



OCTOBER 2019

Work Health & Safety Management Plan

Final

Table of Contents

| | | |
|----------|---|-----------|
| 1 | RMCG Work Health and Safety Policy | 1 |
| 1.1 | GENERAL POLICY | 1 |
| 1.2 | COMPLIANCE WITH LEGISLATION, REGULATIONS AND THEIR LEGISLATIVE SUCCESSORS | 1 |
| 1.3 | RESPONSIBILITIES | 2 |
| 1.4 | CONSULTATION | 4 |
| 1.5 | REVIEW AND UPDATE | 4 |
| 1.6 | PERFORMANCE REPORTING | 5 |
| 1.7 | WORK COVER PERFORMANCE RATING | 5 |
| 2 | Hazard identification, risk assessment and control | 2 |
| 2.1 | WHS PROCESS | 2 |
| 3 | Work Health and Safety Procedures | 5 |
| 3.1 | OFFICE/HOME | 5 |
| 3.2 | TRAVEL | 10 |
| 3.3 | HEALTH AND WELLBEING | 13 |
| 3.4 | FIELD WORK | 13 |
| 4 | Process for dealing with health and safety issues | 18 |
| 4.1 | SECTION OVERVIEW | 18 |
| 4.2 | REPORTING | 18 |
| 4.3 | INVESTIGATION | 18 |
| 4.4 | RESOLUTION | 18 |
| 4.5 | NOTIFICATION | 18 |
| 4.6 | REHABILITATION/RETURN TO WORK | 20 |
| 4.7 | PERFORMANCE MONITORING AND REPORTING | 21 |
| 5 | References | 22 |
| | Appendix 1: Risk Assessment Matrix | 23 |
| | Appendix 2: RMCG WHS Risk Assessment | 25 |
| | Appendix 3: ESM Maintenance Schedule | 27 |
| | Appendix 4: Employee Assistance Program | 30 |
| | Appendix 5: SWMS template | 33 |

1 RMCG Work Health and Safety Policy

1.1 GENERAL POLICY

People are our greatest asset. RM Consulting Group Pty Ltd (RMCG) is committed to this principle. RMCG as the person conducting the business or undertaking (PCBU) will demonstrate this commitment by, as far as reasonably practicable, ensuring the health, safety and welfare of officers, workers, contractors, self-employed and others in our workplace(s). Officers will be diligent and workers will fulfil their duty of care.

RMCG will achieve this by providing and/or maintaining our work environment, structures, safe systems of work, adequate facilities and necessary information, training, instruction and supervision. Additionally, where applicable, plant, structures and substances will be safely used, handled, stored and transported as necessary to eliminate or if not reasonably practicable, minimise the risks associated with our workplace(s). To prevent illness and/or injury the health of workers and the condition at our workplace(s) will be monitored.

RMCG will demonstrate commitment to Work Health and Safety (WHS) by providing adequate financial, human and physical resources to secure this commitment. Workers will be consulted on issues affecting their health, safety or welfare. RMCG is committed to legal compliance with current legislation applicable in each of Australia's nine jurisdictions, e.g. in Victoria the Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2007, Codes of Practice and Australian Standards.

Planning, implementation and monitoring of our WHS Management System will at all times be commensurate with this policy.

This policy will be authorised by the officers of RMCG and will be implemented and maintained by these officers. It will be communicated to all existing and new workers. This policy will be reviewed by the Partners in consultation with the workers at intervals no greater than 12 months or sooner if requested. Policy review is a fundamental step in our search for continuous improvement, to which RMCG is committed Compliance with legislation, regulations and their legislative successors

1.2 COMPLIANCE WITH LEGISLATION, REGULATIONS AND THEIR LEGISLATIVE SUCCESSORS

1.2.1 OUR VISION

Our vision is:

'RMCG is firmly committed to developing, implementing and observing a safe and healthy work environment for workers, sub-consultants, contractors, visitors and the public and to continually improve the systems, practices and appropriate resources to achieve this. A safe and healthy work environment is achieved through the co-operation and compliance of every staff member through business procedures and work standards, which have been developed through a participatory approach'.

RMCG's WHS Policy and Management Plan adheres to the Occupational Health and Safety Act 2004 (Vic) and legislative successors. This Act, with supporting regulations, applies to all workplaces and workers in Victoria.

RMCG recognises that the responsibilities for WHS lie with our officers, supervisors and workers. A personal commitment and involvement of everyone working with RMCG is essential in establishing and maintaining healthy and safe working environments.

1.3 RESPONSIBILITIES

It is understood that there is a shared legal responsibility and accountability between, and a commitment by, all persons to implement RMCG's WHS Policy, procedures and practices.

RMCG recognises that there are hazards that may occur whilst working to manage the business. RMCG will take all reasonable, practicable steps to provide and maintain a safe and healthy work environment for all workers. All workers have a responsibility to take reasonable care for their own health and safety and for the health and safety of others who may be affected by their actions.

To this end officers and workers adopt a range of responsibilities detailed in the following sections.

1.3.1 OFFICERS (PRINCIPALS)

The promotion and maintenance of WHS is primarily the responsibility of officers. Officers are required to contribute to the health and safety of all workers engaged or caused to be engaged by RMCG in our workplaces. To this end, it is the responsibility of officers to develop, implement and keep under review (in consultation with its workers) the organisation's WHS Program.

Officers are committed to:

- Monitoring the health of the business's workers and the conditions at any workplace under RMCG control
- Being responsible for the effective implementation of the organisation's WHS Policy
- Observing, implementing and fulfilling its WHS responsibilities
- Ensuring that the agreed procedures for regular consultation between officers and those with designated and elected health and safety responsibilities are followed
- Making regular assessments of health and safety performance and resources in cooperation with those designated and elected health and safety functions
- Ensuring that the health and safety procedures and systems are periodically revised and consistent with the organisation's health and safety objectives
- Being informed and keeping information and records relating to the health and safety of its workers so that health and safety performance can be accurately gauged
- Nominating a PCBU representative for health and safety issues and provide for consultative arrangements between officers and others.

RMCG Officers will exercise due diligence to ensure the realisation of RMCG's policy and legal compliance through:

- Proactively acquiring and keeping up to date all necessary knowledge of work health and safety matters
- Diligently understanding the nature of RMCG operations, hazards and risks
- Ensuring RMCG has appropriate resources and processes available that are utilised to eliminate or minimise risks to health, safety and welfare
- Ensuring RMCG has appropriate processes for receiving and considering information regarding incidents, hazards and risks that are responded to in a timely manner

- Ensuring RMCG implements processes compliant with all duties and obligations required of RMCG under the legislation, including:
 - Reporting notifiable incidents
 - Consulting with workers
 - Ensuring compliance with notices issued
 - Ensuring the provision of information, training instruction and supervision of workers regarding work health and safety
 - Ensuring health and safety representatives receive mandated training entitlements.
- Officers must verify the provision and implementation by RMCG of the abovementioned resources and processes.

1.3.2 WORKERS (EMPLOYEES)

All workers have a duty to take reasonable care for their own health and safety and for the health and safety of persons who may be affected by their actions.

Workers must:

- Take reasonable care by act or omission of their own health safety and welfare
- Take reasonable care by act or omission for the health safety and welfare of others in our place(s) of work
- Comply, as far as is reasonably practicable, with all reasonable instructions given by RMCG for legal compliance and policy success
- Co-operate with all reasonable policies and procedures of WHS relating to health, safety or welfare.
- Comply with the organisation's procedures for reporting an accident, incident or near-miss
- Report any hazard or potential hazard to their supervisor, a senior manager or WHS representative
- Follow the issue resolution mechanism.

1.3.3 OTHERS

Others whilst at RMCG must:

- Take reasonable care by act or omission for their own health safety and welfare
- Take reasonable care by act or omission for the health safety and welfare of others in our place(s) of work
- Comply, as far as is reasonably practicable, with all reasonable instructions given by RMCG for legal compliance and policy success.

Self-employed persons:

- Contractors, subcontractors and self-employed persons must fulfil their duties as a person conducting a business or undertaking (PCBU) under the legislation
- RMCG policy must be complied with at all times
- Officers and workers of contractors, subcontractors and self-employed must by act or omission ensure their own health, safety and welfare and the health, safety and welfare of others at our workplace(s)
- Contractors, subcontractors and self-employed persons must ensure that all work complies with the legislation and all relevant Codes of Practice and all relevant Australian Standards.

1.3.4 WHS COMMITTEE

Consultation processes must be reviewed and comply with legislative requirements by the end of transitional period as set out in the legislation

RMCG has a Human Resources (HR) group in place that acts as the WHS Committee. The group comprises a Health and Safety Representative (HSR), a Partner as the management representative (PCBU) and other staff from a cross-section of the business. Other elected workers will also act as an HSR to provide more flexibility in the instance that one of the HSRs is not available to provide advice on WHS matters.

The HR group meets on a regular basis to discuss various issues relating to the business including health and safety issues. The group is primarily responsible for health and safety issues that affect the business, developing and reviewing organisational policies and procedures, consulting and communicating with workers about WHS matters and providing the appropriate professional development and training requirements in order for workers to comply with safety policies and procedures.

1.4 CONSULTATION

RMCG will consult as far as reasonably practicable with our workers on all matters that could affect their health, safety and welfare. Consultation will be conducted in compliance with the legislation and the Codes of Practice.

Consultation, representation and participation at RMCG are defined by:

- Sharing relevant information between RMCG and our workers
- Giving workers reasonable opportunity to raise the WHS issues and to express their views on these matters
- Workers views will be taken into account by RMCG and workers will be advised, in a timely manner of the outcomes derived through consultation, representation and participation.

This policy will be authorised by the officers of RMCG. It is to be proactively implemented, driven and maintained by the officers of RMCG. It will be communicated to all existing and new officers, workers, contractor's, subcontractors and self-employed persons as well as their staff.

This policy will be reviewed by RMCG officers in consultation with the workers and the HS Representative(s) (HSRs) at:

- Intervals determined in consultation with the HSRs
- At intervals no greater than 24 months, or sooner if requested by a majority of workers, following a notifiable or dangerous incident, serious illness and/or injury as defined in the OHS Act 2004 and the OHS Regulations 2007
- RMCG's WHS plan is available electronically within the internal filing system
- RMCG provides information about its WHS policies and procedures for new workers via the induction process. Communication about any changes or updates to WHS policies and procedures is undertaken on an as needs basis via the staff forum and staff meetings.

1.5 REVIEW AND UPDATE

The WHS policy and management plan and the responsibilities documented above will be regularly reviewed in light of legislative or organisational changes, HSR or worker request, or on an annual basis (whichever is sooner). RMCG seeks cooperation from all workers to realise its health and safety objectives, and in creating

a safe work environment. All workers will be advised, in writing, of agreed changes and arrangements for their implementation.

1.6 PERFORMANCE REPORTING

RMCG will report WHS performance on an annual basis via the business's annual report.

1.7 WORK COVER PERFORMANCE RATING

RMCG's Work Cover performance rating is 5.06% better than the average for the industries in which we operated (as per August 2020).

A handwritten signature in black ink that reads "A. M. Boland". The signature is written in a cursive, flowing style.

Anne-Maree Boland

Management representative – WHS

2 Hazard identification, risk assessment and control

2.1 WHS PROCESS

RMCG manages its WHS by following the process below.

2.1.1 HAZARD IDENTIFICATION

Hazards are anything that has the potential to cause injury or illness (to workers, sub-contractors, others or the neighbouring public) or damage to plant, substance or structure. A hazard can be introduced when implementing a change to existing arrangements.

Hazard Identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant, substance or structure. Hazards can be identified through the following or other methods:

- Risk management activities
- Workplace inspections
- Reports
- Complaints.

The next stage is considering the **context in which the hazard occurs**, that is:

- How is the person exposed and how often e.g. once a month, once a week, five days a week or can they be exposed for decades to come because that is their career?
- What is the **length** of each exposure, e.g. is it for 5 min every hour or eight hours a day?
- What is the **level** of each exposure e.g. is it high, strong, intense, or is it weak, low or diluted?
- Are there **combinations** of factors that can multiply the effects e.g. carrying a heavy load on an uneven surface? Working in the sun adjacent to water or snow magnifies UV radiation? Working at heights in strong wind is a risk?
- **Number** of and **types** of people – We are all different. What is safe for some people may not be safe for everybody. Never assume that we have the right match of person for the activity being undertaken, e.g. do we know who will be doing the heavy lifting? Is it somebody who is strong or somebody who may already have a bad back? Unless you know for sure, never assume you have the right match of person for the activity undertaken.

The above evidence-gathering exercise will generate a lot of information about hazards that are very dissimilar. There is little similarity between manual handling and noise. However, both can lead to permanent disability. The simple way to deal with all that information is to reduce it to numbers.

2.1.2 RISK ASSESSMENT

Risk is potential outcome. Once hazards have been identified, it is necessary to prioritise them so that the worst hazards can be fixed first. Risk assessment facilitates this and is a judgement that must be made on the best available information that is reliable. External sources of information include manufacturer's instructions, compliance plates, maintenance schedules, safety data sheets (SDS), labels and reliable websites such as Safe Work Australia (<http://safeworkaustralia.gov.au>) and Work Safe Victoria

(<http://www.worksafe.vic.gov.au>). Internal sources of information include incident reports, hazard reports, Safe Work Method Statements (SWMS) and competent, experienced staff.

A Risk Assessment has been undertaken to identified hazards we may have in and outside the workplace and we have assessed these hazards based on likelihood, consequence, impact and the level of risk (see Table 1 and Appendix 1). The risk assessment can be found in Appendix 2.

Table 1: Risk Assessment Matrix

| Likelihood | Insignificant | Minor | Moderate | Major | Catastrophic |
|-----------------------|----------------------|--------------|-----------------|--------------|---------------------|
| Almost certain | Low | Medium | High | Very High | Extreme |
| Likely | Low | Medium | High | Very High | Very High |
| Possible | Low | Low | Medium | High | High |
| Unlikely | Minimal | Minimal | Low | Medium | High |
| Very unlikely | Minimal | Minimal | Low | Low | Medium |

2.1.3 HAZARD CONTROL

Hazard Control is the process of implementing measures to reduce the risk associated with a hazard. The hazard control process must follow the hierarchy of control as given below. It is always important that any control measure does not introduce uncontrolled hazards and that ongoing effectiveness of the control is monitored.

Note: Provision of protective equipment should always be the last control option considered. A combination of controls may be appropriate, however the combination must be based on the control hierarchy.

At all times RMCG will eliminate the hazards associated with its workplace(s). It is only when elimination is not reasonably practicable that controls are used. The hierarchy of control follows:

- **Elimination** or if not reasonably practicable to control the risk
- **Substitution**
- **Isolation**
- **Engineering**
- **Administrative**
- **Personal Protective Equipment**

The hierarchy is in the form of the ladder with the best controls at the top, the least effective controls are at the bottom. The emphasis is always on selecting the highest level of control, starting at the top of the hierarchy then working downwards. If elimination is not possible the aim is always to manage risk down to as low as reasonably practicable (ALARP).

Elimination is total and permanent removal of the hazard.

Substitution changes a critical part of the process e.g. to substitute a solvent-based product for a water-based product, where there is limited ventilation substituting petrol motor for an electric motor or using 20 kg bags instead of 40 kg bags or modifying the load.

Isolation is something between the hazard and the person e.g. a flash screen when welding, a guard over a spinning blade or storing gas cylinders in a steel cage.

Engineering is any mechanical device e.g. as simple as a wheel-barrow or hand trolley, a padlock, portable or residual current device (RCD) or large load shifting e.g. equipment cranes, hoists, excavators and forklifts.

Administrative controls are procedural or paper-based controls e.g. team building, job rotation, training, maintenance, safety signs and lines. Administrative controls are towards the bottom of the list because they rely heavily on people doing the right thing.

Personal Protective Equipment (PPE) is anything a person wears as part of the safety procedure e.g. hard-hat, harness, goggles, gloves, respiratory protective equipment (RPE), high visibility clothing, protective footwear and sunscreen or barrier creams. PPE is at the bottom of the list because it means the hazard is going to get to somebody's person. In many situations it will not prevent harm occurring, PPE only provides a level of mitigation.

For some hazards a combination of controls is necessary. A common procedure for electricians is to turn the power off, put a safety tag on the switchboard and then lock the fuse box shut. Turning the power off is **isolation**, the safety tag is an **administrative** control and the padlock an **engineering** control.

SWMSs are required by law for most high-risk work done under harmonised legislation. SWMSs will be a cornerstone of our training program. Also, they are proof that RMCG has been through the process of risk management.

RMCG will ensure that all workers and others receive an appropriate level of training and ensure that the training received is understood.

All SWMSs will have a review-by date. Reviews will be conducted by officers who are suitably experienced and/or qualified and authorised by RMCG in consultation with those involved in the work activity.

3 Work Health and Safety Procedures

3.1 OFFICE/HOME

3.1.1 SECTION OVERVIEW

This section provides definitions, controls and response procedures for hazards that may occur at properties and worksites owned, occupied or controlled by RMCG. RMCG has an obligation to provide a safe working environment for all workers at all RMCG worksites. In order to achieve this, the following general guidelines are followed:

- Orderliness & cleanliness
- Keeping all things in their proper places
- Keeping walkways clear for safe movement of materials and people
- Keeping floors and stairways clear and uncluttered to prevent slips and falls
- Adequate lighting and protection in identified walkways.

3.1.2 HAZARDS, CONTROLS AND RESPONSE PROCEDURES

Ergonomics

Hazard definition

Ergonomics is the study of how a workplace, the equipment used there and the work environment itself can best be designed for comfort, efficiency, safety, health and productivity. RMCG stresses the importance of posture and correct workstation set-up to minimise work related injuries.

Controls

RMCG will:

- Consult with workers to identify any ergonomic issues
- Organise a professional review of ergonomic design of each employee's work station
- Wherever practicable, make sure that suitable risk controls are implemented for any reported ergonomic hazard.

Response procedure

Should an ergonomic hazard be identified, RMCG will:

- Record and report on any ergonomic issues raised and how they have been rectified
- Record and report on any injury sustained as a result of ergonomic issues and assist the worker to seek professional assistance to rectify the injury (if required)
- Seek a review of the ergonomic design of the employee's work station
- Seek and implement options for controlling the hazard for the employee.

Security/personal threat

Hazard definition

This section relates to injury sustained due to personal threat as a result of a crime (physical assault) in the workplace.

Controls

RMCG has the following controls in place:

- Floodlights installed in car parks
- Installed office security systems.

Response procedure

In the case of a personal threat (robbery, assault etc):

- Notify the police by dialling '000' or '112' from mobile phones
- Do not say or do anything that may encourage violent or irrational behaviour
- Alert other staff in your vicinity
- Initiate action to restrict entry to the building if possible, and confine or isolate the threat from other occupants
- Consider evacuation of the building, if it is safe to do so.

Fire

Hazard definition

This is where there is a personal threat to employees as a result of a fire in the workplace.

Controls

RMCG has the following controls in place:

- Serviced fire extinguishers
- Fire wardens at each work location (this may not be an RMCG employee if office is being leased)
- Known 'Identified Assembly Areas' (IAA).

Response procedure

If a fire occurs:

- Alert persons nearby and request assistance
- Assist any persons in immediate danger (only if it is safe to do so)
- Close the door on the fire to contain its spread
- Call the fire brigade on '000' or '112' from mobile phones
- Extinguish the fire (only if it is safe to do so)
- If threat to life exists evacuate immediately, closing all doors
- Check that all areas have been cleared
- Control the evacuation to the Assembly Area (if required)
- Maintain control of all persons at the Assembly Area.

Slips, trips and falls

Hazard definition

'Slips occur when a person's foot loses traction with the floor. The most common causes are slippery floor surfaces and inappropriate footwear. Tripping occurs when a person unexpectedly catches their foot. In most cases the objects people trip on are small and unobtrusive, such as cracks in the floor or electrical leads.'¹

Controls

RMCG has the following controls in place:

- Undertake regular workplace inspections paying particular attention to floors, steps and stairs e.g. prone to liquid/spills, uneven surfaces, adequate cleaning, drainage in wet areas, sudden changes in floor surfaces, lighting, clutter, cords etc.

Response procedure

Should a slip, trip or fall occur, RMCG will:

- Record the incident in RMCG's Incident Report Form (RMCG:QMSF:PR1) and identify the action taken or recommended
- Record and report on any injury sustained as a result of the incident and assist the worker to seek professional assistance to rectify the injury (if required)
- Notify WorkCover of the injury if required (see section 4.5)
- Review controls to determine whether they are adequate. If not, implement new controls.
- Identify whether any further training is required.

Manual handling

Hazard definition

Manual handling is '*any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any object*'². Manual handling tasks in RMCG can vary greatly and could include carrying boxes of copy paper or files, transporting audio visual equipment around the office, pushing a whiteboard into a meeting room or even using a keyboard.

Controls

In controlling manual handling hazards, RMCG officers will ensure both employees and suppliers comply with *clause 60 of the Work Health and Safety Act and Safe Work Australia's 'Code of Practice for Hazardous Manual Tasks*³.

We do this by:

- Identifying hazardous manual tasks in the workplace(s) and assessing the risk associated with the task
- Eliminate (so far as reasonable) or minimise the risk i.e. altering the work environment, changing the objects used in a task, changing the way the task is undertaken, using mechanical aids etc
- If not reasonably practicable to reduce the risk the risk will be controlled by the use of information, instruction or training i.e. safe lifting techniques.

1 www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/slips-trips-and-falls

2 OHS Regulations 2007

3 http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/640/COP_Hazardous_Manual_Tasks.pdf

If someone is carrying out tasks on RMCG's behalf, we will ensure that person has the appropriate training, education and experience to carry them out correctly.

Response procedure

Should a manual handling incident occur, RMCG will:

- Record the incident in RMCG's Incident Report Form (RMCG:QMSF:PR1) and identify the action taken or recommended
- Record and report on any injury sustained and assist the worker to seek professional assistance to rectify the injury (if required)
- Notify WorkCover of the injury if required (see section 4.5)
- Review controls to determine whether they are adequate. If not, implement new controls.
- Identify whether any further training is required.

3.1.3 PREVENTATIVE MEASURES

Routine safety inspections

Routine safety inspections are carried out by RMCG's HSR and the responsible Partner/consultant with sufficient seniority and competence for that workgroup.

Safety inspections (of the Bendigo office) shall be conducted in accordance with the requirements of the Essential Safety Measures Maintenance Manual⁴. The maintenance schedule is shown in **Appendix 3**.

Inspections of leased properties are the responsibility of the landlord (for each location), however RMCG will conduct inspections of these facilities annually, record these findings in the Facilities Inspection Form (RMCG:QMSF:PR3) and report any safety concerns to the landlord.

Emergency procedures

RMCG will comply with *c40 of the Work Health and Safety Regulation and AS 3745-2010 Planning for emergencies in facilities*.

General – Melbourne office

RMCG will comply with 'Emergency Response Procedures' for the Melbourne office (1100-1102 Toorak Road, Camberwell Victoria (3124).

General – Bendigo office

It is important that all workers are aware of their responsibilities should an emergency arise. All new workers will be made aware of their responsibilities as part of the induction process.

As a general rule the following guidelines should be followed

- Are you in danger yourself?
- Keep calm, think clearly and act quickly

⁴ Refer to the Essential Safety Measures Maintenance Manual – Building Commission
http://www.buildingcommission.com.au/resources/documents/3005_BC_Manual_V41.pdf

- Protection of life must be the first consideration, property second.

Medical emergency

Selected office-based staff are trained in first aid to at least Level 1. Those with first aid will update their qualifications every three years. Note that the CPR component requires annual re-certification.

A **First Aid Kit** is located in all offices. In the case of a medical emergency follow the steps below

- | | |
|---------------|--|
| Step 1 | Check for any threatening situation and control it if it is safe to do so |
| Step 2 | Remain with the casualty (unless there is no other option) and provide appropriate support |
| Step 3 | Do not move any casualties unless it is a life-threatening situation |
| Step 4 | Notify the relevant manager and the trained first-aider |
| Step 5 | If it has not already been done, notify the ambulance giving clear directions and designate someone to meet them |
| Step 6 | Provide support to first aider or ambulance if required. |

Emergency evacuation

If you are requested to evacuate the building you must

- Leave the building immediately by the nearest exit
- Proceed to the assembly area via the safest possible route (on the opposite side of Mollison Street to the offices)
- Remain in the assembly area until you receive further instruction
- Do not re-enter the building until advised it is safe to do so.

When a building is evacuated, whether it is a trial or a real situation, it is of paramount importance that a debriefing is completed to ensure any issues can be managed.

Fire extinguishers

Fire extinguishers are located strategically in all office buildings and are inspected according to Australian Standards requirements.

Fire warden

The fire warden has responsibility to ensure that everyone is out of the building in the event of a fire and to ensure that all fire equipment is operational. Fire wardens are in place for the Bendigo and Melbourne offices.

Emergency telephone numbers

| | |
|--------------|-----|
| Fire Brigade | 000 |
| Police | 000 |
| Ambulance | 000 |

Note: Alternatively 112 from mobile phones if 000 is uncontactable

| | |
|----------------------------|--------------|
| State Emergency Service | 132 500 |
| Powercor | 132 206 |
| WorkCover (24 hours) | 132 360 |
| Gas Leaks (24 hours) | 132 771 |
| Coliban Water | 1300 363 200 |
| Poisons Information Centre | 131 126 |

First aid kit

First aid kits are available for all staff as required and are kept in the reception area at all offices.

3.2 TRAVEL

3.2.1 SECTION OVERVIEW

This section provides definitions, controls and response procedures for hazards that may occur due to travel related to RMCG work. Driving in particular is the business's most hazardous activity with employees travelling regularly and in some cases, long distances.

RMCG workers have a responsibility to drive safely and courteously and to obey road rules when driving to and from work, and when driving during work hours. They also have a responsibility to ensure their vehicle is safe and that this safety is maintained.

3.2.2 HAZARDS, CONTROLS AND RESPONSE PROCEDURES

Driving

Hazard definition

This section includes hazards that may occur while a worker is driving in their own car or a hire car to and from work, and during work hours.

Workers required to drive during work hours, whether it be their own or a hire car, must hold a current Victorian Drivers Licence (or equivalent).

Workers who use their own personal vehicles for any business-related travelling must ensure that their vehicle is safe, and that this safety is maintained e.g. seat belts, tyres, brakes, headlights/indicators, windscreen wipers, water and oil. If a worker believes the condition of his or her car is inadequate then the use of a hire car (or alternative transport) is required for business-related travel.

Driver fatigue is a hazard that may cause an accident and/or injury whilst driving. Some of the common signs of fatigue are:

- Yawning
- Heavy eyes
- Blurred vision
- Reduced concentration or 'zoning out'
- Delayed reactions
- Difficulty in keeping the car within a lane or drifting off the road
- More frequent and unnecessary variations in driving speed
- Difficulty remembering the last few kilometres.

Controls

a) Driver Training

Workers are provided with the opportunity to undertake a defensive driving course in order to reduce the risk of driver related incidents or injury.

b) Driver fatigue

Workers are encouraged to follow the guidelines below to ensure alertness and driver safety:

- Plan realistic driving schedules
- Have a good sleep the night before driving a long distance
- Avoid consumption of alcohol before and during your journey
- Organise accommodation instead of driving late at night or early in the morning
- Have a 15 minute rest break for every 2 hours of driving
- If sharing the driving, rotate drivers every 2 hours
- Workers are not to do more than 14 hours of driving and work combined within a 24-hour period – driving more than 16 hours since your last night's sleep is equivalent to driving with a blood alcohol level greater than .05
- Consider alternative modes of transport where practical.

c) Road rules

Workers are expected to obey all road rules. This means:

- No speeding – drive within the speed limit at all times, drive at speeds that are safe for the conditions, recognising that, in some circumstances (such as rain or fog) this may be below the posted speed limit.
- Seat belts – wear a seat belt at all times and make sure passengers do the same

- Alcohol and drugs – minimise and preferably avoid the consumption of alcohol prior to driving and under no circumstances be over the legal blood limit for your class of licence. Never drive under the influence of medications or other drugs that are likely to affect your alertness or driving performance.

d) Mobile phones

Workers are encouraged to keep mobile phone usage while in the car to a minimum. Where a call must be taken and an appropriate legal hands-free device is not available, workers are encouraged to let the call go to message bank or to pull over safely before answering the call.

Where appropriate, workers are provided with legal hands-free mobile phone devices to allow calls to be taken while driving.

e) Courteous driving

Workers are expected to demonstrate courteous driving. This means adapting your driving to different weather situations, being patient in traffic and at pedestrian crossings, and displaying non-aggressive behaviour.

f) Objects in your car

Staff must secure any loose objects inside the car or move the objects to the boot. This will help protect the driver and/or passengers from injury caused by loose objects moving around the car in an accident.

Response procedure

Should an incident occur while driving, RMCG will:

- Record the incident in RMCG's Incident Report Form (RMCG:QMSF:PR1) and identify the action taken or recommended
- Record and report on any injury sustained and assist the worker to seek professional assistance to rectify the injury (if required)
- Notify WorkCover of the injury if required (see section 4.5)
- Review controls to determine whether they are adequate. If not, implement new controls
- Identify whether any further training is required.

Flying

Hazard definition

This section relates to personal safety while flying for work related activities and visiting potentially dangerous destinations.

Controls

The business has limited control over incidents that may occur while workers are flying for work related activities. The key controls will be:

- Only reputable airlines with good safety records will be used
- Should workers be considering work related activities in dangerous destinations, they will be advised to heed advice provided for relevant destinations on the 'smartraveller' website (www.smartraveller.gov.au).

Response procedure

The response to an incident while flying will be in accordance with the relevant airline's response procedures.

3.3 HEALTH AND WELLBEING

3.3.1 SECTION OVERVIEW

RMCG places a high priority on the overall quality of working life for its employees, with a particular emphasis on the availability of work and life-balance arrangements intended to assist employees to work in ways which best fit both their personal needs, and those of the business. An important strategy to assist staff in this regard is the provision of an 'Employee Assistance Program' (EAP), which gives workers access to confidential counselling services to promptly address issues of immediate concern to them.

3.3.2 HAZARDS, CONTROLS AND RESPONSE PROCEDURES

Hazard definition

This section relates to psychological concerns that may be impacting on a worker's overall quality of work life. Any physical concerns have been dealt with in other sections of this management plan.

Controls

RMCG has implemented an EAP (Appendix 4) that gives guidance to employees and supervisors when the need to access the Program arises and provides access to the following confidential services:

- External (face to face or telephone) confidential counselling for psychological personal or work related issues
- Support and advice for managers and supervisors in dealing with issues relating to their roles.

The aim of the EAP is early identification and provision of assistance to help resolve either work-related or personal issues.

Response procedure

To make the EAP available to workers, managers and supervisor when a psychological or issue has been raised or identified.

3.4 FIELD WORK

3.4.1 SECTION OVERVIEW

This section provides definitions, controls and response procedures for hazards that may occur whilst workers are undertaking work related activities in the field. RMCG has an obligation to provide a safe working environment for all workers. In order to achieve this, the following general guidelines are followed:

- Preparation prior to undertaking fieldwork
- Use of Personal Protective Equipment (PPE)
- Completion of A Safe Work Method Statement (SWMS)
- Following relevant Codes of Conduct, guidelines that relate to activities being undertaken in the field

3.4.2 HAZARDS, CONTROLS AND RESPONSE PROCEDURES

Hazard definition

This section identifies the potential hazards workers may face when undertaking work outside the office environment and the controls in place to minimise incidents or injuries while on site.

Controls

Preparation prior undertaking fieldwork

Prior to visiting a site (external to the office environment), staff must check that the following have been undertaken:

- Advise a staff member of your location and an effective means of communication in case of emergency
- Establish contact with and gain appropriate permission from the relevant person or landholder (if appropriate)
- Before commencing work, obtain as much information as possible about the conditions of a work site
- Before commencing any fieldwork, if any equipment is being used, ensure it is thoroughly cleaned and sanitised
- A SWMS (**Appendix 5**) should be prepared for all field visits (excluding visiting another office for a meeting). A SWMS will identify the tasks to be undertaken, the hazards that could cause injury when the task is performed, the control measures required to eliminate or minimise the risk of injury arising from the hazard and the person responsible for implementing the control measure.

Some examples include:

- Drive-by inspections
- Work/inspections being undertaken on a roadside
- Work/inspections undertaken in a landholder's paddock
- Any manual work being undertaken in the field i.e. soil sampling.

First aid kit

Each RMCG office has a first aid kit (appropriate for external use) available for workers when undertaking fieldwork.

Personal Protective Equipment (PPE)

"A person conducting a business or undertaking must not impose a levy or charge on a worker or permit a levy or charge to be imposed on a worker, for anything done, or provided, in relation to work health and safety."⁵

These instructions define RMCG's requirements for application, provision, selection, use and care of all protective clothing and equipment.

Preference is given to eliminating hazards so that protective clothing and equipment is not required. However, this is not always reasonably practicable.

⁵ Section 273 Work Health and Safety Act

The importance of wearing appropriate protection when entering a specific area or carrying out a specific task cannot be emphasised enough. The decision to what protection is required is made on a risk management basis.

It is RMCG's responsibility to identify the need for protective clothing and provide the necessary guidelines for all workers. It is the policy of RMCG to ensure that all workers are protected from the harmful effects of exposure to solar radiation as well as potential risks related to the site. Protection should be in the form of hats, sunglasses, sunscreen and reflector jackets. It is the worker's responsibility to use this protection. Should workers fail to use the protection provided, they shall be personally responsible for the repercussions of their actions.

Personal Protective Equipment (PPE) shall:

- Meet the appropriate Australian Standard where applicable
- Be appropriate for the person and the task
- Be used as per the original equipment manufacturer (OEM) directions
- Be inspected regularly and before each use for wear, damage and 'use-by' dates.

a) Clothing

It is the responsibility of the RMCG to provide, and workers, to wear appropriate clothing for solar protection i.e. long trousers, long sleeve shirt and footwear (depending on the site).

Clothing protects the skin from UV radiation by creating a barrier between the skin and the sun. The best protection comes from loose clothing, made of closely woven fabric, which covers most of the body.

b) Sunscreen

Sunscreen will be provided by RMCG. It should not be used as the sole form of sun protection for staff, however, and should be used in conjunction with other measures (e.g. clothing, hats etc.) to provide adequate protection against UV radiation.

The following guidelines should be followed when choosing and applying sunscreen

- Choose broad spectrum SPF 30+ water-resistant sunscreen
- Do NOT use sunscreen that is out of date.
- Apply sunscreen at least 20 minutes prior to working outside
- Apply a generous amount of sunscreen – an adult should apply at least a teaspoon to each arm, leg, front of body and back of body and half a teaspoon to the face and neck
- Always reapply sunscreen every 2 hours when working outdoors.

c) Hats

It is the responsibility of the RMCG to provide, and workers to wear, a sun-protective hat that meets the following guidelines

- Shades the face, neck and ears with a minimum brim width of 100 mm
- Is made of close weave material
- Allows airflow, remains cool and is easy to keep on.

Shade is a very effective form of sun protection. However, as indirect UV radiation can reflect off surfaces it should be used in conjunction with other measures such as protective clothing, hats and sunscreen. Shade should particularly be provided for rest breaks to allow workers to adequately cool themselves.

d) Sunglasses

It is the responsibility of RMCG to provide, and workers, to wear appropriate sunglasses to protect the eyes from UV radiation. The sunglasses should:

- Be close fitting and wrap around / cover as much of the eye area as possible
- Meet the requirements of AS/NZS 1067 and have an eye protection factor (EPF) of 10.

e) Reflector jackets

Reflector jackets will be provided by RMCG. It is the responsibility of the worker to wear the safety reflector jackets where it is deemed appropriate (as per the SWMS).

Manual handling

Refer to section 3.1.2 above. As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes manual handling.

The controls in place for this activity are training workers on appropriate equipment use and providing relevant PPE.

Soil sampling

If undertaking soil sampling in soil pits, staff members should do the following:

- Where the pit is at a remote location effective means of communication such as a telephone or two-way radio should be available to call for advice in case of problems or to call for help in emergencies
- Check the recommendations on width and depth of pits to ensure the safety of people getting into them
- “Dial Before You Dig” to check on location of subterranean pipe and cable locations
- Check that the backhoe used to dig pits is being operated by someone with an appropriate licence.

For further guidelines for trenching operations refer to the ‘Code of Practice (No.8) – Precautions for Trenching Operations’.

If there is potential to come into contact with wastewater or biosolids, institute appropriate hygiene practices i.e. wash hands after contact or shower if completely covered.

Note: A new EXCAVATION WORK Code of Practice is due for release in the second half of 2012. As this code is in draft, none of its detail appears in this review

Plant/Equipment

As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated with working around heavy machinery.

The controls in place for this activity are to training staff on how to identify hazards and providing relevant PPE i.e. cones, barricade tape, vests etc.

Confined spaces

Confined spaces are enclosed areas with limited points of ingress/egress. As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated working in confined spaces.

The control in place for this activity is for workers to observe RMCG's policy of 'no confined space entry' or 'if in doubt, stay out'.

Heights

Working at or around heights refers to a pit, platform or workspace that is greater than 2.0 m in height/depth. As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated with working at or around heights.

The control in place for this activity is for workers to observe Worksafe's guidelines for controlling the risk of falls at the workplace: <http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/falls-prevention/how-to-comply/fix>.

Lone operators

As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated with working alone.

The controls in place for this activity are to advise an administrative worker of your location and to ensure an effective means of communication in case of emergency

Heat/Cold

As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated with working in extreme weather conditions.

The control in place for this activity is to ensure workers are provided with correct PPE (as above).

Hazardous substances

As described above, a SWMS is prepared prior to site visits to identify hazards and controls for any tasks to be undertaken. This includes risks associated with working with substances that could cause harm when used incorrectly.

The controls in place for this activity are to train workers on hazardous substances in the workplace and provide workers with appropriate PPE.

3.4.3 SUB CONSULTANTS

RMCG recognises that under the WH&S Act workers of sub consultants are deemed to be RMCG's workers. RMCG will therefore require any sub consultants to meet the requirements of this management plan to ensure that a safe working environment is maintained and that the services and or materials that they provide do not jeopardise the health and safety of any worker or of the public.

Sub consultants shall be given an induction by RMCG prior to commencing work on site. In addition to being inducted, the contractor will be asked to agree to follow the business's safety processes, abide by any reasonable requests affecting safety, and confirm that all staff to work on the site are certified or trained for the work they will perform prior to commencing work. The RMCG project manager will ensure that all sub consultants comply with these requirements.

4 Process for dealing with health and safety issues

4.1 SECTION OVERVIEW

The purpose of this chapter is to outline the procedures and requirements for reporting, investigation, resolution and notification of health and safety incidents involving workers at work and workers undertaking site visits. These procedures are consistent with the *Work Health and Safety Act and the Work Health and Safety Regulation*.

An 'incident' is defined as an unexpected or unplanned occurrence that may or may not cause injury but has the potential to cause injury (near miss) or poses a risk to health.

4.2 REPORTING

It is the worker's responsibility to notify a representative of the Health and Safety Representative, his or her supervisor or a senior manager of any injury and to complete the prescribed Incident Report form (**RMCG:QMSF:PR1**) as soon as is practicable. Once an injury is reported RMCG will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation of the accident in order to prevent a recurrence.

4.3 INVESTIGATION

Once an incident has been reported the Health and Safety Representative will attempt to identify all the factors that may have contributed to the incident so that action can be taken to control those factors.

4.4 RESOLUTION

Health and safety issues should be dealt with immediately. As soon as possible after the issue has been reported, the Health and Safety Representative will report the findings of the incident investigation to the WHS committee or relevant senior manager. Together, they will try to resolve the issue.

Resolution of the issue should take into account the following factors as applicable:

- Whether the hazard or risk can be isolated or whether it is likely to affect other areas of the workplace
- The number and location of the workers affected by it
- Whether appropriate temporary measures are possible or desirable
- The time that may elapse before the hazard or risk is permanently corrected
- Who is responsible for performing and overseeing the removal of the hazard or risk?

4.5 NOTIFICATION

As soon as possible after the resolution of the issue, the resolution must be brought to the attention of the workers. RMCG will record all issues and their resolution in the 'Incident Report Form'.

When the Health and Safety Representative, supervisor or senior manager becomes aware of an injury RMCG will notify its workers compensation insurance company.

RMCG must notify the state or territory regulator i.e. Work Safe Victoria by the quickest available means of all notifiable incidents.

A notifiable incident means:

- a) The death of a person, or
- b) A serious injury or illness of a person, or
- c) A dangerous incident.

Serious injury or illness of a person means an injury or illness requiring the person to have:

- a) Immediate treatment as an in-patient in a hospital, or
- b) Immediate treatment for
 - i. The amputation of any part of his or her body
 - ii. A serious head injury
 - iii. A serious eye injury
 - iv. A serious burn
 - v. The separation of his or her skin from an underlying tissue (such as degloving or scalping)
 - vi. A spinal injury
 - vii. The loss of a bodily function
 - viii. Serious lacerations.
- c) Medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- a) An uncontrolled escape, spillage or leakage of a substance
- b) An uncontrolled implosion, explosion or fire
- c) An uncontrolled escape of gas or steam
- d) An uncontrolled escape of a pressurised substance
- e) Electric shock
- f) The fall or release from a height of any plant, substance or thing
- g) The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- h) The collapse or partial collapse of a structure
- i) The collapse or failure of an excavation or of any shoring supporting an excavation
- j) The inrush of water, mud or gas in workings, in an underground excavation or tunnel
- k) The interruption of the main system of ventilation in an underground excavation or tunnel
- l) Any other event prescribed by the regulations but does not include an incident of a prescribed kind.

4.5.1 REGISTER OF INJURIES

All injuries shall be noted in the prescribed form (as above). It is necessary to keep detailed information of all injuries and First Aid administered in order to identify injury trends.

4.6 REHABILITATION/RETURN TO WORK

4.6.1 GENERAL POLICY

RMCG is committed to facilitating the return to work of injured workers and will comply with its obligations as an employer under the **Accident Compensation Act**. In doing this we will:

- Seek to prevent injury and illness by providing a safe and healthy working environment
- Ensure that injury management activities commence as soon as possible after a worker is injured and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury/illness, and after seeking appropriate medical judgment
- Provide an injured worker with support to minimize the effects of the injury and to ensure that an early return to work is a normal practice and expectation
- Provide suitable duties/employment for an injured worker as soon as is safely possible, as an integral part of injury management
- Ensure that participation in a return-to-work program will not, of itself, prejudice an injured worker.

4.6.2 FOLLOW-UP AFTER INJURY

Workers are not permitted to return to work until they have medical clearance. At this point, management and the injured worker will cooperate with the workers compensation insurance company in developing and complying with an injury management plan for that injured worker.

4.6.3 RETURN-TO-WORK PLAN

When the injured worker is, according to medical judgment, capable of returning to work, an individual return-to-work plan will be developed offering suitable duties. Management will consult with the injured worker, the workers compensation insurance company and the treating doctor to develop a written return-to-work plan.

If an injured worker is unable to return to their original work designation, RMCG is committed to offering alternative duties within the business.

4.6.4 DESIGNATION OF RESPONSIBLE STAFF

RMCG will designate a person from within the business to act as the Rehabilitation Coordinator. It will be the Rehabilitation Coordinator's responsibility to liaise with the injured worker and his/her treating professionals as appropriate, and to oversee the injured person's rehabilitation program. One person within RMCG will be designated the WorkCover Claims Coordinator. It will be the WorkCover Claims Coordinator's responsibility to receive, process and monitor work injury claims.

4.6.5 MEDICAL REVIEWS

The business may routinely request medical reviews of injured workers. These reviews are intended primarily to assist the rehabilitation process.

4.6.6 DISPUTED CLAIMS

If there are disputes about suitable duties or the return-to-work plan, the designated responsible officer will work with the injured worker to try and resolve the dispute. Assistance may be sought from the workers compensation insurance company or WorkCover. It is RMCG's policy to treat claims fairly.

4.7 PERFORMANCE MONITORING AND REPORTING

WHS monitoring and reporting will be undertaken via the annual report.

5 **References**

Occupational Health and Safety Act 2004 (Vic)

Transport Accident Commission – Safe Driving Policy – October 2008

Appendix 1: Risk Assessment Matrix

The Risk Register is a document that contains information about identified project risks, analysis of risk severity and evaluation of possible solutions to be applied. Presenting this in matrix form enables key information to be found and applied quickly and easily.

Initial risks should be identified and classified according to likelihood and seriousness. This requires knowledge and understanding of the working environment in which we operate. Importantly a Risk Register identifies the mitigation actions. It also provides a documented framework from which risk status can be reported and ensures the communication of risk management issues to management and staff.

The Risk Register should be reviewed annually. Any perceived risk should be reported to the management. The likelihood and consequence of these risks were analysed using a risk matrix as outlined in below.

| Likelihood | Insignificant | Minor | Moderate | Major | Catastrophic |
|-----------------------|----------------------|--------------|-----------------|--------------|---------------------|
| Almost certain | Low | Medium | High | Very High | Extreme |
| Likely | Low | Medium | High | Very High | Very High |
| Possible | Low | Low | Medium | High | High |
| Unlikely | Minimal | Minimal | Low | Medium | High |
| Very unlikely | Minimal | Minimal | Low | Low | Medium |

Definitions

Risk assessment is an evaluation of the chance of an event actually occurring. In the context of risk management, the event referred to is any event which may cause injury or harm to a person. When making an assessment of likelihood you must establish which of the following categories most closely describes the likelihood of the hazardous even occurring:

- Almost certain – Could happen and probably will
- Likely – Could happen frequently
- Possible - Could happen occasionally
- Unlikely – Could happen, but only rarely
- Highly unlikely – Could happen, but probably never will

When evaluating the likelihood of an accident, a factor that will modify the likelihood category is exposure. Exposure is a measure of how often or how long a person is actually exposed to a hazard. Some examples are:

- Very Rare – Once a year or less
- Rare – A few times a year
- Unusual – Once a month
- Occasional – Once a week

- Frequent – Daily
- Continuous – Constant

Outcomes:

- Catastrophic – Death
- Major – Normally irreversible injury or damage to health requiring extended time off work to effect best recovery
- Moderate – Typically a reversible injury or damage to health needing several days away from work to recover. Recovery would be full and permanent.
- Minor – Would require first aid and may need the remainder of the work period or shift off before being able to return to work.
- Insignificant – Would require first aid and can continue to work.

Appendix 2: RMCG WHS Risk Assessment

| Element | Hazard | Description | Potential staff affected | Frequency | Likelihood | Consequence | Level of risk / priority |
|---------------------------------|---------------------------------|---|--------------------------|-----------|---------------|--------------|--------------------------|
| 1. Office / home | * Workspaces | * Poorly designed workspaces | * All staff | Daily | Possible | Minor | Low |
| | * Fire | * Fire within the workplace. | * All staff | Rarely | Very unlikely | Catastrophic | Medium |
| | * Security | * Injury as a result of a crime (physical assault) | * All staff | Rarely | Very unlikely | Catastrophic | Medium |
| | * Slips, trips and falls | * Uneven surfaces, cracked pavements, cables across workspace, wet surfaces etc. potentially | * All staff | Monthly | Unlikely | Moderate | Low |
| | * Manual handling | * Carrying, lifting, moving etc. of office equipment | * All staff | Monthly | Unlikely | Minor | Minimal |
| 2. Travel | * Driving - fatigue | * Driving for long periods leading to fatigue * Driving after long work hours and while fatigue | * All staff | Daily | Likely | Catastrophic | Very High |
| | * Driving - inexperience | * Erratic or careless driving * Use of 4X4 vehicles with limited understanding of vehicles capability. * Lack of experience in various driving conditions | * All staff | Rarely | Very unlikely | Catastrophic | Medium |
| | * Driving – vehicle maintenance | * Poorly maintained vehicle | * All staff | Rarely | Very unlikely | Minor | Low |
| | * Plane | * Plane crash | * All staff | Rarely | Very unlikely | Catastrophic | High |
| | * Dangerous destinations | * Working/travelling for work in/through dangerous destinations | * All staff | Rarely | Very unlikely | Major | Low |
| 3. General health and wellbeing | * Physical health | * Poor physical health leading to work absenteeism or exacerbating stress | * All staff | Rarely | Possible | Moderate | Medium |
| | * Mental health (stress) | * Stress resulting from work conditions leading to mental health issues and work absenteeism. | * All staff | Rarely | Possible | Major | High |
| 4. Field Work | * Manual handling | * Carrying, lifting, moving, use of field equipment (e.g. augers, shovels, samplers) | * Field staff | Monthly | Unlikely | Minor | Minimal |
| | * Plant / equipment | * Heavy machinery or equipment (e.g. excavators) | * Field staff | Rarely | Very unlikely | Moderate | Low |

| Element | Hazard | Description | Potential staff affected | Frequency | Likelihood | Consequence | Level of risk / priority |
|---------|--|--|--------------------------|-----------|---------------|--------------|--------------------------|
| | * Confined spaces | * An enclosed area with limited points of ingress/egress. | * Field staff | Rarely | Very unlikely | Catastrophic | Medium |
| | * Heights | * A pit, platform, or workspace > 1.5 m in height/depth. | * Field staff | Rarely | Unlikely | Moderate | Low |
| | * Lone operators | * Persons working alone. * Working with distressed people | * Field staff | Daily | Likely | Minor | Medium |
| | * Extreme weather conditions | *Warnings issued for extreme weather and elements such as; fire (Code red), storms and high winds | * Field staff | Rarely | Possible | Moderate | Medium |
| | * Hazardous substances | * Substances with the potential to cause harm when used incorrectly. | * All staff | Rarely | Very unlikely | Major | Low |
| | * Sub consultants | * Persons engaged by or working under the supervision of RMCG do not work within our guidelines causing risks to our employees | * All staff | Weekly | Very unlikely | Minor | Minimal |
| | * Physical and psychological threats from members of the public (e.g. workshop participants) | * Working with members of the public on emotionally charged issues | * All staff | Monthly | Unlikely | Major | Medium |

Appendix 3: ESM Maintenance Schedule

ESSENTIAL SAFETY MEASURES MAINTENANCE PROGRAMME

| ESSENTIAL SERVICES | Year 1 | | | | | | | | | | | | | Year 2 | | | | | | | | | | | | | Year 3 | | | | | | | | | | | | |
|---|--------|---|---|---|---|---|---|---|---|---|---|---|---|--------|---|---|---|---|---|---|---|---|---|---|---|---|--------|---|---|---|---|---|---|---|---|---|--|--|--|
| | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M | A | M | J | J | A | S | O | N | D | | | |
| <u>5.1 BUILDING FIRE INTEGRITY</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1.1 Building Elements FRL BCA Annual | ■ | | | | | | | | | | | | ■ | | | | | | | | | | | | ■ | | | | | | | | | | | | | | |
| 5.1.2 Fire Hazard Properties BCA Annual | ■ | | | | | | | | | | | | ■ | | | | | | | | | | | | ■ | | | | | | | | | | | | | | |
| 5.1.2 Exit doors BCA 3 monthly | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | ■ | | | | ■ | | | ■ | | | ■ | | | ■ | | | | | |
| 5.1.9 Fire-Protection at Service Penetrations AS1851-2005 6 Monthly | ■ | | | | | ■ | | | | | | | ■ | | | | ■ | | | | | | | | ■ | | | | | ■ | | | | | | | | | |
| <u>5.2 MEANS OF EGRESS</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2.1 Paths of Travel to Exits BCA 3 Monthly | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | ■ | | | ■ | | | | ■ | | | ■ | | | ■ | | | ■ | | | |
| 5.2.2 Discharge from Exits BCA 3 Monthly | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | ■ | | | ■ | | | | ■ | | | ■ | | | ■ | | | ■ | | | |
| 5.2.3 Exits BCA 3 Monthly | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | ■ | | | ■ | | | | ■ | | | ■ | | | ■ | | | ■ | | | |
| 5.2.6 Doors BCA 3 Monthly | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | | ■ | | ■ | | | ■ | | | | ■ | | | ■ | | | ■ | | | ■ | | | |
| <u>5.3 SIGNS</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3.1 Exit Signs AS2293.2-1995 6 Monthly | ■ | | | | | | ■ | | | | | | ■ | | | | | ■ | | | | | | | ■ | | | | | ■ | | | | | | | | | |

ESSENTIAL SAFETY MEASURES MAINTENANCE PROGRAMME (cont'd)

[illegible]

Appendix 4: Employee Assistance Program



Employee Assistance Program

September 2020

The purpose of this policy is to outline RMCG's Employee Assistance Program (EAP).

RMCG places a high priority on the overall wellbeing of its employees, with a particular emphasis on work-life balance and the provision of arrangements intended to accommodate employees' personal needs, and those of the business. An important strategy to assist in this regard is the provision of an EAP, which provides employees with access to confidential professional support. The aim of the EAP is early identification and provision of assistance to help resolve either work-related or personal issues.

APPLICATION

This policy applies to all employees of RMCG and is intended as an option for employees to access professional support for a range of work related or personal issues.

POLICY

The EAP is available for employees (including supervisors and managers) to seek confidential professional counselling services to support their wellbeing in the workplace and in their personal lives.

This EAP provides a short-term intervention strategy designed to provide the opportunity to promptly address issues of immediate concern. Employees who require longer-term assistance will need to consider making private arrangements, which can be either with the assistance of the EAP counsellor, or with another provider.

ACCESS TO SERVICES

Access to the EAP service is either on a self-referral basis (following discussion with their supervisor or another manager), or may be offered to the employee by management.

Services the EAP covers

The EAP is available to provide professional support for work related and personal issues which can include the following:

- Work stress
- Interpersonal conflicts at work
- Work overload
- Bullying and harassment
- Depression
- Emotional stress and anxiety
- Relationship problems
- Work and family life balance
- Anger management
- Parenting
- Separation and divorce.

Employee Assistance Program

Payment of services

A maximum of six sessions will be paid for by RMCG (full amount of gap). The provider can invoice RMCG directly or the employee can pay for the session/s and then be reimbursed by RMCG (as per our normal personal expense reimbursement). As above, confidentiality will be maintained in this process.

Should additional sessions be required, the provider may refer the employee to an appropriate external agency or arrange for the staff member to continue with the provider in a private capacity at the employee's expense. It is expected that there will be discussions with the supervisor (or another manager) as to the progress with the counselling services.

Confidentiality and privacy

Services provided by the EAP to employees are strictly **confidential** except when matters arise that have serious implications for the workplace, or the safety and wellbeing of the employee or others. In these circumstances, feedback may be disclosed to RMCG.

RMCG may obtain statistical data from the EAP from time to time however such data will not include names of any employee utilising EAP services.

Attendance at sessions

An employee who attends the service provider during working hours shall be regarded as working, provided that the session is paid for by RMCG. The employee must advise their supervisor (or another manager) if they are accessing the EAP during working hours.

List of providers

You can select a counsellor of your choice or request a referral from your GP.

POLICY REVIEW

RMCG may make changes to this policy from time to time to improve the effectiveness of its operation.



Table 1: List of providers

| NAME | LOCATION | ADDRESS / CONTACT |
|---------------------------|---------------------|---|
| David Mitchell | Bendigo | 112 Queen Street, Bendigo (03) 5442 2605 |
| Resolutions Counselling | | |
| Carol James | Geelong | 138 Little Ryrie Street, Geelong (03) 5222 8200 |
| Maree Sleeman | Kew, Melbourne | Suite 114/89 High Street, Kew 0417 361 495 (03) 9852 8877 |
| Sleeman Consultancy | | |
| Counsellor of your choice | All other locations | |

Appendix 5: SWMS template

Safe work method statement (SWMS)

This SWMS is a site-specific statement that must be prepared before any high-risk work is commenced.

| | | | |
|--|--|---|--|
| Person responsible: | | Date of activity: | |
| Staff undertaking activity: | | Date SWMS prepared: | |
| Site name/address: | | SWMS completed by: | |
| Description of activity: | | Project number: | |
| Sub-contractors used: | | | |
| What are the tasks involved? <i>List the tasks required to perform the activity in the sequence they are carried out</i> | What are the hazards and risks? <i>Against each task list the hazards that could cause injury when the task is performed</i> | How will hazards and risks be controlled? <i>List the control measures required to eliminate or minimise the risk of injury arising from the identified hazard</i> | |
| 1. COVID-19 | Interaction with general public / client | <p>All govt restrictions will be maintained at all times (minimum 1.5 m separation; cough etiquette (elbow) ; washing and sanitising hands etc.) no more than 10 people outside.</p> <p>If it is assessed that an activity cannot proceed without maintaining the Government advice and adequately protect the health and safety of RMCG / client / public, then that activity will not occur.</p> <p>The site visit will not proceed if any of the site attendees (client or RMCG) are showing any signs of COVID-19 (e.g. fever, respiratory symptoms (coughing, sore throat, shortness of breath), runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue). This will be confirmed via phone call on the morning of the proposed site visit.</p> | |
| | Traveling | RMCG staff will only travel as one person per vehicle, this will ensure the required 1.5 m separation distance. | |
| | Purchasing fuel | <p>Disposable gloves will be used for all refuelling activities</p> <p>Only tap and go card payments will be used</p> <p>Hands and cards will be sanitised following all transactions</p> | |
| | Purchasing food | As much as practicable food and water will be brought from home | |

| | | |
|--|--|--|
| | | <p>Where necessary to purchase food or drink contact with the public will be minimised as much as possible.</p> <p>Cash will not be used for payment</p> <p>Hands and cards will be sanitised following all transactions</p> <p>All govt restrictions will be maintained at all times (minimum 1.5 m separation; cough etiquette (elbow) ; washing and sanitising hands etc.) no more than 10 people outside</p> |
| | Site visits | <p>RMCG personnel will minimise interactions with all people whilst maintaining actions identified in item 1.</p> <p>Confirmation of the visit will be made via phone when RMCG staff enter and exit the site.</p> <p>Contact with client staff will be minimised unless necessary and conversations kept to as brief as possible.</p> <p>All govt restrictions will be maintained at all times (minimum 1.5 m separation; cough etiquette (elbow) ; washing and sanitising hands etc.) no more than 10 people outside</p> |
| 2. Drive to site (to meet field officer(s) if relevant to project) | Driver fatigue | Ensure adequate sleep the night before. |
| | Speeding | Remain within speed limits. Adjust speed as required to suit conditions e.g. dirt roads, wet conditions |
| | Other drivers | Remain within road rules and practice defensive driving techniques (look up and stay back) |
| | Mobile phones | <p>Mobile phones connected to hands free systems can be used whilst driving at the driver's discretion.</p> <p>For vehicles not equipped with a hands free device mobile phones must not be used whilst driving.</p> |
| | Unserviced or inadequate vehicle | Check vehicle type is appropriate for terrain (confirm with landholder), check tyre pressure and condition, engine oil, windscreen wiper water, mirrors/ windows are clean, brake lights and indicators are working. Check the vehicle is not overdue for a service. |
| | Snow, ice, frost | Drive to conditions check weather forecast, if required carry snow chains |
| 3. Assess work sites as per field checklist – through observations | Site emergency (i.e. fire, flood etc.) | <p>Confirm emergency assembly location and communicate to all staff.</p> <p>Should an emergency situation occur, evacuate to emergency assembly area taking care to avoid the hazard.</p> |

| | | |
|----------------|---|--|
| | Snake/spider/insect bite | Observe where you are walking. Ensure first aid kit is available with compression bandage. Wear appropriate clothing (e.g. snake gaiters). |
| | Trips and falls | Observe where you are walking. Wear appropriate footwear e.g. closed in and sturdy shoes. |
| | Sunburn | Wear sun protection lotion (to SPF 30+), broad brimmed hat, long pants and long sleeved shirt, sunglasses. |
| | Dehydration | Take adequate water. |
| | Heat or cold stress | Ensure appropriate clothing is worn to suit conditions. Take additional back up clothing if conditions may change greatly. |
| | Cuts and scrapes e.g. barbed wire fencing | Ensure vaccinations are up to date e.g. tetanus. Wear protective clothing to cover bare skin. |
| | Drowning (if near creeks/rivers) | Avoid entering creeks and rivers. Be aware of slumping banks and remain clear. |
| | Aggressive landholders/locals | Confirmation of visit will be made via phone prior to visit, RMCG staff will not interact with land holders even if approached. This is for the safety of RMCG and landholders alike. |
| | Interactions with livestock | Be aware of livestock and movements do not move quickly to spook animals Do not sample if feel unsafe |
| 4. Farm Visits | As per task 3. | As per task 3. |
| | Movement of farm machinery through work area. | Be aware of machinery that may be active in the work area (e.g. tractors, excavators etc). Make eye contact with driver and ensure that she/he sees you. Wear high visibility clothing. |
| | Exposure to wastewater and contaminated soils | Do not consume recycled water/soils. Food and drink is not to be consumed in work area. Wash hands with soap before drinking or eating and at the end of the day. Avoid exposure to, and inhalation of, waste water spray by not accessing irrigation areas during irrigation periods. Wear gloves while sampling. |
| 5. Drive home | As per task 1 | As per task 2 |

Safe work method statement (continued)

Steps for filling out

1. Discuss with relevant employees, contractors and HSRs what work will be high-risk, the tasks, and associated hazards, risks and controls.
2. In the 'What are the tasks involved?' column, list the work tasks in sequence to how they will be carried out.
3. In the 'What are the hazards and risks?' column, list the hazards and risks for each work task.
4. In the 'How will the hazards and risks be controlled?' column, select the hazard or risk and then work through the control levels 1 – 4 from top to bottom. Choose a control measure (and how it is to be used) that is as close to level 1 as is reasonably practicable.

Control levels

1. **Eliminate** any risk to health or safety associated with construction work.
2. **Reduce** the risk to health or safety by any one or any combination of the following:
 - **Substituting** a new activity, procedure, plant, process or substance
 - **Isolating** persons from the hazard, such as barricading, fencing or guard railing, or
 - **Using engineering controls**, such as mechanical or electrical devices.
3. **Use administrative controls**, such as changing the way the work is done.
4. **Provide appropriate personal protective equipment**.
5. Brief each team member on this SWMS before commencing work. Ensure team knows that work is to immediately stop if the SWMS is not being followed.
6. Observe work being carried out. If controls are not adequate, stop the work, review the SWMS, adjust as required and re-brief the team.
7. Retain this SWMS for the duration of the high-risk construction work.

Sign off

| RMCG | Signature | Date |
|---|------------------|-------------|
| | | |
| | | |
| | | |
| Sub-contractor (induction completed) | Signature | Date |
| NA | | |

This proposal has been prepared by:

RM Consulting Group Pty Ltd trading as RMCG

135 Mollison Street, Bendigo Victoria 3550

(03) 5441 4821 — rmcg.com.au — ABN 73 613 135 247

Offices in Bendigo, Melbourne, Torquay and Warragul (Victoria) and
Penguin and Hobart (Tasmania)



Key Project Contact

Mandy McIntosh

0438 532 110 — mandym@rmcg.com.au

Document review and authorisation

| Doc Version | Final/Draft | Date | Author | Project Director review | BST QA review | Release approved by | Issued to |
|-------------|-------------|-----------|-------------|----------------------------|------------------|------------------------|-----------|
| 1.0 | Final | 2/10/2019 | M. McIntosh | N/A | M. Sandford | M. McIntosh | N/A |