

LABOUR SOLUTIONS AUSTRALIA

Assignee Induction Handbook

MN-003 v6.0

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Welcome to Labour Solutions Australia

This manual contains information that all Labour Solutions Australia (LSA) Assignees need to have read and understood should they be offered an assignment with LSA. It is important that you take the time to read the information contained in the manual and contact your LSA Consultant if you have any questions. You will be required to sign off that you have read, understood and agree to the policies and conditions contained in this manual.

This handbook is yours to keep and should be referred to prior to the commencement of each assignment with LSA. It contains key information relating to employment with LSA. If you misplace your manual, please contact LSA to request another copy to be sent to you.

If you have any questions or problems, please contact your LSA Consultant to discuss.

About LSA

LSA is a National Labour Hire Provider to various industries, including Meat/Food Processing, Construction, Manufacturing, Removals and Warehousing and Logistics.

Our main aim is to assist you in securing positions where you can best utilise and enhance your current skills and develop your career objectives to help you succeed.

What You Can Expect

Once you have completed your registration with LSA you will become part of our database of prospective Assignees. Additional screening/on-boarding requirements may be required by select LSA clients; if you are required to complete additional requirements your LSA Consultant will advise. Employment with LSA is of a Temporary nature and is in no way guaranteed.

General Assignment Terms

If you are offered an assignment with LSA and accept this offer, you will be employed as a casual Assignee for the duration of the assignment - unless otherwise advised. We strive to ensure that when you accept an offer for an assignment with LSA that you are equipped with everything you need to succeed.

Each assignment will be offered on its own terms. The terms of one assignment (including rate of pay, days of work, hours, length of assignment etc.) are no indication of the terms of another assignment. LSA may alter the terms of an assignment at any time having regard to the needs of the client. Without limitation, this includes altering the length of the assignment, the start or finish dates of the assignment or the days on which the assignment is performed.

Our clients' needs determine the type and length of each assignment; therefore, your assignment may last a few hours, one week, and one month or be for an extended period. Labour Solutions Australia does **not**:

- Guarantee the existence of any work assignment
- Guarantee the duration of any work assignment
- Supply any tools, equipment or uniform unless specified by the client
- Have any direct control over the nature or manner by which you perform any work for any client Labour Solutions Australia while on assignment
- Provide you any details of the reasons for the cessation of any temporary assignment undertaken by you, as this information is not available to Labour Solutions Australia

You have the right to decline any temporary assignment offered by LSA or accept other offers of work from any source at any time.

Privacy

The Australian Privacy Principles (APPs) apply to Labour Solutions Australia. Labour Solutions Australia is committed to protecting the privacy of individuals it deals with. We only collect information that is reasonably necessary for the activities directly related to our core business.

What information is kept?

- › Information about LSA's Assignee's relevant to their engagement with LSA including information from clients (host employers) regarding performance
- › Government related identifiers such as tax file number, passport details, copies of drivers' license, and copies of work rights verifications and other competency-based tickets, licenses and certificates
- › Results of employment associated testing, including, but not limited to; psychological testing, medical testing, competency or technical skills testing

For what purpose?

- › To fulfil LSA's responsibilities as a recruitment and outsourced employment services provider
- › To fulfil LSA's responsibilities under applicable taxation, superannuation and work rights legislation
- › For purposes of return to work/rehabilitation management, post workplace injury or illness
- › To provide relevant information to our insurance providers (including workers compensation bodies) and relevant superannuation companies

How is it collected?

- › When you register for employment with LSA
- › When we receive requests for further information that is reasonably related to your employment which could include, but not limited to; a workplace accident and/or incident, litigation or professional disciplinary matter, a complaint, a work-related reference, or police checks when required
- › As required to comply with any legislative requirement

A copy of the LSA Privacy Policy can be in Appendix 1 of this manual.

Feedback

If you wish to comment or provide feedback on our services but are not comfortable with feedback to your LSA Consultant, please email your comments/concerns to: info@laboursolutions.com.au.

Our Expectations

If you do accept a temporary assignment offered by LSA, we expect that you will see the assignment through to completion or either party can terminate the assignment with one (1) hours' notice. You **must** advise your LSA Consultant prior to changing role or tasks whilst on assignment even if asked not to do so by the client. You must only perform the role and tasks that were assigned by your LSA Consultant at employment time.

Whilst on assignment for LSA, we expect that every assignee will conduct themselves in a safe and professional manner. Assignees employed by LSA are bound by the Labour Solutions Australia agreement that is applicable to your assignment and are expected to follow all applicable LSA policies and procedures.

Qualifications

LSA expects that if you are employed as an Operator of mobile plant equipment; that you ensure you always have a copy of your license on you and that this license is kept valid. When your license is renewed, you must ensure you supply an updated copy to your LSA Consultant. No work shall be carried out unless you hold a valid ticket/license and are suitably trained.

Safety

It is your responsibility whilst working for LSA that you adhere to the following safety guidelines.

- Look after your own safety and the safety of others around you
- Ensure that all work is carried out as directed by your supervisor, is done in the safest possible manner and following the site or task safe work procedures
- Obey all verbal and written safety instructions relayed to you by either LSA or our clients
- Never carry out an activity if you do not feel safe or you are unaware of the safety procedures. If this occurs report your concerns to your supervisor or safety officer for safety directions
- Report all accidents, near misses or illnesses to your site first aid officer, medical officer or supervisor **immediately**. You must also report these to your LSA Consultant or your nearest LSA office
- Highlight tasks that require safe work procedures before commencing the task
- Report any hazards you identify or create
- Correctly use all personal protective equipment required to perform the task
- Ensure that all your personal tools and working equipment are in good working order and will not pose a hazard to you or any others who may encounter them
- Ensure your work area is kept clean and tidy
- Become familiar with the location of all emergency life-saving facilities such as first aid boxes/facilities, firefighting equipment and emergency evacuation procedures. If you cannot familiarise yourself with these prior to commencement, ask your supervisor for direction
- Only perform work that is within your competence, qualification and authorisation. You must notify LSA if you are asked to perform tasks that are outside your scope of duties as advised by your LSA Consultant
- Request authorisation from us prior to proceeding, if the client asks you to change from your stated:
 - Hours of work, particularly if the hours exceed 12 hours in a shift
 - Number of continuous shifts, above all if the continuous shifts will exceed 13
 - Rest periods with less than a 10-hour break between shifts

Unacceptable Workplace Practices

It must be understood that LSA will not tolerate any of the following practices in any workplace:

- Working under the influence of alcohol or other drugs (refer to our Drug & Alcohol Policy)
- Gambling, horseplay or fighting whilst at work
- Theft from a client's workplace or any other property or equipment belonging to workmates and LSA
- Enter areas that are restricted
- Not following site safety and conduct rules, procedures or standards
- Failure to wear, use or maintain personal protective equipment or clothing
- Unauthorised use of equipment and machinery

Pre-employment Health Declaration

The primary purpose of this pre-employment health declaration is to assist LSA to ensure that no person is placed in an environment or given tasks that will result in physical or mental harm and to ensure that an employee is able to perform the inherent requirements of their role.

This pre-employment health declaration does enable, where applicable, appropriate and reasonable action to be taken by the LSA to meet the provisions of the *Workplace Injury Rehabilitation and Compensation Act* and the *Work Health and Safety Act*.

Failure to make a disclosure, or the making of a false or misleading disclosure, may disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act*, should you suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arising from employment with LSA.

It is the assignee's responsibility to inform LSA of any pre-existing injury, illness, medical condition or allergies and are required to provide the following details to their LSA Consultant should they be applicable:

- Whether they have made a claim for workers' compensation before
- Nature of injury/medical condition
- Whether they have a medical clearance to perform their pre-injury duties
- Current work restrictions

Privacy Notice

- The collection and processing of this information is in accordance with the Workplace Injury Rehabilitation and Compensation Act, Occupational Health and Safety Act and Equal Opportunity Act.
- LSA may disclose some of your personal information, as applicable, to an independent medical examiner should LSA require an assessment of your suitability for employment and fitness for duty. Your health declaration may be also disclosed to the LSAs workers' compensation insurer should you submit a workers' compensation claim.

For Visa Holders

If you are a visa holder, you must comply with the conditions attached to your visa. Some Australian visas do not allow holders to work while in Australia. Other visas, such as working holiday and student visas, only allow holders to undertake a limited amount or type of work. People found to be working in breach of their visa conditions may have their visa cancelled.

Your visa is about to expire or has expired

If you are in Australia, you must hold a valid visa for the duration of your stay and comply with the conditions of your visa.

You should also be aware of the date your visa ceases. Visa holders are expected to inform Labour Solutions Australia (LSA) if their visa is due to expire. It is the responsibility of the assignee to make an application for a new visa before their visa ceases, so they remain lawful and to provide LSA with a copy of the renewed visa.

For additional obligations, please refer to the Department of Home Affairs official website (<https://www.homeaffairs.gov.au/trav/complying-with-your-obligations>) to ensure you are complying with this legislation.

Appendix 1 - Policies

Code of Conduct Policy Statement

The Code of Conduct is an important document which governs the behaviour of all Labour Solutions Australia (LSA) employees (both internal and on-hire), volunteers and independent contractors. Our Code of Conduct is reflective of our Core Values and these values provide our people with a strong sense of who we are, guiding our actions and standards of behaviour.

Labour Solutions Australia's Position

All employees (on-hire and internal staff), contractors and volunteers are responsible to live up to our Core Values, and for building and preserving the reputation and high standards of LSA. To achieve this, all must:

- Be committed to providing excellent levels of customer service, both within the business and to clients (host employers)
- Act safely always and in accordance with Labour Solutions Australia's Workplace Health & Safety Policy and systems to protect yourself and others (including the reporting of all risks and hazards)
- Act in the best interests of LSA
- Report any perceived conflicts to your supervisor or manager
- Act honestly and with integrity always in dealing on behalf of LSA
- Treat all others (including members of the public) with dignity, courtesy and respect and adhere to LSA's policies regarding Workplace Bullying, Anti-Harassment, Sexual Harassment and Adcorp's Code of Professional Conduct
- Be fit for work when on duty, which includes not being under the influence of alcohol, drugs or medication of any kind where doing so is in breach of the Drug & Alcohol Policy
- Act in a manner that does not cause LSA or any of its client's public embarrassment or bring the image of the LSA into disrepute
- Comply with reasonable, lawful instructions given by Labour Solutions Australia and/or clients (host employers)
- Report in any perceived or potential conflicts of interests to your Manager
- Attend work in accordance with agreed hours or directions given by your Workforce Manager, Account Manager or by LSA Management
- Not participate in any form of serious misconduct including (but not limited to) theft, fraud or other forms of dishonesty in connection with work, the use of abusive language and indecent behaviour
- Not engage in fighting or disorderly conduct, or sexually harass other employees or community members
- Immediately inform LSA if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties.

The potential consequences of breaching this Policy may involve disciplinary action being taken, such as a warning being issued or termination of employment.

This Code of Conduct cannot address every situation that may be encountered. Therefore, if faced with an issue that may constitute a breach or threat of this Policy, but it is not clearly defined above, then individuals should ask for guidance and support from LSA. On-hire employees should seek guidance from their Workforce Manager or Account Manager. Internal employees, volunteers and independent contractors should seek guidance from a member of the Senior Management Team.

Approved
Managing Director
July 2019

Privacy Policy Statement

Labour Solutions Australia (LSA) recognises that privacy is very important. We are committed to protecting the personal information that we collect from you, in a manner that is compliant with the Commonwealth Privacy Act 1988, and the Australian Privacy Principles.

Our Privacy Process sets out how we collect, use, disclose, and otherwise manage personal and sensitive information.

Personal information being information that can identify you, and sensitive information being information about you, such as: your name, date of birth, email address, phone number, contact details, employment history, education qualifications, professional licenses, referee details, results of psychometric tests, security checks, and medical and police checks.

LSA abides by Commonwealth and state/territory privacy legislation, and other relevant contractual and legislative requirements in dealing with personal information. We take such steps as necessary to ensure our practices and internal processes comply with legislation and associated Privacy Principles.

LSA places great value on earning and maintaining the trust of employees, clients, business partners, and others whose Personal Data or other confidential information is shared with us.

Generally, we will collect, use and hold your personal and sensitive information for the purpose of facilitating our internal business operations, including the assessment of your suitability for employment; enquiries undertaken with your Referees; and fulfilment of any legal requirements.

Generally, we only use or disclose personal information about you for the purposes for which it was collected. For a more detailed list of disclosures please refer to our Privacy Process.

We take reasonable measures to ensure that your personal information is stored safely to protect it from misuse, interference, loss, unauthorised access, modification or disclosure, including electronic and physical security measures. We do not disclose personal information to overseas recipients.

By completing an on-line application, or otherwise providing us with your personal and sensitive information (or authorising it to be provided to us by someone else), you consent to your information being handled by us as set out in our Privacy Process and monitored/controlled via our Data Breach Response Plan/Process.

We will take reasonable steps to destroy or de-identify your personal information we hold, once it is no longer needed for any purpose for which we originally collected it for.

You may access or correct the personal information we hold about you, upon making a written request.

This policy and subsequent related documents are reviewed regularly to ensure they continue to protect the privacy of our clients, customers, supporters, contractors, suppliers, and personnel (commonly referred to as our 'stakeholders').

This policy applies to all directors, officers, employees, and representatives of LSA and its Business Units.

If you have any queries or concerns about our privacy policy or the way we handle your personal information you can, contact our Privacy Officer by telephone 1300 268 986, by e-mail to: info@laboursolutions.com.au, or by writing a letter to Labour Solutions Australia, PO Box 1101 Milton, Brisbane, QLD 4064.

Approved by
Managing Director
July 2019

Drugs & Alcohol Policy Statement

Labour Solutions Australia (LSA) is committed to providing the highest standards of Workplace Health & Safety so that all employees, contractors and volunteers will be safe from injury and risk to health and all times. This includes ensuring that there is a responsible approach to drug and alcohol usage in the workplace, both in-house (internal staff) and on any host employer work site (on-hire employees).

Labour Solutions Australia's Position

No employee (on-hire), contractor or volunteer shall attend work (including all host employer worksites) under the influence of any drugs or alcohol (internal staff refer to *PR-070* for further clarification). The accepted blood alcohol level in any Host Employer work site is 0.00. On-hire employees of LSA must comply with Drug & Alcohol related Policies, Procedures and Rules of the host work site they are employed.

The following must be noted in relation to this Policy:

- Appropriate confidentiality will be applied to all drug and alcohol testing processes.
- No employee, contractor or volunteer shall drive a vehicle on a trip to and from work (including to and from a work-related function) where their blood alcohol concentration exceeds the legal limit appropriate for the vehicle and license.
- Employees, contractors and volunteers who require legal prescriptions and other medications should notify LSA immediately if this prescription/medication may affect their fitness at work.
- Internal staff may consume alcohol in a responsible manner at a work\client\supplier related function. Internal staff are to refer to the Drug & Alcohol Process (PR-070) for alcohol consumption at work/social related functions.

It is the responsibility of all employees (on-hire and internal staff), contractors and volunteers to ensure:

- They are familiar with this Policy and do not engage in any behaviours contrary to this Policy
- They do not any way encourage or condone others to breach this Policy
- They take appropriate action to report to management any instance where you suspect that a colleague or visitor is adversely affected by alcohol or a prohibited drug.

Instances of drug and alcohol abuse are to be reported to the Operations Director. On-hire employees can alternatively report any instances of such abuse to their Account Manager.

The potential consequences of breaching this Policy may include the following disciplinary action:

- Warning issued (verbal or written)
- Termination of employment
- Ending of contract (for contractors or representatives of contractors).

If you have any queries regarding the interpretation of this Policy, please contact a member of the Senior Management Team. On-hire employees may alternatively contact their Account Manager.

Approved by
Managing Director
July 2019

Workplace Bullying Policy Statement

It is the policy of Labour Solutions Australia (LSA) that workplace bullying is an unacceptable behaviour and will not be tolerated. We believe that all employees (on-hire and internal), contractors and volunteers have a right to work in an environment free of workplace bullying.

Labour Solutions Australia's Position

LSA is committed to providing a workplace free from harassment, favouritism or bullying. Every manager, supervisor and employee have a responsibility to maintain a working environment free from this kind of behaviour.

LSA employees, assignees, contractors and volunteers are to ensure they:

- are familiar with this Policy and do not engage in any behaviours contrary to this Policy
- do not any way encourage or condone others to breach this Policy
- take appropriate action to resolve or report any instance of workplace bullying.

One of LSA's values is to create a people orientated organisation which has respect for every individual employee. Our intention is to maintain a safe, healthy and harmonious working environment.

LSA is committed to building a strong workplace culture and environment where people are treated fairly, with dignity, courtesy and respect.

Workplace bullying, also known as workplace harassment, is unwelcome and repeated treatment of a person that does, or could offend, intimidate, humiliate or threaten that person. Instances of workplace bullying have the deliberate intent of causing physical and/or psychological distress to the other and it might include one of or several the following behaviours:

- Manipulation
- Intimidation
- Belittling remarks or name calling
- Unreasonable persistent criticism which is not part of the performance management process
- Threats of violence or intimidation
- Loud and aggressive verbal attacks
- Subtle intimidation such as constant criticism of a trivial nature
- Refusing to delegate or the withholding of information others need to perform their job
- Deliberately isolating an employee socially

Workplace bullying does not include occasional differences of opinion, and non-aggressive conflicts and problems in working relations, nor does it include responsible management actions such as performance management processes that are carried out fairly.

Instances of workplace bullying are to be reported to a member of the Senior Management Team. On-hire employees can alternatively report instances of workplace bullying to their Account Manager. Any reports of workplace bullying, or any kind of harassment will be treated seriously and investigated promptly, confidentially and impartially.

The potential consequences of breaching this Policy may include the following disciplinary action:

- Warning issued (verbal or written)
- Termination of employment
- Ending of contract (for independent contractors or representatives of independent contractors).

If you have any queries regarding the interpretation of this Policy, please contact a member of the Senior Management Team.

Approved by
Managing Director
July 2019

Workplace Health & Safety Policy

Labour Solutions Australia (LSA) is one of Australia's leading workforce management and labour hire companies. LSA is committed to providing a safe work environment to all employees (on-hire and internal staff), contractors and others. As a provider of outsourced employment solutions, we recognise the importance of continually seeking new ways to reduce WH&S risks and minimising workplace incidents.

In order to achieve this goal and remain an employer of choice, LSA is committed to the following:

- develop, implement and continually improve the effectiveness and efficiency of our WH&S Management System in conformance with the requirements of the most current version of the ISO Occupational Health and Safety Management Systems Standard
- Provide a:
 - workplace health and safety system, including holding statutory liability insurance, which complies with relevant legislation and industry standards, and includes continual improvements through ongoing monitoring, reporting and workplace consultation
 - consultative process entailing WH&S Committees, workforce H&S Representatives and Managers
 - worker's compensation and injury management system that promotes timely and safe return to work and includes processes to identify opportunities for prevention of similar incidents in the future
- monitor and comply with statutory, client and industry requirements
- apply a risk management approach to identify, assess, and control workplace hazards
- work collaboratively with our clients (host employers) to ensure minimum safety standards are maintained and workplace incidents are investigated to determine cause and identify additional controls and actions
- ensure regular and effective WH&S consultation and communication with our clients (host employers) and employees
- continually strive to improve our WH&S performance by establishing clear and measurable objectives and targets, aimed at the elimination of work-related injury and illness
- report our health and safety performance to stakeholders and interested parties
- create a safety culture where employees are encouraged to think, work and live in a healthy and safe manner
- ensure adequate health and safety resources are provided to employees to undertake their duties in a safe and professional manner, including appropriate training, information, equipment and facilities
- hold all employees, contractors and volunteers accountable for fulfilling our health and safety requirements and obligations
- employees/workers should be aware that they have the right to remove themselves from any work situation that they may consider dangerous to their health or life
- effectively manage the rehabilitation process of injured employees to help achieve an early return to employment

Safety is our first and foremost priority. All employees, contractors and volunteers are obliged to comply with our Workplace Health & Safety Management System to ensure the effective implementation of this Policy and the safety of themselves, their colleagues and the general public.

Approved by



Edwin Cooke
Managing Director
August 2019

Rehabilitation & Return to Work Policy Statement

Labour Solutions Australia (LSA) believes in providing effective rehabilitation and return to work support to employees who have suffered work related injuries and illnesses. Early intervention with effective rehabilitation provides physical, psychological, social and financial benefits to employees, while minimising disruption to work and reducing costs to the employer.

The Rehabilitation Policy & Return to Work Policy is committed to effective and efficient injury management of all injured or ill employees. Where employees have experienced loss as a result of their injury, LSA will ensure that Workers Compensation procedures are followed in a timely and accurate manner.

Labour Solutions Australia's Position

It is the policy of LSA to ensure that all employees who suffer work related injuries and illnesses are provided effective rehabilitation and return to work support.

Workplace rehabilitation is a process for assisting the recovery of employees who have suffered work related injuries and illnesses, with the goal of achieving an early, safe and sustained return to meaningful and productive work.

The objectives of our Rehabilitation & Return to Work Policy are as follows:

- Employment of an Injury Administrator (IA) to coordinate the rehabilitation process in partnership with Insurance House (IH)
- The responsibilities of the IA and Account Managers (AM) is to coordinate the workers recovery at work, identify suitable duties, develop suitable duties plans and monitor their return to work progress whilst assisting the worker through the WorkCover process for all work-related injuries
- Encouraging the early reporting of incidents and injuries
- Providing an immediate response to injuries and immediate access to quality medical care
- Consulting with injured employees, doctors and host employers to develop their suitable duties programme
- Implementing and following the Injury Management Process (PR-006), Injury Response Process (PR-041) and the Return to Work Program (PR-065)
- If you have any queries regarding the interpretation of this Policy or require a copy of these processes please contact your Account Manager, Line Manager or request a copy by emailing info@laboursolutions.com.au.

Approved by
Managing Director
June 2019

Sexual Harassment Policy Statement

It is the policy of Labour Solutions Australia (LSA) that sexual harassment is unacceptable in the workplace and will not be tolerated under any circumstances. We believe that all employees, independent contractors and volunteers are entitled to work in an environment free from any form of harassment.

Labour Solutions Australia's Position

LSA is committed to building a strong workplace culture and environment where people are treated fairly, with dignity, courtesy and respect.

Sexual harassment is unlawful as defined within the Sex Discrimination Act. It is defined as an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Examples of behaviour which could constitute sexual harassment include:

- › Unwelcome sexual advances
- › Sexual or suggestive remarks or favours
- › Sexual propositions
- › Obscene jokes or humour about sex or women in general
- › Suggestive looks or leers
- › Offensive phone calls, emails or pictures
- › Asking intrusive questions about a person's private life
- › Sexual jokes and innuendo
- › Deliberate and unwanted physical contact such as touching, brushing up against a person, hugging, etc.
- › Whistling at someone or cat calls
- › Repeated requests for dates

Sexual harassment does not include mutually agreed or reciprocated behaviour which does not offend the other person. However, mutually agreed behaviour becomes harassment when it continues after a request from the other person to stop.

It is the responsibility of all employees (on-hire and internal), contractors and volunteers to ensure:

- › They are familiar with this Policy and do not engage in any behaviours contrary to this Policy
- › They do not any way encourage or condone others to breach this Policy
- › They take appropriate action to report any instance of sexual harassment.

Instances of sexual harassment must be reported to a member of the Senior Management Team. On-hire employees can alternatively report instances of sexual harassment to their Account Manager. Any reports of sexual harassment or any kind of harassment will be treated seriously and investigated promptly, confidentially and impartially

The potential consequences of breaching this Policy may include the following disciplinary action:

- › Warning issued (verbal or written)
- › Termination of employment
- › Ending of contract (for contractors or representatives of contractors)
- › Breaches of this Policy may also result in the matter being referred to Police.

If you have any queries regarding the interpretation of this Policy, please contact a member of the Senior Management Team.

Approved by
Managing Director
July 2019

Grievance Resolution (On-Hire Employees) Statement

Policy & Procedure Statement

Labour Solutions Australia (LSA) is committed to providing an effective, timely, fair and confidential and grievance resolution procedure for all on-hire hire employees who represent our business.

Labour Solutions Australia's Position

Informal Resolution of Grievances

In the first instance, it is preferable if the employee attempts to resolve the problem, issue or concern with the other person or party involved. This is strongly recommended as a desirable course of action to ensure that minor issues are resolved informally between the parties, where possible. If such informal resolution is not possible, the following formal procedure can be followed.

Formal Resolution of Grievances

Employee Reports Grievance

The Employee shall first discuss the grievance with their allocated LSA Account Manager within seven days of the grievance or problem arising to resolve the issue.

Please Note: *If the Employee's grievance concerns allegations towards the LSA Account Manager, the Employee may contact LSA and request to speak with the senior LSA Manager that the Account Manager reports to.*

Grievance Investigated

The Account Manager will then investigate the grievance and will do so within a reasonable timeframe. The investigation may include the following:

- Obtain an understanding of the issue and surrounding circumstances
- Interview the alleged offender in relation to the substance of the complaint
- Allow the alleged offender to provide an explanation concerning the alleged matters
- Further investigate the matter including taking evidence or witness statements from other parties including parties nominated by the alleged offender in defending the matter.

Grievance Substantiated and Resolved

If the grievance is substantiated, the Employee and alleged offender will be informed of this and appropriate agreed steps will be taken to resolve the grievance, address their concerns and prevent the problem from recurring. Possible steps may include:

- Counselling
- Disciplinary action (including termination if appropriate)
- An apology
- Training
- Or a combination of the above.

Anyone making a report must be acting in good faith and have reasonable grounds for believing the information disclosed indicates such conduct.

Allegations which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offence. No action will be taken where the report was made in good faith, but no wrongdoing was identified.

Grievance Unresolved with Option to Escalate

If the grievance cannot be resolved to the Employee's satisfaction, but this process has been followed, the Employee may then discuss their grievance with the senior LSA Manager that the Account Manager reports to.

Referral to Fair Work Ombudsman

If the Employee is still not satisfied with the outcome, the Employee is free to take their complaint to the Fair Work Ombudsman.

Recording of Grievances and Compliance with Privacy Policy

All grievances reported to Labour Solutions Australia will be recorded. Confidentiality regarding any grievance reported will be maintained as per the LSA Privacy Policy.

If you have any queries regarding the interpretation of this Policy, please contact the General Manager.

Approved by
Managing Director
July 2019

Anti-Discrimination Policy Statement

Labour Solutions Australia (LSA) does not condone discrimination and it will not be tolerated under any circumstances. We believe that all employees (on-hire and internal), contractors and volunteers have a right to work in an environment free of discrimination and that we behave in ways that promote a workplace free from harassment and discrimination.

Labour Solutions Australia's Position

LSA strongly values the unique strengths and experiences that everyone brings to the workplace. Embracing diversity in our workplace is integral to the foundation of our success, Customer Service Excellence.

Discrimination is defined as treating a person less favourably than another person or group because of their race, colour, national origin, sex, disability, religion, or some other attribute or characteristic as specified under anti-discrimination or human rights legislation.

Under federal and state legislation, not limited to the Anti-Discrimination Act, Equal Employment Opportunity Act, Sex Discrimination Act, Racial Discrimination Act & Disability Discrimination Act, discrimination in employment on the following grounds is unlawful:

- | | |
|---------------------------------------|------------------------|
| ➤ Age | ➤ Race |
| ➤ Disability or Impairment | ➤ Religion |
| ➤ Physical features | ➤ Sex |
| ➤ Lawful sexual activity | ➤ Social Origin |
| ➤ Marital status | ➤ Breastfeeding |
| ➤ Parental status | ➤ Gender Identity |
| ➤ Political belief and activity | ➤ Trade union activity |
| ➤ Pregnancy and potential pregnancies | ➤ Criminal Records |

It is the responsibility of all employees, contractors and volunteers to ensure:

- They are familiar with this Policy and do not engage in any behaviours contrary to this Policy
- They do not any way encourage or condone others to breach this Policy
- They take appropriate action to resolve or report any instance of discrimination.

Instances of discrimination must be reported to a member of the Senior Management Team. On-hire employees can alternatively report instances of discrimination to their Account Manager. Any reports of discriminatory behaviour will be treated seriously and investigated promptly, confidentially and impartially.

The potential consequences of breaching this Policy may include the following disciplinary action:

- Warning issued (verbal or written)
- Termination of employment
- Ending of contract (for contractors or representatives of contractors)

If you have any queries regarding the interpretation of this Policy, please contact a member of the Senior Management Team.

Approved by
Managing Director
July 2019

Social Media Policy Statement

Labour Solutions Australia (LSA) recognises the powerful and positive influence that existing and future social media can have in our endeavours to engage effectively with employees and job candidates, promote brand awareness and to deliver customer service excellence, the foundation of our success.

It is the Policy of LSA to encourage the responsible use of public social media for business purposes among its employees, independent contractors, volunteers and other affiliated parties, with the understanding that users will exercise good judgement and abide by LSA's and/or client (host employer) policies as applicable.

This policy and its guidelines apply to all public social media communication platforms (refer to the Social Media Guidelines). The Policy's requirements apply equally to all LSA employee's/contractors/assignees in all locations (including the workplaces of host employers).

It is unacceptable that Social Media is used in any way that is inconsistent with our Code of Conduct, Electronic Communication Media Policy, Workplace Health & Safety Policy, Anti-Discrimination Policy, Workplace Bullying Policy and Sexual Harassment Policy, including the following:

- Implying that you are authorised to speak as a representative of LSA, giving the impression that the views you express are those of LSA, or commenting on any LSA-related matter without express prior approval from the LSA Senior Management Team (SMT)
- The setup or moderation of social media groups or networks that are or purport to be authorised by LSA, without express prior approval from the LSA SMT
- Posting material for business purposes which does not comply with the terms of use of the particular social media outlet
- Using your LSA email address or any Company logo or other insignia that may give the impression of Company support or endorsement of a personal comment
- Using or disclosing any confidential information obtained in your capacity as an LSA user
- Publishing or reporting on information or conversations that are confidential or deal with matters which are internal in nature. Public sites are not appropriate for internal communication with other LSA users, clients or employees/contractors/assignees of clients
- Using the identity or likeness of another LSA user
- Posting any material on social media which is, or might be construed as, breaching any LSA policies
- Posting material that is, or might be construed as, threatening, bullying, discriminatory, non-consensual sharing of intimate images or offensive towards another LSA employee, client, or person associated with a client
- Making any comment or posting any material that might cause damage to the reputation of LSA or any of its clients, or bring LSA or any of its clients into disrepute
- Posting the company name of LSA clients (who are host employers, but not your direct employer) as your stated employer, unless written permission is granted from the client
- Excessive personal use of social media during your normal work hours
- Personal use of social media where such use interferes with your work.

Disciplinary action, including written warnings or termination of employment will be taken if this Policy is breached. If you have any queries regarding the interpretation of this Policy, please contact a member of the SMT. Alternatively, on-hire employees with queries can contact their Workforce Manager or Account Manager.

Approved by
Managing Director
July 2019

Quality Policy Statement

Labour Solutions Australia (LSA) is one of Australia's leading workforce management and labour hire companies. Our business is built on one key fundamental, *Excellence in Customer Service*. We strive to over deliver on our promises and take a proactive approach to the management of our clients' requirements. Our major goal is to partner with our clients to drive productivity and minimise risk, allowing our clients to concentrate on their core operations.

Labour Solutions Australia's Position

LSA is committed to quality through the employment of suitably qualified and experienced staff, and the development and implementation of management policies, procedures etc.

LSA assures quality through the alignment and integration of its strategic and operational planning objectives with its evaluation, accreditation and review processes. The Quality Management System (QMS) provides an underlying structure for the management and support for quality issues and is designed to assist LSA in its organisational drive towards sustainability.

The alignment of policy and governance is a critical issue for achieving quality at LSA. The QMS sets out the key governance mechanisms associated with the organisation's key principles and core benefits.

In order to achieve this goal and remain a leader in our field, Labour Solutions Australia is committed to the following:

- Develop, implement and continually improving the effectiveness and efficiency of our QMS in conformance with the requirements of AS/NZS ISO 9001
- Work closely with our clients to ensure that we collect feedback, understand their needs and meet (and exceed where possible) their expectations
- Monitor and comply with all applicable statutory, client and industry requirements
- Ensure we recruit people who are qualified, competent, and suitable to fulfil the purpose of each role, meeting our performance and quality objectives
- Train and educate our people to continually improve skills, awareness and knowledge of quality issues and work practices
- Involve our people in quality related decisions and initiatives
- Establish and act upon quality objectives and performance targets to ensure systems and processes are continually improved to ensure ongoing effectiveness and efficiency
- Routinely review and respond to our performance against objectives and targets that have been set
- Provide enough and suitable resources to implement and maintain our QMS.

To ensure we remain a business that is committed to Quality it is vital that all employees and contractors conduct their work in a manner that consistently complies with defined processes, systems and controls.

Approved by
Managing Director
July 2019

Appendix 2 - Payroll

Timesheets & Payments

LSA prides itself on an experienced team who are supported by industry leading systems to deliver your pay accurately and on time. We need your assistance in ensuring that this can happen.

Timesheets

Depending on your assignment and LSA Client; you may need to complete and submit weekly timesheets to LSA Support. Completed timesheets must be submitted to LSA by 11am on the Monday following your working days. If your timesheet is not received by this day, we cannot guarantee you will be paid on time. **Assignees submitting timesheets to LSA must ensure to the best of their ability, that the timesheet is signed/approved by their supervisor prior to submitting (digital signatures will not be accepted). Unapproved timesheets may cause delays in processing.**

Timesheets should be sent to your LSA Consultant or alternatively:

- Email - lsasupport@laboursolutions.com.au
- Fax - 07 3367 3736

[Timesheets](http://www.laboursolutions.com.au/PDF/timesheet.pdf?v=2) can be requested from your LSA Consultant or found on the LSA website - <http://www.laboursolutions.com.au/PDF/timesheet.pdf?v=2>.

If the LSA Client (Host Employer) uses a time keeping system, please follow their process and this information will be submitted to LSA on your behalf. Your LSA Consultant will advise if this is the case.

Timesheets must be submitted within two (2) weeks of the date worked to be processed for payment.

If you have an issue with your pay or a query or complaint about any aspect of your pay, please contact your LSA Consultant or alternatively:

- Email - lsasupport@laboursolutions.com.au
- Fax - 07 3367 3736

Payment Information

When you are asked to register with LSA you will be required to enter your payment information during this process. It is the responsibility of the LSA Assignee to ensure the details you submit to us are correct.

- **Banking details** - ensure these details reflect the account that you wish your wages to be deposited.
- **Tax File Number Declaration** - ensure you have provided LSA with your TFN and completed your TFN Declaration to reflect the tax scale you wish to be placed on. Failure to supply your TFN after 28 days of commencing work with LSA will result in you being taxed at the higher rate. If you have completed your TFN Declaration incorrectly, please contact your LSA Consultant or LSA Support to request a new TFN Declaration. Please note tax will only be adjusted for wages paid after the updated form is received.
- **Superannuation** - ensure you have provided your Superannuation fund name & membership number. Failure to provide your Superannuation details will result in LSA selecting our default Super fund and an account will be set up in your name. Your Superannuation will be paid in accordance with the Superannuation Guarantee Levy in place at the time of your employment. Please note: Entitlements are paid **quarterly**.
- **Personal Details** - ensure that your postal address and email address on our database is kept up to date so your weekly pay slips and payment summaries will be sent to the correct address.

It is your responsibility to submit written confirmation (email) to your LSA Consultant and/or LSA Support to advise of any personal or banking details changes.

Appendix 3 - WH&S

Workplace Health and Safety

LSA is committed to your safety in the workplace and we expect your commitment to your personal safety.

LSA and our clients have processes in place to keep you safe at work. Your Host Employer will also provide you with a workplace induction and job specific training.

Anyone failing to comply with Labour Solutions Australia Workplace Health and Safety Policy may be subject to disciplinary actions. This may include, but not limited to, receiving a formal warning, counselling, suspension or termination of employment.



THINK SAFE. WORK SAFE. GO HOME SAFE.

LSA Client (Host Employer) Workplace Inductions

For every assignment you do with LSA you must be given a workplace induction and familiarise yourself when you arrive at the site for your assignment. The client will conduct this induction and it **MUST** occur before you commence any work duties for them.



IF YOU DO NOT RECEIVE AN INDUCTION CONDUCTED BY OUR CLIENT ON THE DAY YOU COMMENCE ANY NEW ASSIGNMENT, YOU MUST CONTACT YOUR LABOUR SOLUTIONS AUSTRALIA CONSULTANT OR HEAREST OFFICE BEFORE YOU START WORK.

This process **MUST** occur before every new assignment and/or new site as assigned by Labour Solutions Australia.

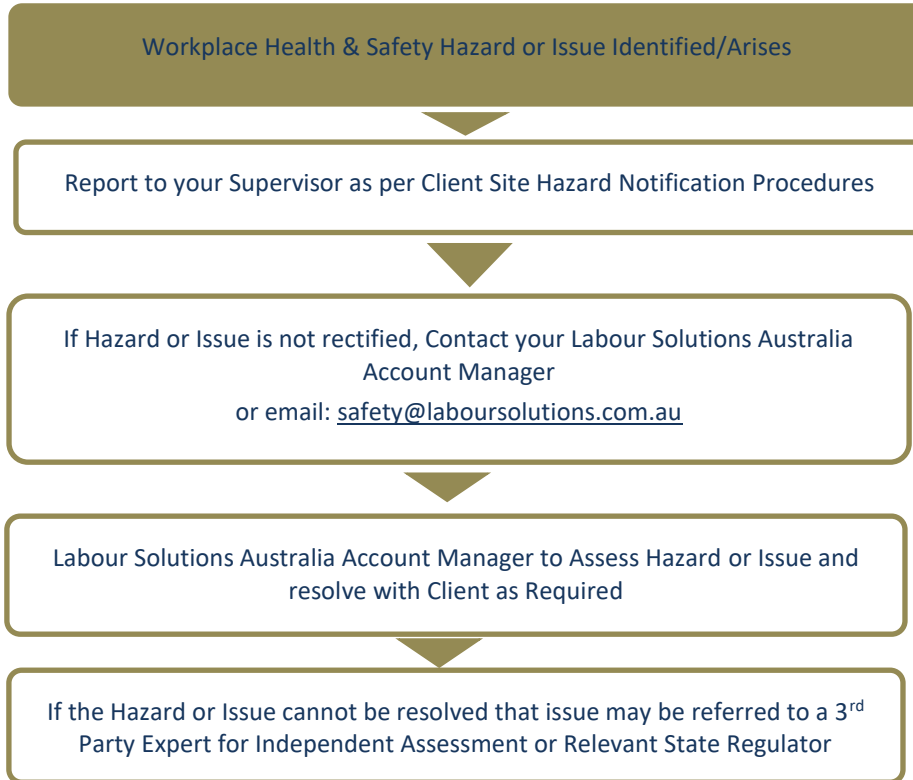
Following a client workplace induction, you should be familiar with the below:

- How to get First Aid in the event of an injury
- How to report a hazard or an incident
- What to do in the event of an emergency (e.g. fire)
- Hazards applicable to the work being performed and safe work methods/procedures to be followed
- What Personal Protective Equipment (PPE) is required to be used and when.

Reporting Health & Safety Hazards or Issues in the Workplace

LSA recognises the importance of timely hazard reporting as a major competent of the accident prevention program.

If you observe a hazard or unsafe condition in the workplace follow the flowchart below. **It is your responsibility to report hazards.**

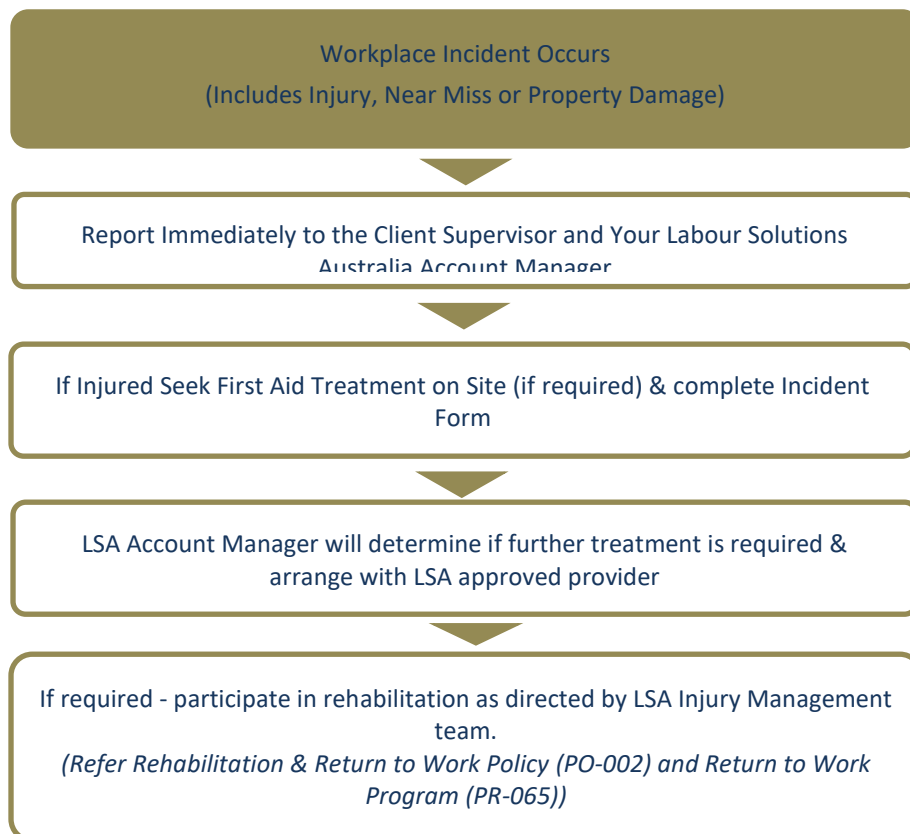


Reporting Incidents and Injuries

It is very important that we know about all incidents and injuries **immediately**.

We have a responsibility to manage the injuries of all LSA Assignees. We cannot do this if we don't know about them. Your conditions of engagement with LSA require you to immediately notify your onsite supervisor and your LSA Consultant.

The flowchart below outlines the steps you need to take in the event of an incident and/or injury.



Manual Handling

The below is intended to give information about manual handling tasks and safe lifting techniques in summary only. At all times LSA Assignees are reminded to avoid lifting heavy objects wherever possible and use lifting equipment.

What are manual tasks?

Moving	Lifting	Lowering	Pushing	Pulling	Throwing
Carrying	Holding	Restraining	Grasping	Manipulating	Striking

To reduce the risk of injury when lifting you should always follow the correct manual handling procedures:

1. Size up the load
2. Position your feet
3. Bend your knees
4. Take a firm hold of the object
5. Raise your head
6. Lift with your thigh keeping your back straight
7. Look in the direction you are going.



Take care with repetitive tasks

Rest breaks are necessary in repetitive or heavy work to prevent fatigue and to allow recovery of body tissues. In general, the longer the period of continuous work, the longer the recovery period should be.

- › Take regular short work breaks (about 1 minutes) & do stretching exercises
- › Vary your tasks to reduce muscle tiredness
- › Use a different body part if possible
- › Alternative the working hand to reduce repetitions
- › Vary heavy handling tasks with lighter tasks
- › Alternate repetitive work with non-repetitive work.

Team Lifting

When lifting with two or more people always ensure that:

- › There are enough people in the team
- › Ensure everyone knows how the lift will be done and where the object is going
- › One member is selected to co-ordinate the lift
- › Hardwood pallets should always be a team lift.

Exercise

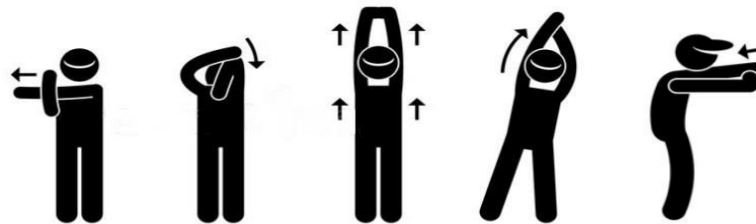
Exercise safety is important to avoid injury and maintain good health. Regular exercise is vital for good health, but poor knowledge of basic safety techniques can lead to injuries.

Warming Up

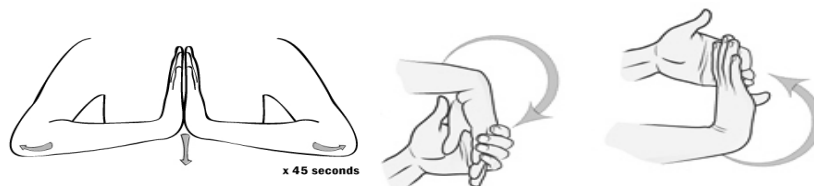
Warming up is the best way to reduce the risk of injury. Cold joints, tendons and muscles are more likely to get strained and sprained by sudden movement or exertion.



In normal conditions, a five or ten minute warm up is all you need - add a few extra minutes in colder weather. Concentrate on warming up the specific muscle groups you will be using and include stretches.



CAUTION: Do not stretch to the point of pain. Stretches should be gentle and slow, never bouncy.



Common Industrial Hazards

Personal Protective Equipment (PPE)

Depending on your assignment with LSA and Host Employer, your workplace may require you to use PPE whilst onsite. You will be informed by your LSA consultant what types of PPE are mandatory for your assignment. Failure to attend site with all mandatory PPE may result in you not being allowed to work.

As an LSA Assignee you must:

- Wear PPE as required by the Host Employer for the task assigned
- Maintain PPE in good condition and report (client issued) damaged items to your supervisor
- Clean PPE after use as required
- Store PPE correctly.

Pedestrian Safety

Always use marked footpaths and watch out for forklifts and mobile equipment. Always hold on to handrails when walking up or down stairs and never run for any reason.

Exclusion Zones

Exclusion zones must be clearly marked to ensure people are not directly exposed to objects falling from height, (or other hazards associated with hazardous work being undertaken within the exclusion zone)

Risk of Falling

Falls are usually serious - if not fatal. You **must**:

- Be conscious of your surrounds to prevent overbalancing, slipping or tripping
- Be aware of slippery boards, the absence of guardrails, holes and penetrations not properly protected
- Climbing supporting framework is prohibited. Ladders must be used for access to and from any work platform or supporting surfaces
- Persons who are required to work from a mobile aerial work platform must wear an approved safety harness always.

If there is any necessity for persons to exit a working platform to carry out works whilst aloft, **a safety harness must be worn** and be **connected to a safe anchorage** prior to moving off the working platform.

The safety harness **shall not be disconnected** for any reason whatsoever until the person has returned to the working platform and is protected by the guardrails.

Hazardous Substances

Hazardous substances stated dangerous goods and combustible liquids are examples of hazardous materials classified according to their relevance to Occupational Health & Safety.

Hazardous materials, if not labelled, stored and handled correctly, can cause harm to workers, members of the public, property and the environment due to their physical, chemical and biological properties. Hazardous materials include many commonly found industrial, commercial pharmaceutical, agricultural and domestic chemicals.

Containers of decanted hazardous substances at the workplace must be labelled with the product name and basic health and safety information (risk and safety phrases) from the supplier's label.

Safe Driving

This section is particularly relevant if you must drive yourself long distances to get to your designated place of work. You should carry out a checklist before embarking on your journey to ensure that the following have been addressed.

Vehicle Checklist

- The Vehicle's registration is current and valid*
- You hold a current driver's license valid for the state in which you are working*
- The Vehicle is safe e.g. tire tread is enough, safety belts are intact, RWC*
- Fuel, water and oil supplies are adequate and spare water is stored in the boot for emergency purposes*
- The vehicle has a roadworthy spare tyre and a reliable jack*
- A basic first aid kit is stored in the glove box for emergency purposes.*

You have developed a travel plan that includes rest breaks (every 2 hours) and overnight stops

Fatigue

Fatigue is ultimately a result of insufficient sleep over a period and may be compounded by working conditions and requirements.

Once fatigued, an individual is unable to self-assess their continual risk level in the workplace and may be unable to carry out the job in a safe manner.

If you have insufficient rest and sleep, you may place yourself or others at risk of injury. You must not attempt to drive if you are feeling fatigued. If you experience the following symptoms, you may be fatigued:

- Feelings of tiredness or sleepiness
- Difficulty concentrating
- Sore or aching muscles
- Feeling moody or irritable
- Headache or dizziness.

As an employee of LSA you must adhere to the following:

- You must not work more than 12 hours in any 24-hour period
- Take at least a 10-hour break between shifts
- Average weekly hours should not exceed 56 unless authorised by LSA
- If you are flying to a job, ensure that you have allowed yourself enough time for enough rest before commencing your shift.

Failure to comply with these requirements may result in disciplinary action up to and including termination of your employment with Labour Solutions Australia.

Working Safely in Hot Weather

Many of Labour Solutions Australia's Assignee's work in hot weather conditions and ensuring that you protect yourself from the effects of heat is extremely important. Please be aware that the main factors which influence the risk of heat stress are:

- High air temperature
- High humidity, which prevents sweat evaporation
- Low air movement
- Exposure to the sun
- Intense physical activity or high workload
- Clothing impairing air movement and sweat evaporation.

Labour Solutions Australia requires that when you are onsite you consider all the above factors. Should you be working in an environment that has a single risk factor (e.g. high air temperature), it alone cannot be used to predict the risk of heat stress.

When working in hot weather conditions, some safe systems to consider are:

- Wherever possible, work should be organised so that heavier workload takes place in the cooler parts of the day
- Erect temporary cover or work in shaded areas where possible
- Increase air movement in the work area by using things like extraction and ventilation equipment (if appropriate)
- It is essential to drink water at regular times during the day to replace fluids lost in sweating (recommended 2-3 litres/day minimum).
- To assist with the evaporation of sweat, wear loose clothing where such clothing is not a safety hazard
- For maximum sun protection wear a wide brim ventilated hat, SPF rated long sleeve shirts and long trousers
- Apply sunscreen regularly to protect any exposed skin.

Take all necessary precautions as the effects of heat stress can lead to heat exhaustion and heat stroke - possibly a life-threatening condition. The early symptoms of heat stress include muscle cramps, headaches, dizziness, fatigue, loss of coordination, nausea and a weak rapid pulse. If you feel you are experiencing these symptoms from heat stress, advise your supervisor or first aid officer immediately, move to a cool shaded area and drink water to rehydrate.

Noise

If you must raise your voice or shout to be heard, then your work area is too noisy, and you should be wearing hearing protection. Hearing protection includes:

- Ear plugs, and
- Earmuffs.

If you do not wear your hearing protection in areas of high noise, then your hearing can be damaged. Always follow the signs that say hearing protection must be worn.

Machine Operating

Unless you are placed in a machine operating position, you should not be operating any machinery. If you are required to use a machine which you were not originally employed/engaged to do, you must inform your LSA Consultant of the change. When operating machinery, you should check that it is in good working order and has all the appropriate guards. Report any problems with machinery immediately to your Client Supervisor.

Danger Tags and Locks

Danger Tags and Locks are used to ensure your personal safety by preventing the use of equipment/plant that could cause injury. Danger Tags and Lock procedures change from site to site so always check the specific requirements when you arrive. Never use equipment that has a Danger tag and/or Lock attached. Never remove a Danger Tag or Lock from any machinery **unless it is your own** Danger Tag.

Q-Fever

Q-Fever is a hazard for workers who work with cattle and sheep. It can be transmitted to humans by breathing in contaminated droplets from urine, faeces and birth cells.

The Q-Fever germ can survive a long time in dust, on machines, clothing etc. Q-Fever symptoms are flu-like. Most infected people recover 2 to 3 weeks after medical treatment with antibiotics.

To prevent your exposure to Q-Fever, these steps are taken:

- Vaccination against Q-Fever via Pre-Employment Medical
- Use of PPE
- Safe operating procedures to reduce the risk of infection.

Working in Cold Temperatures

In some food related industries, the temperatures in the working areas can range between 4-7 degrees or colder. It is essential that you are prepared with warm clothing to be comfortable and prevent illness or injury.

Confined Space

A confined space is an enclosed or partially enclosed space that is at atmospheric pressure during occupancy and is not intended or designed as a primary place of work. Confined spaces pose special hazards in that they have the potential to:

- Contain an atmosphere that contains harmful levels of contaminants
- Be deficient in oxygen (or conversely have excessive oxygen that may pose a fire risk)
- Cause engulfment.

You must not work in or enter a confined space unless you have completed a **Confined Space Entry Course**, have a current ticket and have been deemed competent. Prior to entering the confined space, you must ensure that there is a rescue plan and standby person in place and that the confined space atmosphere has been tested using certified and calibrated equipment. You will also need to ensure that all required isolations are in place.

Most of confined space work will involve the completion of a 'Permit to Work' that must be signed off by a Client Supervisor. Prior to entering any confined space ensure the required authorisations are signed and obtained.

Hot Work

Hot work refers to heat producing operations such as welding and grinding. Apart from the obvious physical hazards associated with contact with heat (skin burns, eye burns), hot work has the potential to produce open flames that can result in a fire emergency or produce toxic fumes and gases. Do not attempt to undertake hot work (especially welding) unless you hold an appropriate trade qualification.

Working at Heights

Common hazards associated with working at heights include:

- Falling from height
- Items falling on people below or near the working at height area
- Incomplete floors or working near excavations/penetrations
- Contact with overhead powerlines
- Trenched/pits.

Prior to commencing work at height, it is important that the work you are about to undertake has been authorised through a permit to work system or risk assessment process.

When the risk of a fall cannot be eliminated, then the risk is to be reduced via the following strategies, in order of preference:

1. Use passive fall safety systems such as safety mesh, perimeter guard railing, scaffolds, elevated work platforms, and cranes fitted with man boxes or step platforms
2. Use work positioning systems such as travel restraint systems, industrial rope access equipment
3. Use fall injury prevention systems such as catch platforms, fall arrest harness or industrial safety nets

Physical barriers should be installed to prevent items from falling from height. Physical barriers should cover penetrations or excavations in addition to guard rails along the edges.

Do not attempt to work from height unless you have successfully completed a **Safe Working at Heights Course**. Prior to undertaking work at height, you must ensure that rescue plan and standby personnel are in place. You will need to inspect all equipment and anchor points prior to commencing the task and ensure all equipment is “in date” and free of damage/wear and tear. You will also need to ensure that all required isolations and exclusion zones are in place.

Mobile Plant

Only operate machinery if you have been trained and deemed competent to do so. If you are asked to use machinery that you didn't expect to use or don't know how to use, please let your LSA Consultant know immediately - this will help us to ensure that you are not put at risk of injury. You may also be entitled to a higher rate of pay if using certain types of machinery.

Many types of equipment require you to be ticketed, such as Forklifts, Cranes, Loaders and Dozers. You must be qualified to operate any mobile plant equipment when employed by us. You will not be placed in a position where you will be required to operate mobile plant unless you hold the relevant ticket or licence.

Prior to operating any mobile plant, it is important for you to complete a pre-start check to ensure that the equipment is safe to use.

Excavation and Trenching

Working around excavation and trenching can be dangerous if you are careful of your surroundings. Do not enter secured work areas unless you are authorised to do so and follow the directions of the Site Supervisor.

High Risk Construction

When completing High Risk Construction work, the Host Employer must provide you with a Site Induction which should include relevant Safe Work Methods.

High Risk Construction work can include work that:

- involves a risk of a person falling more than 2m; or
- involves demolition of an element of a structure that is loadbearing or otherwise related to the physical integrity of the structure; or
- involves, or is likely to involve, the disturbance of **asbestos**; or
- is carried out in or near a confined space; or
- is carried out in or near:
 - a shaft or trench with an excavated depth greater than 1.5m; or
 - a tunnel; or is
- carried out on or near pressurised gas distribution mains or piping; or
- carried out on or near chemical, fuel or refrigerant lines; or
- carried out on or near energised electrical installations or services; or
- involves tilt-up or precast concrete; or
- carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or
- carried out in an area at a workplace in which there is any movement of powered mobile plant.

Ergonomics & Repetitive Strain

Always remember to set up or adjust your workstation accordingly. This may include:

- Bench/desk heights
- Chair backs and seat height
- Office equipment (keyboard, monitor).

Remember to rotate tasks to avoid repetitive strain and use stretching exercises (listed under 'Warming Up' to help).

Slips & Trips

Slips and Trips can be common in the workplace but can be easily avoided. Be aware of objects and other trip hazards and ensure you keep walkways clear.

Electrical

If you see an electrical hazard in the workplace, do not touch the equipment/wires and notify your supervisor. Electrical work should only be carried out by an approved and licensed Electrician.

Do not use equipment that is not Tested & Tagged OR has expired.

Warehouse Racking & Storage

Ensure you follow safe working load requirements as sign posted, when loading racking.

When stacking pallets always check they are in good repair and all pallets stored on second level racking and above are shrink wrapped with no loose items.

If racking or pallets are damaged ensure you report the issue to your Supervisor and do no stack of items on the pallet or racking.

Working Remotely/Isolated

If you are required to work remotely or isolated (*e.g. Isolated from the assistance of other persons because of location, time or the nature of work*), first consult with your Supervisor and check you are comfortable with the systems in place to ensure effective communication with your Supervisor/work colleagues.

Heavy Vehicles

If you are licensed and employed to operate Heavy Vehicles on site for a Host Employer, you are responsible for ensuring you complete a vehicle pre-start check and report any faults or defects.

Vehicle Mass & Dimension load limits ensure safe operation and should be followed always. If you are unsure of these limits, which apply to the vehicle you are required to operate - you should seek advice from your Supervisor.

Work/Rest Requirements (Solo Drivers)

Time	Work	Rest
In any period of...	A driver must not work for more than a maximum of...	And must have the rest of that period off work with at least a minimum rest break of...
5 ½ hours	5 ¼ hours work time	15 continuous minutes rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	7 continuous hours stationary rest time*
7 days	72 hours work time	24 continuous hours stationary rest time
14 days	144 hours work time	2 x night rest breaks [#] and 2 x night rest breaks taken on consecutive days

Long haul driving - Long haul (interstate) drivers are not placed by LSA.

Food Safety and Quality Assurance

If you are working in the FMCG industry and preparing product for human consumption, it is important to keep yourself, your equipment and the workplace free from contamination.

LSA assignees must adhere to the Health & Safety policy always. The following are requirements for all LSA Assignees.

Food, Drink and Smoking

- Only smoke in designated smoking areas
- Only eat in designated dining areas
- No consumption of lollies or chewing gum outside of designated dining areas.

Clothing/Uniforms

- A clean set of company issued clothing is to be worn at the commencement of each shift
- Any under garments are to be fully covered
- Boots must be cleaned whenever entering or leaving the production area
- If during your shift your clothing becomes excessively soiled, you will be required to change into fresh clothing
- Soiled clothing is to be placed in the designated areas only
- No company issued PPE is to be taken off site unless authorised.

Lockers

- At certain sites you may be provided with a locker
- Lockers must be kept clean, tidy and free from dust
- DO NOT store food in your locker. Food is to be kept in the lunchroom always
- LSA/Client sites are NOT liable for lost or stolen property.

Hair Covering

Before entering the production area your hair must be fully covered always. You will be required to wear a hair net and beard snood for facial hair (as required).

Jewellery and Cosmetics

- All jewellery must be removed before entering a production area
- Nail polish, heavily scented hand creams and any other cosmetics that could contaminate the product must be removed before entering the production area.

Examples of what is not permitted to be work in the production areas include:

- Jewellery
- Piercings, of any kind
- False Nails
- Hand Creams/Nail Polish

Personal Protective Equipment (PPE)

- PPE must be cleaned and sanitised at the end of each day
- PPE must be washed at regular intervals during the day or when contaminated

- › PPE must NOT be worn outside of the production areas.

Hand and Boot Washing

You will be required to wash your hands:

- › Before entering and leaving production areas
- › If you touch your ear plugs
- › After going to the toilet
- › Before and after eating
- › If you touch your boots, face or hair.

During your induction you will be shown the correct procedure for washing your hands to ensure it meets hygiene standards. You will:

1. Wash your hands and arms with antiseptic soap and rinse thoroughly in warm water
2. Dry hands with paper towel and dispose in the bins provided

Ensure you wash your boots upon entering and leaving processing areas, paying attention to the soles of your boots.

Contaminated Product

Any product that is suspected to or has touched a contaminated surface, must be processed in accordance with a “Dropped or Contaminated Product Procedure” at your site.

Any product that is suspected or is found to have foreign objects in it is to be reported immediately.

Personal Hygiene

There are many steps you can take to reduce the impact of your personal hygiene on the food product. These include:

- › Shower everyday
- › Brush your teeth twice a day
- › Use of deodorant is recommended
- › Change your socks and underwear after each shower
- › Keep fingernails clipped
- › Cough or sneeze into a tissue and dispose in the bin.

Illness

Some illnesses can be spread to the food product being handled. If you are suffering from the following you must notify your supervisor immediately:

- › Severe cold or flu symptoms
- › Stomach cramps, vomiting and/or diarrhoea
- › Contagious or infectious diseases
- › Infected wounds or sores
- › Dermatitis, rashes or skin irritations
- › Respiratory disease (e.g. Pneumonia).

In the case of any of the above illnesses **you will be required to present a medical clearance** from a doctor to your LSA Consultant prior to returning to work.

Fire and Emergency Procedures

Fire

Prompt action by you can save lives and property. Preventing fires is the first and best course of action. Follow the steps below to reduce the risk:

- › Always report faulty electrical switches or exposed wiring
- › Do not block electric motors in electrical equipment
- › Do not use faulty electrical appliances
- › Be alert for cigarette butts dropped into flammable materials, especially pot plants and waste bins
- › Know where the fire exits, and firefighting equipment is in your area
- › Know the evacuation assembly point for your property
- › Know the different types of fires for which fire extinguishers are used.

You must acquaint yourself with the Fire Safety Drill appropriate to your workplace immediately on commencement at that workplace as part of your on-site induction.

Burglary

If you suspect a burglary on arrival at your work area:

- Do not touch anything - do not add your own fingerprints
- Call your Client Supervisor
- Do not go into dark areas or closed rooms - the offender may still be in building
- Leave the area if you are concerned.

Hold-ups

In case of hold-ups:

- Do not be hero! Protect YOURSELF at all costs!
- Do not argue with the offender. Hand over whatever they are demanding
- Try to note features about them without obviously doing so (e.g. gender, height, weight culture, any accents, any feature or odours)
- Do not make too much eye contact as this may antagonise them. Move calmly and slowly when requested.

Bomb Threats

A bomb threat may be in one of the following forms:

- In writing by email, fax, type-written or hand note
- Verbally by telephone, face-to-face, electronic, recording equipment or relayed verbal message
- By mail - suspicious article.

If the threat is written:

- Place the document into a plastic envelope (or transparent folder) to preserve its condition and to prevent contamination
- Restrict access to the document as it is physical evidence and will be surrendered to the Police.

If the threat is received via telephone:

- Remain calm and attempt to extract as much information as possible using the questions below or a telephone checklist (if provided)
- Do not hang up - it may be possible to trace the call
- Try to attract the attention of another person who may be able to listen in - it may help to remember critical information later.

If possible, obtain the answers to the following:

- *Where is the bomb?*
- *What time will it go off?*
- *What does it look like?*
- *What kind of bomb is it?*
- *Why are you doing this?*

Try to assess:

- **The caller** - whether male or female
- **Speech** - was it educated, rambling, rational, accented, accompanied by distinctive impediment?
- **Distractions** - was it a private or public phone? Were there any background noises that may indicate the location of the caller?

Discovery of Suspicious Article

If a suspicious article is found:

- DO NOT TOUCH
- Clear people from the immediate area
- Secure the area
- Inform your Client Supervisor who will initiate the evacuation
- Inform the Police
- Inform you LSA Consultant.

Evacuation Procedure

All threats are to be taken seriously unless proven otherwise. Your Client Supervisor will contact the Police.

Leave the area as directed by your Client Supervisor. Assemble at the designated assembly point for the property where all evacuees will be accounted for.

Once an evacuation has taken place, the building will only be reoccupied on advice from emergency response personnel/the Police.

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SAFETY ESSENTIALS

FOOD SAFETY		I will always follow all Food Safety and Quality Assurance guidelines as outlined by my host employer.
INJURY REPORTING		I will report all injuries, near misses and property damages to my LSA Representative immediately.
WEARING CORRECT PPE		I will always wear clean and correct PPE and adhere to site requirements. If my PPE is damaged, I will replace it immediately.
HAZARD REPORTING		I will ensure that I report all hazards to my site supervisor immediately.
FIT FOR WORK		Working while under the influence of alcohol, non-prescription drugs or medication is unacceptable.
MANUAL HANDLING		I will follow LSA's correct manual handling techniques. I will not attempt to lift heavy or awkward objects without assistance.
PLANT OPERATION		I will never operate mobile plant equipment if I'm not trained or qualified to do so. I will never operate unguarded or non isolated machinery.

NOTES:

Document Control

Approval

The following table lists personnel who are responsible for authorising the document:

Owner	Business Support Manager	Chris Bailey	N/A	
Approver	Business Support Manager	Chris Bailey	Via email	15/08/2019

Document History

The following table lists the changes made to this document:

Revision	Date	Amended By	Details of Change
5	12/07/2019	D. Dove	Update Org Chart and Ley Clients, plus update all Policies recently reviewed and updated as per the document register.
6	15/08/2019	D Dove	Updated PO-001 Workplace Health & Safety Policy Statement that now includes a clearer statement regarding - "employees/workers should be aware that they have the right to remove themselves from any work situation that they may consider dangerous to their health or life"



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