TST Property Services

Safety Management System

12 June 2019
Version 6
General Manager: George Shamoon

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1.0   Introduction to the Safety Management System at TST (TST)

1.1   Scope

This Safety Management System has been developed to demonstrate our commitment to workplace safety by providing the safest workplace for our staff and visitors. Further, TST is committed to maintaining a workforce with up-to-date skills and knowledge in order to meet present and future requirements safely.

This Safety Management System applies to all areas of operations at contract sites.

1.2   Purpose

The purpose of this document is to establish and maintain an effective safety system is for TST to meet its obligations in line with Work Health and Safety Act and Regulations 2011 and WorkCover Regulations (as amended).

1.3   Review

TST from initial establishment in October 2009 has reviewed this policy and it's Safe Work Procedures as part of management meetings and additional reviews in response to organisational and legislative changes. (initial review 30/11/09 – current review 12 June 2019)

1.4   Document Control

Safety system documents are developed and released in accordance with our Documentation Procedure with copies retained electronically all as part of our business system.

2.0   Accountabilities and Responsibilities

See organisational chart at end of this document.

2.1   Work Health and Safety and Equal Opportunity Policies

TST recognises and acknowledges its obligations and takes all practicable action to protect the health and safety, and cultural diversity of its staff, clients, sub-contractors and visitors. The company offers equal opportunity of employment for all staff so that advancement is strictly on the basis of merit and capacity to carry out assigned duties.

The company is committed to ensuring all work practices and procedures adopted fulfill legislative Work Health, Safety and Welfare requirements. The necessary safety training, rehabilitation programs and resources are provided to secure a safe workplace and promote safety awareness.

Management, staff and subcontractors consult and cooperate to ensure all practical measures are taken to maintain a safe and healthy working environment. All consultations conform to the Health and Safety Policy, the Work Health and Safety Act 2011 and Regulations 2011.

- All staff and subcontractors are actively involved in the safety program to minimise risks and provide inputs into the development of safe work procedures

- In the event of accidents, injury, damage or near-miss incidents, full details of the event are immediately reported to the Operations Manager, who organises an investigation of the occurrence and implements or recommends appropriate action to avoid any repetition

- All staff have access to effective health and rehabilitation services

- All staff receive appropriate and adequate training to enable them to a carry out their work safely, without risk to themselves or to others at the workplace

- All work operations comply with both the written and implied intention of all applicable Work Health & Safety Legislation requirements.

- Staff take reasonable care to protect their own health and safety and other workers and the public by complying with endorsed safe work procedures and other safety requirements

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

2.3 Assigning Responsibilities for WHS

To ensure the health and safety of our staff whilst at work, TST complies with the Work Health and Safety Act 2011 and Regulations 2011 (as amended), and other relevant Legislation, Regulations, Codes of Practice and Australian Standards.

2.3.2 The Employer (George Sharmoon General Manager)
The Employer is responsible under the Work Health and Safety Act 2011 and Regulations 2011 for:

- The overall occupational health and safety of TST
- Ensuring the safety system and policy are developed and implemented
- Monitoring the effectiveness of the safety system and policy
- Consulting with staff on a regular basis regarding their safety concerns
- Promoting the commitment of TST to excellence in safety performance
- Reviewing all investigations comprehensively to ensure their accurate completion
- Implementing the safety policy as part of the management system
- Ensuring compliance by all staff, contractors and visitors with the policy
- Ensuring the safety policy and Safe Work Procedures are included in all induction processes
- Ensuring safe work practices are adhered to at all times

3.0 Staff/subcontractor Consultation
Under the Work Health and Safety 2011 and Regulations 2011, Division 2 of Part 2, an Employer has a duty to consult with staff and workers to enable those staff to contribute to decision making affecting their health, safety and welfare.

TST fulfills its duty to consult with staff through toolbox talks where safety issues are on the agenda of team meetings where staff is strongly encouraged to express their views and concerns regarding health, safety and welfare issues at work.

All views raised by staff at any time are taken into account by the company and addressed.

All relevant information affecting the health and safety of staff is shared with all personnel

Management consults with staff when:

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

TST will review the consultation arrangements as occasions require and certainly at least once a year. Consultation on new arrangements is undertaken if a majority of staff request or if there has been a significant change in the composition of the work not reflected in the existing arrangements.

To ensure TST complies with the regulations regarding staff consultation - Consultations take place at sites and are recorded in the staff meeting minutes and used as a checklist and reviewed every 12 months. If a "NO" is recorded then the consultation process is reviewed and amended as necessary.

4.0   General Safety

4.1   Mandatory Rules for Safety
TST identifies a number of rules to be adhered to by all staff and visitors at all times.

4.2   Managing Non-Compliance and Improvement
Appropriate training, explanation and assistance is given to all staff to ensure full comprehension of what is required to safely undertake their work. Both management and staff do not tolerate unsafe behaviour and non-compliance with the safety policies and procedures.

Staff and or subcontractors of TST, who are not complying with safety requirements or who consistently demonstrate poor safety performance, are subject to disciplinary procedures. For further details see the Improvement Procedure.

4.3   Drug and Alcohol
This policy and procedure applies to all staff.

It is policy that persons working for TST (or our clients under hire agreements) arrive at work unaffected by drugs or alcohol and remain that way while they are on duty. Illicit drugs are not permitted on the premises or at client sites under any circumstances.

The key objectives of the Policy are:

- A commitment to providing a safe, healthy and productive workplace

- Drug or alcohol abuse imperils a safe working environment. No person is permitted to remain at the workplace while under the influence of alcohol or other drugs which impair judgement or performance

- The inappropriate use of legitimate drugs or the use, possession or sale of illicit or non-prescribed controlled drugs on company premises or client sites is prohibited

4.4   Smoking in the Workplace
The rules of smoking are simple. NO SMOKING is permitted in any building while engaged in work. This ban is for the hours of duty.

Staff wishing to smoke may do so outside but with minimum interruption to their work and to the company or clients.

General – fitness for duty and Assessing the Risk

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

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

When Supervisors or staff observe a worker behaving as if they are affected by drugs or alcohol while working, then action is taken to preserve the safety of that person and others at TST. Inappropriate behaviour is reported to management as soon as possible.

4.4   Housekeeping

Safe operating practices are fundamental to all work conducted by TST. It is the responsibility of all staff to ensure appropriate standards of housekeeping are maintained at all times.

To maintain high housekeeping standards, all staff is to ensure that they employ housekeeping activities as an integral part of their duties. Housekeeping for administrative staff involves making sure that all essential issues for office work activities are carried out every day.

These include, but are not limited to;

- Keeping the work area clean and tidy

- Placing equipment and materials neatly away from the work area to reduce tripping hazards

- Keeping electrical cords and cables away from walkways unless cleaning these areas

- Placing rubbish bins for the proper disposal of unwanted materials

- Maintaining a clear access to all emergency fire, first aid and communication equipment

Accountabilities

Managers/Supervisors are responsible for

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

5.0   Management of Risk at TST Property Services Pty Ltd (TST)

5.1   General

TST has introduced risk management techniques compliant with the NSW OH&S Regulation 2001, Chapter 2 by ensuring workplace hazards and associated risks have been appropriately identified, assessed and controlled. This action does not apply to client sites.

The Process is as follows:
- Establishing a register of hazards and associated risks
- Undertaking all risk management in conjunction with staff
- Training all staff in the use and application of all controls introduced for each identified risk
- Employing specific techniques to ensure risks within TST are managed effectively

The following specific risk management strategies are implemented at TST

- Controlling workplace access
- Risk identification
- Assessment of Risks
- Risk control
- Safe work procedures

5.2   Controlling Workplace Access
TST principally operates in a closed working environment with occasional visitors;

5.3   Safe Work Procedures

TST has adopted, industry tested, comprehensive Safe Work Procedures (SWP) to cover the key areas of operations in cleaning.

The Safe Work Procedures are provided separately.

6.0   Accident and Incident Occurrence

6.1   Reporting to Statutory Authorities

TST complies with the Work Health and Safety 2011and Regulations 2011 regarding accidents and other occurrences. Reports to WorkCover NSW will be signed by the General Manager before lodgement.

6.2   Accident/Incident Investigation Report

A comprehensive accident/incident investigation is undertaken for all accidents or incidents at TST. All safety incidents, accidents or near miss events discussed by management to permit analysis and the risk of a repeat event mitigated. The Accident/Incident Form is located in the Forms Folder at sites or in vehicles for mobile operations.

7.0   Emergency Procedures

7.1   Emergency Planning

TST's Emergency Policy

While TST takes all reasonable and practicable steps to minimise the risks of accident, it is acknowledged that, despite the measures taken, it cannot be assumed that a major incident never occurs. In consideration of this circumstance, TST's primary objective is to provide a practised, swift and effective response to any emergency situation.

Organisation commitment

TST is committed to providing a safe place of work and safe systems of work, as well as protecting the health and safety of all people during reasonably foreseeable emergency situations. The company has developed an emergency response plan that:

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

Securing the safety of all persons who may be affected by an emergency involving TST's activities is accorded the highest priority and is committed to containing the consequences of any emergency situation until that emergency situation has been fully controlled.

See separate Emergency policy for full details.

7.2   First Aid Kit

A Type 'C' First Aid Kit is required in places of work (other than construction sites) at which 10 or fewer persons work. The company maintains a Type C kits and regularly replenishes these when stocks are diminished or are past their use by date. At some sites the principal provides these facilities.

Prescription drugs are not permitted to be given to any member of the staff.

8.0 Safety Training

8.1 Induction Training

TST inducts all staff, visiting contractors and others so they are able to perform their duties safely in accordance with the company's safe work method statement.

The Procedure

- Staff and visitors are inducted before starting duties
- Inductions are performed by staff deemed competent to do so by the General Manager
- An induction record with similar information is provided at the end of induction sessions
- Inductees sign the Induction & Training Register. The register is maintained by the General Manager

8.2 Contents of an Induction Program

The company's induction program is based on the following relevant safety and communication issues:

- Introduction to the organisational structure & business management system of the company
- Presentation, explanation and discussion of the overall safety management system
- Introduction to any safety personnel working for the company
- Safety rules for the workplace
- Safe Work Procedures for identified work tasks carried out by the company
- Emergency procedures for the company, including first aid, assembly points, fire safety and any other relevant information
- Information on the reporting requirements for accidents, incidents and near misses within the company, along with associated documentation and procedures
- All new staff is walked through their workplace to become more familiar with the location of key areas, isolation points and amenities, etc. See company induction checklist.

9.0 Safety in the working environment

9.1 Manual handling (including ergonomic analysis)

To ensure the health, safety and welfare needs of staff and visitors, all working areas and activities are given regular ergonomic inspections e.g. work stations, storage facilities and access. This ensures people can work effectively with a minimum risk of injury through proper ergonomic and manual handling assessment of all risks in all areas of activity.

Manual handling/ergonomic surveys are completed as part of each Risk Assessment where identified as needed. Staff receives advice in manual handling techniques and ergonomic risk awareness where there is an identified risk (see Standard Operational Procedures)

Accountabilities
Managers/supervisors
- Provide training in Manual Handling Techniques (see Safe Work Procedures)
- Provide advice in Ergonomic Risk Awareness and Assessment.
- Maintain records of manual handling/ergonomic surveys/assessments.

Staff

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

9.2 Working Space

TST currently operates from a home office or from a mobile facility and is more than adequate for their relevant tasks. Specific steps taken are as follows:

- Computer towers are situated in the most suitable location for each worker (either on the floor or on the desk) with the depth and breadth of desks considered according to both duties and the nature of work being conducted
- Plugs and cabling are organised so as not to impede the movements of staff or serve as a fire hazard
- Sufficient filing space (hard and soft) is provided to allow for proper storage of all documentation (fire hazards could arise from not properly storing documentation)
- The company ensures that chairs and desks are ergonomically compatible with the height, breadth and reach of each user

9.3 Kitchen Safety

- The facilities adjoining the office conform to current building standards for safety
- Kitchen facilities located at project sites are not designated for regular staff use but to be cleaned only and where necessary risk assessments are carried out if TST in consultation with staff feels that there are risks present that require mitigation.

9.4 Working Safely with Electricity

Staff use electricity or electrical powered appliances in work activities and if confronted by potentially unsafe situations immediately notify a supervisor to resolve such issues. Staff work in accordance with Safe Work Procedures – section covering the use of electrical equipment and have been made aware of the latest update to regulations published by WorkCover (2016-2019).

General electrical use policies:

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

9.5 Personal Protective Equipment (PPE)

Personal protective equipment, hearing protection, eye protection etc is generally not required for safe working at TST cleaning activities but when it is appropriate PPE is distributed to staff.

9.6   Plant & Equipment

9.6.1 Office Use - The only plant and equipment used relates to normal office machines in static locations and does not require any additional handling and or daily maintenance.

9.6.2 Cleaning Use – The plant and equipment in use for cleaning refers to vacuum cleaners, scrubbers, polishers, strippers, high pressure gurneys, steam carpet cleaner, star strip machine and elevated work platforms – and all require initial training and ongoing skills reminders and daily inspection and maintenance checks.

9.7   Ladder Safety

To ensure all ladders are used & maintained in a safe manner. TST has a small domestic stepladder and it meets the following standards - AS/NZS 1892:1996, and AS 1892:1992

9.8   Fire Fighting Equipment

An appropriate size and chemical content fire extinguisher (meets AS requirements) is retained and serviced regularly (as per schedule) for use in emergency situations. A nominated staff member is trained in equipment use for emergency responses to accidents or incidents.

9.9   Fatigue Management and Occupational Overuse Syndrome

Fatigue Management and Overuse Syndrome

Staff receives instruction for awareness of the correct procedures and postures for completing different tasks, which can result in Occupational Overuse Syndrome. The company recognises that staff needs to take short breaks at suitable intervals when working in a repetitive manner.

In general cleaners do not work extensive hours and therefore do not apply the fatigue management principals but have been made aware of these if a situation arises.

9.10   Hazardous Substances

TST staff and subcontractors do not handle hazardous substances nor retain any on site but as a requirement of work are responsible for reporting the leakage of hazardous substances to the appropriate bodies to assist in the speedy clean up of spills or leakage. Only green chemicals are used in cleaning operations.

9.11   Vehicle Safety

TST does not provide any vehicles for cleaning staff use, however management has the use of company vehicles and they and ordinary staff are reminded to exercise extreme care when driving at all times.

10.0   Return to Work Policy

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

In the event of a work related injury or illness, the company ensures a process of return to work is commenced as soon as possible, consistent with medical advice. Injured workers are assisted to return to work as early as possible by following the Return to Work Plan provided by the rehabilitation provider in consultation with the injured worker.

Communication with staff and relevant unions as appropriate occurs to ensure return to work program is successful and any worker on a return to work program is not disadvantaged.

10.1   Return to Work Program

A Return to Work plan is:

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

10.2   Injury Management and Return to Work

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

The current mandatory safety rules are listed at the end of this document and at sites are put up separately in cleaner's rooms.

- Staff diligently exercise their 'duty of care' towards the health and safety of others
- Staff cooperate with management to achieve compliance with safety legislation & regulations
- Safe Work Procedures are adhered to at all times
- Faulty equipment is reported immediately and fixed as soon as practicable
- Staff have a responsibility to ensure new employees are assisted in working safely