife
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Workplace Bullying and Harassment

V.I.P. Personnel is a bullying free workplace. V.I.P. Personnel is committed to providing a working environment that is safe and free from bullying and intimidation. Bullying is not an acceptable part of our work culture or that of our clients. Bullying can harm a person's health and well being. Working relationships and standards of behaviour between staff are important workplace issues. Good working relationships require that:

- All people should be treated with dignity and respect
- All staff should develop an awareness about the impact of their behaviour on others
- There is agreement about what is appropriate behaviour at work
- There is tolerance of differences

V.I.P. considers that bullying in the workplace is inappropriate and unacceptable behaviour, and that staff found to have either committed or condoned such behaviour in the workplace may be subject to disciplinary action.

Bullying is repeated and unreasonable behaviour directed towards an employee or groups of employees that creates a risk to health and safety. It can include behaviour such as: threats, verbal abuse, constant unconstructive criticism, sabotaging someone's work and ridiculing someone's opinions. It may be perpetrated by an individual who may be a work colleague, a supervisor or any person who works at the client site.

All employees have the responsibility to ensure that their actions and interpersonal relations are of a standard that do not negatively affect another person's career, health or well-being. Anyone who experiences or witnesses bullying should report it as soon as possible. When bullying is reported, it will be investigated quickly and in accordance with established procedures.

Everyone is responsible for ensuring a safe work environment that enables all employees to carry out their work responsibilities free from bullying.