

# Temporary Employee Handbook

Workplace Health & Safety & Client Site Requirements



 **Labour Solutions  
Australia**

*Delivering Efficient & Reliable Workforce Solutions*

Brisbane • Sydney • Melbourne • Perth

☎ 1300 268 986 | [www.laboursolutions.com.au](http://www.laboursolutions.com.au)

## Introduction

Welcome to Labour Solutions Australia!

This booklet contains information that all prospective on-hire employees and On-Hire Employees need to understand, should they be offered an assignment with Labour Solutions Australia. **This is yours to keep.**

Please take the time to read the information contained in this booklet and refer to this booklet whenever you are placed on assignment with Labour Solutions Australia.

At Labour Solutions Australia we register and maintain a database of prospective On-Hire Employees. Labour Solutions Australia may offer a prospective On-Hire Employee an assignment from time to time. If, as a prospective On-Hire Employee you accept the offer of employment you will be employed as a casual On-Hire Employee for the duration of the assignment.

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. We strive to ensure that when you accept and offer for an assignment for Labour Solutions Australia that you are equipped with the terms of your engagement as a casual On-Hire Employee for the duration of the assignment.

If you have any problems or questions please contact your Labour Solutions Australia Account Manager immediately. Whether it's a safety issue, a question about your pay or you've changed your phone number, make sure you let your account manager know.

If you lose this booklet it is your responsibility to ask Labour Solutions Australia to request another copy to be sent to you.

We are confident that you will enjoy your association with Labour Solutions Australia being beneficial for both parties and that you will enjoy being associated with an organisation that prides itself on its greatest asset – YOU!

Welcome again

***The Team at Labour Solutions Australia***

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## General Assignment Terms

The type of work Labour Solutions Australia offers is of a **TEMPORARY** nature and is not in anyway whatsoever guaranteed. Labour Solutions Australia is in the business of providing temporary workers to Clients. In the course of this business, Labour Solutions Australia will record the names of persons seeking engagement as On-hire Employees (Prospective On-Hire Employee). Labour Solutions Australia may, at its absolute discretion, offer any Prospective On-Hire Employee an Assignment. However, Prospective On-Hire Employees are not entitled to any minimum number of Assignments and have no entitlement to available Assignments, or any preference in relation to Assignments. Prospective On-Hire Employees may, at their absolute discretion, accept or reject an offer of an Assignment. If an offer is accepted, Labour Solutions Australia engages the person on a casual basis for the duration of the Assignment (On-Hire Employee).

Each Assignment will be offered on its own terms. The terms of one Assignment (including basis of pay, rate of pay, days of work, hours and length of Assignment) are no indication of the terms of another Assignment. Labour Solutions Australia 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 to be performed.

Our clients needs determine the type and length of each assignment; therefore your assignment may last for a few hours, one week, 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;
- Provide sick, annual, long service, parental or any other form of leave;
- 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 of Labour Solutions Australia while on any 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 refuse any temporary assignment offered by Labour Solutions Australia or accept other offers of work from any source at any time. If you do accept an assignment, you are required to see it through to its completion or either party can terminate the assignment with one (1) hours notice.

You **must** advise your Labour Solutions Australia Account Manager prior to changing role or tasks whilst On-Hire even if asked to do so by client. You must only perform the role and tasks that your Labour Solutions Australia Account Manager offered you employment under.

Your employment is bound by the Labour Solutions Australia Agreement that is applicable to your Assignment. Copies of these agreements are available from the head office at 4/50 McDougall Street, Milton, Queensland, 4064. This agreement can also be accessed online via the Fair Work Commission's website.

## Timesheets & Getting Paid

Labour Solutions Australia 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. Please ensure the following happens whenever you are on assignment with Labour Solutions Australia;

- › You should record your times on a Labour Solutions Australia timesheet and forward the timesheet to your local office **no later than 11am on the Monday** following your assignment. If your timesheet is not received by this day we can not guarantee you will be paid on time. You can send your timesheet to your local office via the local fax number or alternatively send to;
  - Email - payroll@laboursolutions.com.au
  - Fax – your local branch office (see page 18 for fax numbers)
  - In Person – your nearest Labour Solutions Australia office
- › Please note, some clients (host employers) will have their own time keeping system. If this is the case, please follow their time keeping process. Your Account Manager will notify you if this is the case.
- › You **must** get your **supervisor** to sign your completed timesheet **daily**
- › You must submit a timesheet within two (2) weeks of the date worked to get paid
- › It is your responsibility to ensure the bank details you submitted on your registration pack are correct and reflect the bank account that you wish your wages to be deposited. It is the responsibility of your bank to allocate wages to your bank account - Labour Solutions Australia has no control over this
- › Make sure you have signed your Tax File Number Declaration Form and provided us with your tax file number. If you haven't, you will lose half your wage in tax due to higher tax deductions being applied. Only you can rightfully change this.
- › Make sure you have provided us with the details of your superannuation fund and membership number. If you fail to provide Labour Solutions Australia with your superannuation details after twenty eight (28) days of registering as a prospective On-Hire Employee. We will assume that you do not have a fund and as such your superannuation will be deposited into our default fund in an account of your name. Your Superannuation will be paid in accordance with the Superannuation Guarantee Levy in place at the time of your employment. Labour Solutions Australia pays superannuation only up to a maximum of 38 hours in any one week and will lodge your entitlements quarterly.
- › Make sure that your postal address and email address on your database record is correct at all times as this is where we will be sending your weekly pay advice summaries and group certificates.
- › It is your responsibility to submit a written conformation to your branch if any of your personal or banking details change.

## Unacceptable Workplace Practices

It must be understood that Labour Solutions Australia **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 on Page 9)
- Gambling, horseplay or fighting while at work
- Theft from a client's workplace or any other property or equipment belonging to fellow work-mates and Labour Solutions Australia
- Wilful damage, destruction or interference to a client's workplace or any other property or equipment belonging to work-mates and Labour Solutions Australia
- Entry into 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

## Workplace Health and Safety

The safety of all Labour Solutions Australia's employees is very much a **joint** effort. We encourage and appreciate your contribution to our safety initiatives. This may require you to;

- Being advised and mindful of workplace health and safety hazards and receiving training about safe working conditions, safe work procedures and personal protective equipment
- Participating in any task specific training conducted by the client when you are assigned and to not undertake any task without undergoing the relevant training prior to commencing the task
- Reporting incidents immediately to your workplace supervisor and to your Labour Solutions Australia account manager if you are injured.
- Providing information to us about safety hazards and requesting information or making safety suggestions without fear of reprisal in any form
- Being involved in a rehabilitation program if you suffer an injury at work

## Workplace Health & Safety Policy (PO-001)

**Labour Solutions Australia is one of Australia's leading workforce management and labour hire companies. Labour Solutions Australia 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 WHS risks and minimising workplace incidents.**

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

- Develop, implement and continuously improve the effectiveness and efficiency of our WHS Management System in conformance with the requirements of AS/NZS 4801
- 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 WHS consultation and communication with our clients (host employers) and employees
- Continually strive to improve our WHS performance by establishing clear and measureable 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
- 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

Ed Hinschen  
Managing Director  
July 2015



## Rehabilitation & Return to Work Policy (PO-002)

**Labour Solutions Australia 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.**

It is the policy of Labour Solutions Australia 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 & Rehabilitation Manager to manage the rehabilitation process
- 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
- Providing a suitable duties programme to injured employees as soon as possible after an injury that is consistent with certified medical opinion

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

Approved by

Ed Hinschen  
Managing Director  
July 2015

## Drug & Alcohol Policy (PR-003)

Labour Solutions Australia 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). The Labour Solutions Australia Drug & Alcohol Policy is as follows:

**No employee (on-hire or internal staff), contractor or volunteer shall attend work (including all host employer worksites) under the influence of any drug or alcohol. The accepted blood alcohol level in any of Labour Solutions Australia work sites is 0.00. On-hire employees of Labour Solutions Australia will comply with Drug & Alcohol related Policies, Procedures and Rules of the 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 Labour Solutions Australia immediately if this prescription / medication may affect their fitness at work.

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 in any way encourage or condone others to breach this Policy;
- They take appropriate action to report to management any instance where they 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 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 in regards to 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

Ed Hinschen  
Managing Director  
July 2015

## Your Safety Responsibilities

It is your responsibility whilst working for Labour Solutions Australia that you adhere to the following safety guidelines;

- Look after your own safety and the safety of others around you
- Undertake that all work carried out as directed by your supervisor will be done in the safest possible manner and following the site or task safe work procedures
- Obey all verbal & written safety instructions relayed to you by either Labour Solutions Australia or our clients
- Never carry out an activity if you do not feel safe or you are unsure 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 Labour Solutions Australia Account Manager who offered you the assignment or report to your nearest Labour Solutions Australia office.
- Highlight tasks that require safe work procedures before starting the job
- 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 come into contact with 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, fire fighting 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 Labour Solutions Australia if you are asked to perform tasks that are outside your scope of duties as advised by your Labour Solutions Australia Account Manager who offered you the assignment
- Request authorisation from us prior to proceeding, if the client asks you to change from your stated;
  - hours of work, particularly if the hours will exceed 12 hours in a shift
  - number of continuous shifts, above all if the continuous shifts will exceed 13
  - rest periods with less than 10 hours between shifts

## Client (Host Employer) Workplace Inductions

For every assignment you do for Labour Solutions Australia you must be given a workplace induction and familiarise yourself when you arrive at your assignment. The client will conduct this induction and it **MUST** occur before you commence any work duties for that client.



**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 ACCOUNT MANAGER OR NEAREST 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 begin performed and safe work methods / procedures to be followed
- › What Personal Protective Equipment is required to be used and when

## How to Report a Health & Safety Hazard or Issue in the Workplace

Labour Solutions Australia recognises the importance timely hazard reporting as a major component 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 all injuries to On-Hire Employees. We cannot do this if we don't know about them. Your conditions of engagement require you to **immediately** notify both our client's supervisor and your Labour Solutions Australia Account Manager. The following chart shows the steps to take in the event of an incident and/or injury.



## Safety in the Workplace

### Personal Protective Equipment (PPE)

Depending on the hazards associated with your workplace, clients may require you to use PPE whilst on assignment. Your Account Manager will inform you of the types of PPE that is required for your assignment. Failure to attend to your assignment with required PPE may result in you not being allowed to work.

Refer to the checklist below to ensure you are well prepared for the task.

PPE Requirements	
Safety footwear (ie enclosed steel capped boots and shoes as appropriate for the task)	<input type="checkbox"/>
Long Sleeve Shirt with collar	<input type="checkbox"/>
Full Length pants	<input type="checkbox"/>
Safety Glasses	<input type="checkbox"/>
Food Safety Clothing (for food manufacturing work)	<input type="checkbox"/>
Ear protection	<input type="checkbox"/>
Sunscreen (if outdoors)	<input type="checkbox"/>
High Visibility Vest	<input type="checkbox"/>
Hard Hat (for construction work)	<input type="checkbox"/>
Water (at least 2-3 Litres)	<input type="checkbox"/>



## Safe Driving

This section is particularly relevant if you have to 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	<input type="checkbox"/>
You hold a current drivers license valid for the state in which you are working	<input type="checkbox"/>
The Vehicle is safe e.g. tire tread is sufficient, safety belts are in tact, RWC	<input type="checkbox"/>
Fuel, water and oil supplies are adequate and spare water is stored in the boot for emergency purposes	<input type="checkbox"/>
The vehicle has a roadworthy spare tyre and a reliable jack	<input type="checkbox"/>
A basic first aid kit is stored in the glove box for emergency purposes	<input type="checkbox"/>
You have developed a travel plan that includes rest breaks (every 2 hours) and overnight stops	<input type="checkbox"/>

## Understanding & Avoiding Fatigue

The extent that fatigue contributes to traffic accidents is higher than statistics indicate. Fatigue will seriously impair your driving ability long before you become drowsy. It is vitally important that you recognise the signs of fatigue and take the necessary precautions to reduce the chance of having a vehicle accident.

It is your responsibility to stop and rest when you realise that you are becoming fatigued.

### The signs of fatigue are;

- › Feeling cramped or fidgety
- › Your vehicle is wandering on and off the road
- › Your speed starts to vary
- › Overtaking vehicles are startling you
- › Yawning constantly
- › Your mind is wandering
- › Your eyelids are heavy
- › You are impatient

Weariness is more dangerous when driving during your normal sleep time. Fatigue is frequently felt at the onset of darkness. Visibility is reduced and there is higher risk of accidents, even for an alert driver.



## Basic First Aid Information

The following section is intended as a general guide and to reinforce the essential induction.

If an accident occurs, you may need to render first aid to an injured person until the site nurse, first aid officer or ambulance arrives. First aid should be given in this order of priority, no matter what the injury is;

1. **SAFETY** – Preserve life – yours and the injured persons. Don't move the patient unless there is danger of further injury. Call for assistance.
2. **PROMOTE RECOVERY** – Apply the “ABC of Life” and other necessary aids – ONLY if you are a qualified first aider.
3. **PROTECT THE UNCONSCIOUS** – Put the injured person in the coma position – ONLY if you are a qualified first aider.
4. If you are NOT a qualified first aider, you must alert your site supervisor who will arrange for attendance by a qualified person.

**DO NOT DISTURB THE SITE OF A SERIOUS ACCIDENT OR MOVE ANY EQUIPMENT IN THE AREA UNLESS IT IS NECESSARY IN ORDER TO MAKE THE AREA SAFE**

## Manual Handling – Correct Lifting

The physical handling of materials often involves activities requiring the use of personal force in order to lift, push, pull, carry or restrain an object. Almost any part of the body can be affected unless these activities are carried out correctly. Back and muscle strain injuries can be avoided by using the correct techniques.

Plan the lift by estimating the load and knowing exactly where it is to go.

1. YOU SHOULD USE A MECHANICAL AID OR A TWO MAN LIFT IF POSSIBLE
2. THINK AND PLAN ANY LIFTING YOU PERFORM
3. MAKE SURE YOU HAVE A FIRM FOOTING AND YOUR FEET SPACED WIDELY APART
4. BEND YOUR KNEES
5. CHECK THE LOAD
6. MAKE SURE YOU HAVE A SECURE GRIP ON THE OBJECT
7. TIGHTEN YOUR STOMACH MUSCLES
8. KEEP YOUR BACK STRAIGHT
9. LIFT THE LOAD SMOOTHLY AND SLOWLY
10. KEEP THE LOAD CLOSE TO YOUR BODY

## Fire Protection

The basic elements necessary for the production of fire are fuel, oxygen and an ignition source. Prevention means keeping any of these three elements away from the other two.

Various first aid and back-up fire fighting facilities are available on all sites. You must not interfere with this vital equipment. **FIRE HYDRANTS, HOSES AND EXTINGUISHERS ARE EXCLUSIVELY FOR THE FIGHTING OF FIRES.** Ensure that any empty or faulty equipment is handed to your supervisor.

Make yourself familiar with all the fire fighting appliances. Check procedures with your supervisor and learn how to use the fire extinguishers in your work area. Never use conductive extinguishers, such as water or foam, on electrical fires.

### **REPORT ANY FIRE THAT YOU SEE, IMMEDIATELY.**

If you discover a fire, extinguish it, if possible, then advise your supervisor. If you cannot extinguish it, raise the alarm immediately.

## Working in Confined Spaces

A confined space is defined as a space of any volume which;

- › Is not intended as a regular workplace
- › Has restricted means of entry and exit
- › May have inadequate ventilation or a contaminated atmosphere
- › Is at atmospheric pressure during occupancy

### **SAFE WORK PROCEDURES MUST BE FOLLOWED WHEN ENTERING CONFINED SPACES, OR SERIOUS INJURY OR DEATH MAY RESULT.**

All personnel directed to work in a confined space must be aware of and understand the following procedures;

- › You must have been confined space trained prior to entry
- › A confined space entry permit must be sighted and signed by all persons on entering and leaving the confined space
- › A proper means of entry and exit is to be provided
- › 240 volt electrical cables are not to be fed into vessels through access openings
- › Only 32 volt lighting is to be used
- › Appropriate PPE, in accordance with the material safety data sheet for products in use, is to be worn
- › Adequate ventilation is to be provided at all times
- › An observer is to be stationed at the point of entry
- › An appropriate fire extinguisher is to be available
- › On completion of work the confined space entry permit must be checked and signed by the supervisor

## Danger Tags

A danger tag is designed for your personal protection. It must be attached to the main isolation switch, valve etc of equipment whenever there would be danger posed to someone if that switch was turned on.

If during your course of duties you come across a danger tag that prevents you from carrying out your duties, do the following;

- Do not proceed. Report your findings to your supervisor
- You must not under any circumstances remove the danger tag, tamper with the danger tag or attempt to operate the machine that the danger tag relates to.

Your supervisor will be responsible for conducting any on-site removal policies of the danger tag if deemed necessary.

## Out of Service Tags

Out of service tags do not replace or mean the same as danger tags. These tags indicate that a piece of machinery is not to be used until the nominated component has been repaired. When to place an out of service tag;

- If you come across equipment, machinery, power tools etc that are faulty, inoperable, unsafe or the continued use of the designated piece of equipment would cause further damage or create a hazard you must tag it with an out of service tag
- Always apply the tag in a prominent place for all other personnel to clearly see e.g a tag at the bottom of a ladder is not easily seen by someone who may proceed to climb the ladder.

**Removal of an out of service tag:** Only the following people can remove this tag from a piece of equipment

- ✓ The person who completes the repairs or component replacement
- ✓ The supervisor upon satisfaction that the equipment is now safe and operational.

## 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 at all times

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.

## Electric Shock

Before attending to a person who has received an electric shock, make sure that the **POWER IS TURNED OFF**.

**DO NOT TOUCH THE INJURED PERSON BEFORE THE POWER IS TURNED OFF.**

If you cannot turn the power off, use heavy-duty PVC gloves or something made of rubber, dry wood or cloth to remove the wire or free the injured person. If the injured person has stopped breathing apply artificial respiration immediately. **Only** to be done by competent accredited CPR officer or first aider.

## Q Fever

When working with beef or meat related industries the potential to be infected with Q Fever is a possibility. Q Fever is a disease that can be passed on from cattle or other livestock to humans. As an employee in a beef or meat processing facility, it is **compulsory** that you are immunised for Q Fever **prior to commencing** your first shift. This is **your responsibility** to ensure that you are vaccinated prior to commencing your work in meat related industries. Please advise your Labour Solutions Australia Account Manager if you have not been vaccinated for Q Fever.

## 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.

## Working Safely in Hot Weather

Many of Labour Solutions Australia's On-Hire Employees work in hot weather conditions, and ensuring that you protect yourself from the affects 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 take into account all the above factors. Should you be working in an environment that has a single risk factor (eg 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 be 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.

## Soft Tissue Injuries

Bad posture, repetitive manual handling and heavy lifting are amongst a number of things that can lead to soft tissue injuries. Soft tissue injuries are the most common form of injury in the manufacturing / process related industries. Soft tissue injuries are injuries to the muscles, tendons, ligaments, fascia and nerves. Symptoms of the soft tissue injuries include pain, numbness, weakness, burning, tingling or loss of motion. It is **your responsibility** to report any changes that might mean that you have a soft tissue injury. Early detection and treatment of soft tissue injuries is a major factor in the success of the

treatment. **If you believe you have a soft tissue injury report this to your supervisor and Labour Solutions Australia Account Manager immediately.**

## Noise

If you have to constantly shout to be heard by a person less than 1 metre away from you or you are operating noisy equipment you may be subject to excessive noise. In these circumstances it is important that you wear appropriate hearing protection such as ear plugs or ear muffs.

## Working Near Mobile Plant

Mobile plant, such as forklifts, elevating work platforms, delivery vehicles, order pickers, earth moving equipment, prime movers and cranes, have the potential to seriously injure or kill people if they run into them. When working in the vicinity of mobile plant always:

- Abide to site safety rules
- Keep outside of marked exclusion or restricted plant operating zones
- Always using designated walkways where available
- Wear a high visibility vest
- Use mirrors if supplied for blind spots or corners
- Remain aware of your surrounding and listen and look for mobile plant warning alarms (e.g. reversing alarm, flashing lights)

## Tickets/Licences/Qualifications

Certain activities (such as the operation of mobile plant) will require you to hold applicable regulatory tickets or licences. No work shall be performed unless you are suitably qualified/trained to do so. If you are in doubt contact your Labour Solutions Australia Account Manager immediately.

## Chemical/Hazardous Substances

Chemical / Hazardous Substances may pose risk to workers if they are not labelled, stored or handled in the correct manner. To ensure the risk of chemical/hazardous substances is minimised, always:

- Ensure all chemicals (including waste) are clearly labelled. Report any unlabelled chemicals to your supervisor immediately.
- All chemicals must be accompanied by a Safety Data Sheet which should be located close to where the chemical is stored/used.
- Refer to Safety Data Sheets for detailed information about safety precautions and first aid. If a current Safety Data Sheet (i.e. less than five years old) does not exist for a chemical that you are required to use, report the matter to your Supervisor.
- Wash hands thoroughly after handling any chemical substance.
- Avoid inhaling the fumes of any chemical substance.
- Wash eyes thoroughly with water immediately if any chemical substance splashes in your eye, then seek further medical attention.

- › Consider all chemicals harmful if accidentally swallowed. Seek immediate medical attention if this occurs.

## Food Safety Requirements

When working in food related industries it is imperative that you comply with the clients hygiene and food safety requirements.

### You Must

- › Wear the protective clothing supplied
- › Keep your footwear / gumboots in clean condition which includes scrubbing them at each break
- › Keep your hands clean at all times while working, this means washing them regularly when entering production areas
- › Only enter and leave production areas through the washroom entrance
- › Completely cover your hair prior to entering all production areas, including facial hair
- › Clean all gear at the end of each shift

### You Must NOT

- › Wear production clothing supplied outside production area
- › Wear nail polish or jewellery in the production areas
- › Eat or drink outside the designed areas
- › Smoke outside of designated smoking areas
- › Drop any rubbish or cigarette butts on the ground

### Dropped food procedure

All clients sites will have differing procedures in relation to food that is dropped or falls outside the production line. If any food product falls on the floor you should tell your supervisor and then leave it untouched (to avoid contaminating the other product) for the designated “dropped food person” to attend to. **Under no circumstances is dropped food to be put back into production until it has been trimmed, treated, or cleaned.**

If you are required to pick up dropped or contaminated food you should pick it up carefully and then wash your hands thoroughly before returning to your normal work.

## Quality Policy (PO-009)

**Labour Solutions Australia 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.**

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

- › Develop, implement and continuously improving the effectiveness and efficiency of our Quality Management System 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 continuously improved to ensure ongoing effectiveness and efficiency.
- › Routinely review and respond to our performance against objectives and targets that have been set.
- › Provide sufficient and suitable resources to implement and maintain our Quality Management System

***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 is consistently complies with defined processes, systems and controls.***

Approved by

Ed Hinschen  
Managing Director  
July 2015



## Sustainability & Environment Policy (PO-016)

**Labour Solutions Australia is committed to the protection of the environment and actively seeks to minimise and manage the environmental impact of its operations. As a provider of outsourced employment solutions, we recognise it is important to continually seek new ways of reducing our environmental footprint.**

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

- Develop, implement and continuously improving the effectiveness and efficiency of our Environmental Management System in conformance with the requirements of AS/NZS ISO 14001
- Monitor and comply with all applicable statutory, client and industry requirements.
- Establish and review environmental objectives and targets, while continuing to monitor and report on our progress
- Seek to continually improve our Environmental Management System and environmental performance
- Annually report our sustainability and environmental management performance
- Engage with employees, involving them in the development and implementation of environmental initiatives, objectives and targets
- Actively promote sustainability and social investment related community events and sponsorships
- Ensure all employees and contractors understand our environmental requirements and standards
- Minimise waste generation and maximise resource efficiencies within our operations, including the efficient use of electricity, water, paper and non-renewable resources.
- Ensure a copy of our Environmental Sustainability Policy is made available to all employees, contractors, clients and the general public

***To ensure we remain a business that is committed to the natural environment, it is vital that all employees and contractors conduct their work in an environmentally sensitive manner that is consistent with this Policy.***

Approved by

Ed Hinschen  
Managing Director  
August 2015

# Social Media Policy (PO – 007)

Labour Solutions Australia 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 Labour Solutions Australia 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 Labour Solutions Australia and / or client (host employer) policies as applicable.**

This policy and its guidelines apply to all public social media communication platforms. The Policy's requirements apply equally to all Labour Solutions Australia employee's 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, 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 Labour Solutions Australia, giving the impression that the views you express are those of Labour Solutions Australia, or commenting on any Labour Solutions Australia-related matter without express prior approval from Labour Solutions Australia Senior Management;
- The setup or moderation of social media groups or networks that are or purport to be authorised by Labour Solutions Australia, without express prior approval from Labour Solutions Australia Senior Management;
- Posting material for business purposes which does not comply with the terms of use of the particular social media outlet;
- Using your Labour Solutions Australia 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 a Labour Solutions Australia 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 Labour Solutions Australia users, clients or employees/contractors of clients;
- Using the identity or likeness of another Labour Solutions Australia user;

- › Posting any material on social media which is, or might be construed as, breaching any Labour Solutions Australia policies;
- › Posting material that is, or might be construed as, threatening, bullying, discriminatory or offensive towards another Labour Solutions Australia, client, or person associated with a client;
- › Making any comment or posting any material that might cause damage to the reputation of Labour Solutions Australia or any of its clients, or bring Labour Solutions Australia or any of its clients into disrepute;
- › Posting the company name of Labour Solutions Australia 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 and;
- › Personal use of social media where such use interferes with your work.

If you have any queries in regards to the interpretation of this Policy, please contact a member of the Senior Management Team. Alternatively, on-hire employees with queries can contact their Workforce Manager or Account Manager.

Ed Hinschen  
Managing Director  
November 2015

## Contact Details

### **Brisbane (Head Office)**

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Ph: 1300 268 986

Fax: 07 3367 3736

Email: [info@laboursolutions.com.au](mailto:info@laboursolutions.com.au)

### **Safety**

[safety@laboursolutions.com.au](mailto:safety@laboursolutions.com.au)

### **Payroll**

[payroll@laboursolutions.com.au](mailto:payroll@laboursolutions.com.au)

for further information please visit

**[www.laboursolutions.com.au](http://www.laboursolutions.com.au)**

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## EMPLOYEE DECLARATION

I, \_\_\_\_\_  
 (Full Name)

Of \_\_\_\_\_  
 (Address)

Understand that this declaration applies to all of the issues listed below and with that understanding **do solemnly declare that:**

### Labour Solutions Australia terms & conditions of Employment

- I have read, understood and agree to the content of the terms and conditions outlined in your registration pack.
- I accept that my employment is bound by the Labour Solutions Australia Collective Agreement for On-Hire Employees
- I understand and acknowledge that this declaration in conjunction with the terms and conditions of employment outlined in the registration pack can be pleaded as a bar to any proceedings in any court or tribunal
- I have read, understood and agree to abide by all Labour Solutions Australia policies

### The Labour Solutions Australia Safety Guide

- I have received / or I will receive a copy of the Labour Solutions Australia safety and assignment handbook
- I undertake to make myself familiar with the contents and understand that it includes for references that form my responsibilities as an On-Hire employee
- I undertake to continually (at least monthly) update myself on safety from this handbook and other safety sources
- If within 3 days I have not received a copy of the Labour Solutions Australia safety handbook or I misplace the handbook I agree to notify Labour Solutions Australia

### Confidentiality

- As an employee of Labour Solutions Australia, and after termination of employment, you are required to maintain the confidentiality of information relating to Labour Solutions Australia's and clients business operations.

### Personal Information

- I understand the reason for the collection of information about me and consent to all the information requested being collected, stored, used and disclosed as per the privacy policy.
- **All information I have provided to Labour Solutions Australia including all sections of the pre-employment medical questionnaire is true and correct. I understand that if I give false or misleading information to Labour Solutions Australia Labour Solutions Australia it may jeopardise any future entitlement under Workers Compensation.**

### EMPLOYEE SIGNATURE

\_\_\_\_\_/ /20.....  
 Signature of Employee Date

\_\_\_\_\_/ /20.....  
 Witness - Signature Date

\_\_\_\_\_  
 Witness – Full Name (Please Print)