



safety culture

a way of life

ALL ACCESS CREWING PTY LTD

Policy Manual

Safety is everybody's gig

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OCCUPATIONAL HEALTH AND SAFETY STANDARDS

Policy

This policy is applicable to ALL ACCESS CREWING PTY LTD in all its specific operations and functions related to the events at various locations around Australia.

ALL ACCESS CREWING PTY LTD is aware of the ongoing National OH&S Strategy 2002 - 2012 and is supportive of the objectives of an encompassing OH&S Legislation. In this policy provisions must be made for national differences in OH&S from State to State as some elements of the events will include a touring or travelling component.

ALL ACCESS CREWING PTY LTD is committed to consultation and cooperation between management and employees.

Procedure

All personnel, including contractors, are to receive information about the policy at their initial induction and are to be provided with a written copy of the policy after the annual revisions.

The signed policy is to be printed on A3 size paper, and copies displayed in Head Office.

Aim

ALL ACCESS CREWING PTY LTD intend to operate our business in a manner, which ensures the safety and wellbeing of our employees', clients and visitors. We are committed to ensuring a safe and healthy workplace for workers and other who are affected by our workplace activities, by eliminating or minimising the risk of injury to people and damage to plant.

It is our objective to ensure that all employees' are properly trained to operate in all areas of our business in a safe and professional manner.

ALL ACCESS CREWING PTY LTD seek your co-operation in realizing our health and safety aims and objectives in creating a safe working environment for you.

We will achieve this by:

- Identifying hazards in the workplace
- Assessing the risk to workers and others
- Deciding on control measures
- Implementing the controls
- And monitoring the controls effectiveness

General

Safety rules are introduced by the Company to ensure your safety and must be observed at all times. We promote the participation and consultation of workers in the safety program.

All workers must have completed a General Safety Induction and hold a safety induction card.

Workers have obligations under the Workplace Health and Safety Act 2011 and are expected to follow safe directions to create and maintain a healthy workplace.

All employees must familiarise themselves with the emergency response procedures.

OCCUPATIONAL HEALTH AND SAFETY STANDARDS

Appropriate Personal Protective Equipment (e.g. hard hat, safety glasses etc) must be worn at all times. (Where applicable)

Jewellery and ties must be removed and long hair tied back before using machinery.

Employee's children are not permitted in the workplace unless management has granted prior authorisation.

No pets in the workplace.

Behaviour

Foolish or irresponsible behaviour, practical joking, which may result in an accident, is strictly forbidden.

If you consider any workmate or contractor to work in an unsafe manner, please contact the Manager immediately.

Tidiness

Work areas must be kept clean and tidy at all times.

Flammable materials and fire hazards must be eliminated or adequate protection taken.

Any spills in the workplace must be cleaned up immediately and floors kept clear of obstructions.

Incidents

ALL accidents, incidents, near misses and equipment malfunctions or necessary repairs must be reported and logged in the OHS diary by the safety representative. This enables modifications to be made to our policies and is a way of measuring our safety performance.

All persons requiring first aid treatment must contact the first aid officer onsite who will render the appropriate treatment and enter the details in the OHS diary first aid register.

Plant and Equipment

Your manager must be informed immediately should you consider any work practices or equipment unsafe.

All plant and equipment is to be used in a safe manner and in accordance with the manufacturers recommended use.

Only drivers who have undergone the appropriate assessment can operate machinery. (E.g. forklift)

Seat belts must be worn where fitted.

Always use a ladder to access high places.

Electrical Safety

Be mindful of electrical safety.

Always keep power leads and appliances away from water.

Do not overload power points by using multiple power boards or double adaptors.

OCCUPATIONAL HEALTH AND SAFETY STANDARDS

Management Responsibilities

To identify occupational health and safety roles and responsibilities at all levels with the requirements of the All OH&S Acts Regulations and Codes of Practice in all States of Australia and specifically for events

Authorisation

The Managing Director of ALL ACCESS CREWING PTY LTD is to sign this policy.

Reference

National OH&S Strategy 2002-2012

All States and Territories of Australia OH&S Acts, Regulations and Codes of Practice and Australian Standards

All relevant international documents that may aid in better understanding risk management and operations of a Festival, Concert or Public Event.

Definitions

Events: This means any event that All Access Crewing is hired to provide specialised labour on.

Policy

To the provide guidance on the general and specific health and safety responsibilities applicable to the various management and staff levels within ALL ACCESS CREWING PTY LTD and specifically associated with the management level and responsibility in place for the events.

These responsibilities are assigned to the levels of management as shown and are based on the referenced legislative standards.

Further individual responsibilities are contained in position descriptions.

Scope

All levels of employees at ALL ACCESS CREWING PTY LTD

Procedures

All levels of employees have a responsibility for OH&S

Managing Director (MD) will:

Formally approve the Occupational Health and Safety Procedures	Review serious accidents/incidents and monitor corrective actions
Review overall organisational health and safety performance	Ensure organisational compliance with health and safety legislation; and
Participate where required in the resolution of safety issues	Facilitate rehabilitation Monitor changes to health and safety
Notification of serious injuries to relevant State WH&S online	legislation & notify procedure owners regarding changes to legislation/ standards

OCCUPATIONAL HEALTH AND SAFETY STANDARDS

Manager's -This includes the following positions, Managing Director Crew chief, Site Chief and

Health and Safety Representatives will:

Ensure all appropriate actions are taken to implement the Occupational Health and Safety Policy, health and safety procedures and legislative requirements	Participate where required in the resolution of safety issues;
Monitor health and safety performance within area of responsibility	Review all accidents/incidents and prepare reports where appropriate
Demonstrate commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections, etc;	Participate in the Health and Safety meetings, training sessions and inductions
Investigate all accidents/incidents within area of responsibility	Initiate consultation with employees and sub contractors
Review any health and safety related reports and take appropriate action	Initiate actions to improve health and safety
Report any incident, near miss or hazard to the Managing Director	Regularly review the health and safety performance of employees and contractors

Booking Coordinator will:

Ensure all staff are inducted and receive regular training as required to perform jobs safely;	Participate in any Health and Safety meetings, training sessions and inductions
Assist with monitoring health and safety performance	Provide all necessary OH&S documentation for Crew chiefs ie toolbox talks and registers
Assist with implementing the Occupational Health and Safety Policy, OHS Procedures and legislative requirements	Report any incident, near miss or hazard to the Managing Director

Employees and contractors will:

Take reasonable care of themselves and others who may be affected by their actions	Participate in any Health and Safety meetings, training sessions and inductions where requested;
Must have a safety induction card (White card)	
Adhere to all safe working procedures in accordance with instructions	Report any incident, near miss or hazard to the Crew chief or supervisor

Review

The policy will be reviewed every 12 months

Audit Records

The current written and dated policy signed by the MD and displayed in Head Office.

Induction training content

Induction records

Distribution lists for policy revisions

Review date: _____

Signature: _____

INCIDENT REPORTING

Aim

ALL ACCESS CREWING PTY LTD intend to operate our business in a manner, which ensures the safety and wellbeing of our employee's, clients and visitors.

Scope

An incident is an event or series of events that results in harm to people, damage to property or to the environment or loss of process or product.

Incident examples include but are not limited to

Spills - any loss of primary containment of product including product contained within bund (with zero tolerance on volume).

Plant incidents - any car, truck, fork lift or plant incidents or serious malfunctions that occur whilst carrying out work-related activities.

Injuries - The consequence of an instantaneous event causing harm to a person (e.g. broken limb, cut requiring stitches, burns).

Implosions, explosions or fire.

Fatalities.

Serious incidents are those, which result in serious injury or fatality or where a person is exposed to immediate risk to their health or safety. A serious injury may be classed as one, which requires inpatient hospital treatment. For the definition of a serious injury contact your locally responsible government body such as WorkCover or WorkSafe. Queensland Workplace Health and Safety has an online notification application.

Policy

In the unfortunate event of an incident in the workplace the following will be adhered to.

Serious Incident:

- Notify the appropriate emergency services for assistance
- Immediately notify the appropriate government body in your state (eg WorkCover or Department of Industrial Relations, Workplace Health and Safety)
- Preserve the incident site until a safety inspector arrives or gives direction to do otherwise.
- Provide written notification within 24 hours on an approved Incident Notification Form & file a copy of this form for reference.
- The Manager of the business is to be notified as soon as practical & the insurer will also require prompt written notification.

ALL incidents including near misses

Regardless of severity of the incident are to be recorded in the OHS Diary so necessary policy changes can be made and as a safety record.

Audit Records

White card register

Training records

Incident report forms

Procedure Owner: Managing Director/Crew chiefs and supervisors

OPERATIONAL POLICY

Aim

ALL ACCESS CREWING PTY LTD is the premier supplier for specialised and general labour for concert, sporting, festivals and corporate event series that occurs typically in summer.

The events are generally held in a venue be they outdoors or indoors. The venues are located throughout the States of Australia and in New Zealand.

ALL ACCESS CREWING PTY LTD are hired by the Principal Contractor to supply local specialised and general labour for events.

These events include the installation and dismantle of concert staging, production and facilities to service patrons, and are required to do so with minimal impact on the regular environment of the venue.

There are varying degrees of participation from local promoters depending on the country, state or venue. This leads to another challenge of establishing adequate ownership of responsibility.

ALL ACCESS CREWING PTY LTD believes it is the responsibility of all involved to maintain a safe working environment.

Equipment from overseas should be accompanied by similar documentation to what is expected in Australia. This should show its compliance from its origin. In the risk assessment for the production elements specific reference to electrical supplies and engineering of these elements should be made.

Touring Crews and technicians

Crew from other countries should be made aware of their responsibilities and the expectations of safety under the laws of Australia. Equally they have a responsibility to act and work in a safe manner. Operators of sound systems, pyrotechnics, lasers and mechanical driven or rigged apparatus should be especially noted, as all of these are governed by legislation in Australia. These operators must prove competency and have written risk assessments with safe work method statements. They may also require engineering plans and certificates. All personnel must undertake the specific site and safety induction prior to or on arrival of site. All High Risk Work should be only supplied with people who have the current and applicable Australian HRW tickets. All rigging must be signed off by the venue engineer before installing.

Purpose

To establish the organisational structure and operational plan for ALL ACCESS CREWING PTY LTD. In addition, the policy is to ensure that the risks associated with employees, contractors and subcontractors working on site have been identified and control measures put in place.

Reference

National OH&S Initiative 2002-2012

All Relevant States and Territories of Australia OH&S Acts, Regulations and Codes of Practice

Australian Standards

International documents with relevance to large outdoor events

Engineers reports and drawings

OPERATIONAL POLICY

Definitions

On Site - Where an employee is required to work in a location not normally under the control of its employer. For the duration of the event there is a responsibility with each

individual organisation to manage and control the escalated risks associated with the additional activities taking place.

Scope

All employees, contractors and subcontractors working on site for, or on behalf of, ALL ACCESS CREWING PTY LTD and the Principal Contractors, during the build, show day and bump out phase of event

Site Sheds

Covered areas for rest and breaks as well as storage for personal belongings will be made available for workers onsite.

Parking

Parking will be made available for ALL ACCESS CREWING PTY LTD staff when available.

Sanitary facilities

The placement and maintenance of toilets should be calculated with respect to numbers expected to work at an event. There should be hand washing facilities available.

Food, drink and water

Adequate supply of fresh drinking water should be available in key locations. Meals will be provided to ALL ACCESS CREWING PTY LTD staff if required to work more than 5 hours.

Policy

ALL ACCESS CREWING PTY LTD will ensure the work to be achieved on site will be done so in a safe manner through site inspections, risk assessments, development of operational procedures and a safety induction. Site specific inductions are the responsibility of the Principal Contractor.

Procedure

Management responsibilities for planning and risk identification:

In order to achieve the health and safety objectives, a planning mechanism and organisational structure must be in place to define responsibility, determine risk and put in place appropriate controls to mitigate the risk.

The Structure:

- The Principal Contractor has the ultimate responsibility for overall safety and costs of the event.
- Site Managers (SM) have the designated responsibility for a site or sites, and liaison with venue and local contractors to prepare and remove services for an event.
- Production Manager (PM) has the designated responsibility for touring and local production elements and local contractors to prepare and remove services for an event and delivery scheduling.
- Employees, contractors and other service providers are the persons responsible for, or assisting in, the delivery of services for the event.
- Safety Officer (SO) has the responsibility to review documentation supplied by contractors and monitor safety aspects of the event site prior to, during and after the event. On the event day the Safety Officer will be the responsible party

OPERATIONAL POLICY

Venue and site design:

There must be a site specific induction conducted by the Venue/Site Manager prior to the commencement of any work.

As most venues have established layouts and have existing limitations, which can impact on additional infrastructure for an events, it is therefore important to seek advice prior to finalising the location of structures. This should include but not be limited to:

- Engineers
- Builder of the structures to be installed
- Venue personnel
- Local Authorities
- Other relevant advisers

Phases of event:

An event is made up of five phases:

- Site set up – local crew set up general temporary infrastructure
- Production build – install touring elements
- Show day - Patrons and performers
- Production breakdown – breakdown of touring elements
- Site dismantle - Local crew remove general temporary infrastructure

Emergency planning

It is imperative to the integrity of the event and the safety of the crew to have a planning process in place to manage emergencies or a large-scale incident. The safety officer is to monitor all aspects of the event on the day and to act or direct actions to minimise the impact of potentially dangerous situations that may arise. The safety officer will liaise with the venue/site manager.

Communications

A vital part of the success of an event is the transmission of information via a communications system. In normal operations regular systems work fine but in emergency situations generally the first thing to fail is communications. For example mobile phones networks get congested or the emergency radio channel gets clogged with irrelevant chatter. It is therefore imperative to inform radio users of their roles and use of channels in an emergency. Radio etiquette must be adhered to.

OPERATIONAL POLICY

Structures and Plant

All structures must have appropriate certification and legislative approval. Appropriate documentation such as a Job Safety Analysis (JSA) or a Safe Work

Method Statements (SWMS) must accompany the build of these structures and contractors and employees are obliged to follow these documents in installation and dismantle.

A determination must be made for where high-risk (HR) works will be performed.

This will generally be the stage area where the majority of HR works for the concert element of the event will occur. It shall be defined appropriately and persons entering this zone shall hold an appropriate induction card and ticket.

All Plant including lifters and other access devices shall be maintained properly.

Logbooks will be completed appropriately. Personnel with appropriate HRW Licenses are to operate specialised plant.

Electrical installations and emergency lighting

All electrical installations to comply with Australian Standards and managed by qualified competent persons. Appropriate lighting shall be installed and utilised for back up and emergency egress.

Production Elements

All touring and local production companys are required to conduct their own toolbox talk and or instructional procedures.

Installation of sound systems, lighting, staging infrastructure and unusual elements like special effects (pyrotechnic and lasers) can require specific qualified personnel, licences and approvals.

- Sound systems – Noise regulations and exposure to noise is a subject that is under scrutiny due to ongoing concerns for its impact on individuals in close proximity to sources of loud sounds.
- Lighting – strobes and special effects lighting may have an effect on persons with certain medical conditions
- Pyrotechnics – require approval from the relevant State Worksafe organisations and local councils. Pyrotechnics are only allowed to be detonated and set up by licensed operators. In addition pyrotechnics will be impacted by Fire bans and extreme weather conditions.
- Lasers – are also regulated in outdoor scenarios and require notification to air traffic authorities and local councils.

Audit Records

Completed on site work checklists

Site induction register

Training records

Incident report forms

International and local documents engineers reports, drawings SWM

Procedure Owner

Principal Contractor/MD

DISCIPLINARY ACTION AND DISMISSAL POLICY

Aim

Here at ALL ACCESS CREWING PTY LTD we pride ourselves in having thorough job descriptions and an extensive training program for each employee. We hope this minimises the need to enforce this policy.

Policy

STAGE ONE – the verbal warning

Stage one of the disciplinary action procedure is a verbal warning held in the form of a counselling meeting with the General Manager and the employee. An independent observer may be invited to this meeting. The conduct, capacity or performance allegations will be heard and the employee will be given the opportunity to respond. An agreed plan of action will be reached to improve performance standards or the appropriate conduct will be outlined. A written record will be made of this meeting and the employee will be asked to read and sign the record as correct. It will also state that if this behaviour persists it may result in termination of their employment. The employee will then be given a copy for their reference and a copy will be kept in their employee file. If there are no repeat occurrences the employee will be commended and their employment retained.

STAGE TWO – the written warning

The second stage of disciplinary action will be undertaken if the behaviour persists. This consists of a written warning outlining the behaviour or problems being encountered and possible solutions. It will also give a review date for the employees' conduct, capacity and performance.

STAGE THREE – the final warning

A further repeat of this conduct will result in a final warning. A counselling meeting of the same format as stage one, will occur giving a very clear message that if this behaviour persists the company will either terminate your employment or you will be demoted within the company. Records will be made from this meeting as in stage one. These records will be kept in your employee file for a period of two years.

INSTANT DISMISSAL

There are certain behaviours that will not be tolerated and may result in the instant termination of employment:

- theft of Company products, workplace equipment
- assault of a co-worker or client
- abuse of a co-worker or client
- breaching the Companies confidentiality
- fraud
- intoxication at work
- behaviour which could jeopardise the health, safety or profitability of other employees or the company
- wilful or deliberate behaviour inconsistent with your employment contract

Each incident of misconduct will be reviewed on its merits. As with any allegation you will be advised of what the allegation is and will be given the opportunity to respond before a decision is reached. Copies of letters to be kept for 5 years

CONTRACTOR MANAGEMENT

Aim

To ensure that all services supplied to ALL ACCESS CREWING PTY LTD meets both external and internal health, safety and environmental standards.

Reference

National OH&S Strategy 2002-2012

All relevant States and Territories of Australia OH&S Acts, Regulations and Codes of Practice
Australian Standards

Definitions

Contractor: The organisation or person contracted by ALL ACCESS CREWING PTY LTD to provide works, goods or services. A contractor is not an employee of ALL ACCESS CREWING PTY LTD and is required to have independent workers compensation and other insurance policies.

Services: include any service, which is provided by individuals who are not direct employees of the organisation such as scaffolders, plant gardeners, maintenance, electrical work, building etc.

Scope

All contractors and sub contractors of ALL ACCESS CREWING PTY LTD.

Policy

ALL ACCESS CREWING PTY LTD will ensure that all contractors and sub contractors used will have the same and / or higher OHS standards than ALL ACCESS CREWING PTY LTD.

Procedure

All management and staff are responsible for ensuring consideration of OHS issues in securing external contractors	Regular checks are to be conducted to confirm that the contractor is conforming with the health and safety requirements of the contract;
All Management and staff has the right to ask external contractors for details of their safety record	
The MD must determine the health and safety requirements that are to be incorporated into the schedule of works. Consultation with end users, internal consultative structures and those with specialist expertise may be required to help define these requirements for each contract	All external contractors must provide the MD with a current Public Liability Certificate of a minimum of \$20m
	All external contractors must provide MD or project manager with a copy of the Workcover Insurance certificate
	All external contractors to provide relevant certificates and licences for contractors workers;
Any site specific health and safety requirements are to be determined when the formal contract is being prepared and attached to the contract documents	All external contractors must provide the MD or project manager with a risk assessment for the work they are going to conduct
All external contractors must provide MD or project manager with their Health & Safety Policy;	All external contractors must provide SMD or project manager with a safe work method statement /JSA of the work they are going to conduct

Audit Records

Certificates of Insurance

Risk Assessments

Copies of HRW Tickets

Responsibility: MD and Project Manager

PLANT AND EQUIPMENT

Purpose

To inform all employees, contractors and sub contractors of ALL ACCESS CREWING PTY LTD procedures to be used when operating plant.

Reference

National OH&S Strategy 2002-2012

All relevant States and Territories of Australia OH&S Acts, Regulations and Codes of Practice

National Standard for Plant [NOHSC:1010(1994)]

Definitions

Plant: any machinery, equipment or tool and any component thereof

Plant under pressure e.g. autoclaves, boilers, gas cylinders	Plant with hot or cold parts
Plant with moving parts e.g. presses, lathes, milling machine	Electrical plant and plant that is exposed to electrical hazards e.g. electrical generators, powered hand tools
Powered mobile plant e.g. cars, trucks	Plant designed to lift or move e.g. cranes, forklifts, hoists and elevating work platforms; earthmoving machinery;
Industrial robots and other remotely or automatically energised equipment	
Lasers and laser products	Scaffolds; and Non-powered hand tools e.g. screwdriver, chisel, hammer etc. small office equipment.

Scope

All plant (including vehicles), which is hired, leased or otherwise procured and/or operated by an employee or subcontractor of ALL ACCESS CREWING PTY LTD.

Policy

ALL ACCESS CREWING PTY LTD understands its responsibility for ensuring the maintenance, training in the use of, and the registration of all plant used and will conduct and record regular checks. In addition ALL ACCESS CREWING PTY LTD will ensure both employees and sub contractors understand they are equally responsible for the correct use of plant

Procedure

The hirer or owner of Plant has the responsibility to ensure:

- Ensuring each piece of plant conforms to an acceptable Australian Standard, where applicable;
- Addressing the acceptability of the control devices and their labelling, safeguarding, alarm systems, noise and heat generation;
- The positioning of plant so that there is adequate space for personnel to use, clean, service, maintains and inspects plant.
- Ensuring plant is only be used in accordance with the manufacturer’s specifications.
- Exceeding the design load, production rate, etc., may result in damage to both machinery and personnel and in addition, void any warranty the machine may have.

Audit Records

- Risk Assessments
- Copies of HRW Tickets/Forklift Checklists

Responsibility: MD and Project Manager

DRUG AND ALCOHOL POLICY

Aim

ALL ACCESS CREWING PTY LTD is committed to providing a safe environment for its employees', clients and visitors. Drugs and alcohol can influence an employee's ability to maintain safe practices, endangering themselves and others in the work place.

Research has proven that drugs and alcohol can impair an individual's performance for many hours after the time they were consumed.

Scope

ALL ACCESS CREWING PTY LTD, staff, employees, contractors

Policy

It is ALL ACCESS CREWING PTY LTD policy that an employee must inform their supervisor immediately if they may have a blood alcohol level above 0.00ml/l or are under the influence of non-prescription drugs on arrival at the workplace. An employee must remain uninfluenced by drugs and alcohol for the duration of their shift.

This policy includes employees' engaged in after hours work, on standby availability, casual or contract workers. An employee must not drive a company vehicle or operate machinery if they may be above the 0.00ml/l blood alcohol limit or are under the influence of non-prescription drugs.

The only exception to this policy would be where prescription drugs are used and a letter from your doctor is supplied stating what duties you are able to complete in a safe manner.

Any kind of substance abuse is regarded as a medical condition and we would encourage anyone this may apply to, to seek professional support and assistance.

If you feel at any time you are in breach of this policy you are required to notify the Manager immediately. Also if you suspect any other employee is in breach of this policy you are required to advise the Manager immediately.

From time to time ALL ACCESS CREWING PTY LTD will host social functions and employees' are required to avoid excess alcohol consumption, choose water or soft drink as an alternative and not to take illegal drugs during or prior to these events.

Confidentiality is to be strictly observed in these matters.

A breach of this policy will lead to disciplinary action and may result in the termination of employment

If you involved in an incident, you may be tested for alcohol or drug use.

Audit Records

- Risk Assessments
- Chain of command documents

Responsibility: MD and Project Manager

E-MAIL USAGE POLICY

Aim

While ALL ACCESS CREWING PTY LTD appreciate the convenience and efficacy that Electronic Mail (Email) provides our aim is to protect against its misuse. This policy in conjunction with all existing company policies applies to the email system, in particular the confidentiality, harassment, and privacy policies.

ALL ACCESS CREWING PTY LTD reserve the right to monitor, log and/or restrict employee email usage with or without notice.

Policy

It is the policy of ALL ACCESS CREWING PTY LTD that:

All documents created and sent via the companies email system remain the property of the company.

The downloading of software via email is prohibited.

The size of attachments in an email is to be kept to a minimum for efficient message delivery.

No messages of a harassing nature are to be sent. Harassment is ANY unwelcome or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

No personal business is to be conducted using the companies email system.

Only goods and services required for company business are to be purchased via email and only with the Managers consent.

Only business files are to be downloaded.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, and discriminatory or contains profanities.

Only persons authorized by the General Manager may contact the media regarding Company matters.

No employee may criticize work done by the Company or make any comments that may damage the Companies reputation.

Any employee who is aware of unauthorized or inappropriate email usage by another employee is to contact the General Manager.

Any employee who does not comply with this policy will be subject to disciplinary action.

Policy review date: _____

Aim

ALL ACCESS CREWING PTY LTD is committed to conducting our business in an environmentally aware and responsible manner. We seek the co-operation of our employees in ensuring our work practices are conducted with minimal environmental impact.

Policy

ALL ACCESS CREWING PTY LTD will implement systems to decrease the volume of waste we generate.

Where practical we will use environmentally appropriate packaging and will recycle wherever possible.

We seek the assistance of our employee's to minimize our environmental impact by:

Where possible washing company plant and vehicles in the designated areas

Where there are no designated areas for washing plant and vehicles ensure it is done away from driveways, gutters and roads so the run off will not enter storm water drains

Where declared weeds occur on the job site ensure all soil and seeds are removed from plant and vehicles so transference of the weeds is avoided

Only mix chemicals in the designated areas

Dispose of chemicals as per the Material Safety Data Sheet (MSDS)

Never wash chemicals down drains or gutters

Where a chemical spill has occurred contain and clean up the spill by following the directions on the MSDS as directed by the production company in charge.

Remove all rubbish and waste from the work area and dispose of appropriately

Where practical take steps to prevent soil erosion

Wherever possible reduce the impact of your work on native flora and fauna (e.g.- noise, dust)

Recycle at every available opportunity

ALL ACCESS CREWING PTY LTD seeks to identify our environmental impact and any potential risks at all our locations and implement control measures for any potential hazards.

Policy review date: _____

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Aim

ALL ACCESS CREWING PTY LTD is committed to a non-discriminatory workplace and will abide by the relevant Anti-discrimination and Equal Employment legislation.

Policy

We will not discriminate against anyone in our recruitment practices or in the delivery of our goods and services. This includes discrimination based on sex, age, race, health status, marital status, disability, political conviction, or trade union associations

Our recruitment selection process will be based on merit so all applicants with the qualifications and experience we are looking for will be considered for the position. The successful applicant will be the person who best meets the specific requirements of the job. Promotions within the company will work in the same manner.

No employee or manager is to harass another employee, client, contractor or any other person associated with this company. Harassment of any type is any unwelcome, or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

All employees and all levels of management will undertake not to discriminate, harass, vilify or victimise any employee, client, contractor or other person associated with ALL ACCESS CREWING PTY LTD.

Non-compliance with this policy will result in disciplinary action and employees need to be aware they can be held legally responsible for their unlawful acts.

FIRE AND EMERGENCY EVACUATION POLICY

Aim

It is the policy of ALL ACCESS CREWING PTY LTD to provide a safe workplace for our employees', trainees, clients and visitors. In the unfortunate event there should be a fire or other emergency requiring evacuation of the premises the following will apply:

Policy

- We will alert all persons within the vicinity
- Assist and remove any person/s in immediate danger (only if it is safe to do so)
- Call the fire brigade on 000
- Confine the fire if possible to prevent any further injury or damage. Employees' trained in the use of fire extinguishers can use these to confine the fire if it is safe to do so. If any risks are associated with this, evacuate the area immediately, closing any doors behind you.
- Evacuate immediately and proceed to the evacuation point furthest from the danger, closing all doors. Meet at assembly point in the park across the road.
- Check that all areas have been cleared and persons are accounted for.
- Maintain control of persons at the evacuation assembly areas and contact the emergency services with the details of what has occurred and of any persons unaccounted for.
- Remain evacuated until you are given the all clear to re-enter the area.

All venues have a building plan that you are to be familiar with

Evacuation assembly points will differ with each different venue, please see your supervisor for this information.

Reference: Safety Management Plan

Audit Records

Safety Management Plans

Site maps

Site Register

Site Safety Officer/MD

FIRST AID POLICY

Aim

Anywhere people exist, so does the potential risk for injury. ALL ACCESS CREWING PTY LTD is committed to the provision of effective first aid services that comply with current legislation. First aid involves the first response treatment and stabilization of ill or injured persons.

Policy

ALL ACCESS CREWING PTY LTD will ensure that it complies with current legislative requirements.

In particular:

- Risk assessments will be conducted and documented that take account of any particular hazards in the workplace.
- Suitable personnel will be trained to administer first aid.
- First aid cabinets and kits will be stocked appropriate to the type of injuries likely to occur as identified in the risk assessment. It will be kept in a prominent, accessible, clean location known to all workers.
- All company vehicles will be fitted with a suitable first aid kit.
- All First Aid incidents will have all the relevant details recorded in the First Aid log section of the OHS diary. The details will be recorded as soon as possible (usually by the First Aid Officer) and will be kept at the work place for 7 years. They will be kept strictly confidential.
- If required a First Aid Officer will be appointed and a first aid room will be provided. (this is a venue or production management facility provision)

Reference

See - Basic First Aid Procedures

Audit Records

First Aid Certificates

FORK LIFT POLICY

Aim

To ensure the safety of all employees while working with or around fork lift trucks.

Policy

ALL ACCESS CREWING PTY LTD is committed to the safe operation of its fork lift Operators and surrounding worker(s). This will be ensured through certified and authorised operators. Further ALL ACCESS CREWING PTY LTD will ensure adequate information is made available to employees on the safe operation of forklifts. Venue/Site Managers will include induction for new operators/ machines. Regular inspections will be carried out and correct operation of fork lift trucks will be monitored at all times.

Procedure

Maintenance.

Will be in accordance with manufacturer's recommendations and will only be carried out by authorised maintenance personnel or contractors.

Pre-operational daily safety checks will include:

- Steering, brakes and lights (if fitted).
- Tyres for wear or damage.
- All warning devices including horns and reversing alarms.
- Tines for damage.
- Tilt systems.
- Battery condition including fluid levels.
- Hydraulic lines, cables etc.

Minor faults will be recorded on the daily inspection sheet.

Major faults identified or occurring during the shift will require the fork lift truck to be IMMEDIATELY removed from service until the faults are rectified. (Example – Steering fault)

Driving

- Only certified / authorised employees are to operate fork lift trucks.
- Seat belts are to be worn at all times.
- Passengers will not be carried.
- Loads will be placed fully against the truck carriage or back rest.
- Mast will be tilted backwards.
- Loads to be transported as close as practical to the ground.
- Ramps are to be driven up and reversed down at all times.
- Safe distances will be maintained from other vehicles.
- Speed will be reduced when making a turn to prevent fork lift tip overs.
- If vision is obscured fork lift is to be driven in reverse.

FORK LIFT POLICY

Prohibited practices

- Leaving the fork lift **without** the park brakes applied, tines lowered, controls in neutral and key removed.
- Lifting employees on the tines of the fork lift without using an approved work platform.
- Overloading the fork lift. Load capacity to be checked on the data plate.
- Towing or pushing objects without the use of proper towing connections.
- Pushing objects with the point of a tine.
- Modifications to safety features of the fork lift including the fitting of any additional counter weights.

Reference: Forklift Checklist

Audit Records

Forklift tickets

Forklift Checklist

Risk assessments

Procedure Owner:

MD/Crewchief/Supervisor

HAZARDOUS SUBSTANCES POLICY

Aim

At ALL ACCESS CREWING PTY LTD the safety of our employees' is of utmost importance. Strict adherence to this policy is **essential** to the health and wellbeing of our employees' as exposure to hazardous substances can result in skin complaints, breathing difficulties, allergic reactions, burns, cancer and death.

Policy

Each substance used in the workplace will have a MSDS (Material Safety Data Sheet). Even many common cleaning agents are classed as hazardous substances. MSDS's can be obtained from the supplier when purchasing hazardous substances or can be obtained from the manufacturer. Each workplace must have a register of all hazardous substances used and have the current MSDS for each. The MSDS's must be readily accessible to all employees'.

The MSDS's contain information such as the use of the substance, whether it is hazardous or not, emergency contact numbers, first aid measures if exposure occurs, handling and storage information, disposal information, personal protection measures needed and what to do if spillage occurs.

Procedures for handling substances

Ensure you have been trained to use the substance

If transporting the substance follows the transportation advice found on the MSDS and ensure the MSDS is in the vehicle carrying the substance

Follow the label, MSDS and risk assessment for the safe handling and personal protective equipment (PPE) needed.

Ensure the labels are fixed to hazardous substances containers and are legible

Follow the MSDS, label and risk assessment for the storage, disposal and use of substances

Follow your training and the information on the MSDS if exposure to hazardous substances occurs

Always wear PPE when opening, mixing or disposing of substances. The necessary PPE for the substance you are using is listed on the MSDS

Review the MSDS **at least** once in **every 5** years to ensure it contains current information

Non -compliance with this policy will result in disciplinary action.

Audit Records

Risk assessments

Hazardous Substances / Dangerous Goods Manifest

MSDS Register

Training records

Incident Report Forms

Procedure Owner

Site Manager/Production Manager/Principal Contractor

INCIDENT REPORTING POLICY

Aim

ALL ACCESS CREWING PTY LTD intend to operate our business in a manner, which ensures the safety and wellbeing of our employee's, clients and visitors.

Background

An incident is an event or series of events that results in harm to people, damage to property or to the environment or loss of process or product. Incident examples include but are not limited to:

Spills - any loss of primary containment of product including product contained within bund (with zero tolerance on volume).

Plant incidents - any car, truck, fork lift or plant incidents or serious malfunctions that occur whilst carrying out work-related activities.

Injuries - The consequence of an instantaneous event causing harm to a person (e.g. broken limb, cut requiring stitches, burns).

Implosions, explosions or fire.

Fatalities.

Serious incidents are those, which result in serious injury or fatality or where a person is exposed to immediate risk to their health or safety. A serious injury may be classed as one, which requires in patient hospital treatment. For the definition of a serious injury contact your locally responsible government body such as WorkCover or WorkSafe.

Policy

In the unfortunate event of an incident in the workplace the following will be adhered to.

Serious Incident:

- Notify the appropriate emergency services for assistance
- Immediately notify the appropriate government body in your state (eg WorkCover or Department of Industrial Relations, Workplace Health and Safety)
- Preserve the incident site until a safety inspector arrives or gives direction to do otherwise.
- Provide written notification within 24 hours on an approved Incident Notification Form & file a copy of this form for reference.
- The Manager of the business is to be notified as soon as practical & the insurer will also require prompt written notification.

ALL incidents including near misses

Regardless of severity of the incident are to be recorded in the OHS Diary so necessary policy changes can be made and as a safety record.

Audit Records

Risk assessments

Hazardous Substances / Dangerous Goods Manifest

MSDS Register

Training records

Incident Report Forms

Procedure Owner Site Manager/Production Manager/Principal Contractor

INTERNET ACCESS POLICY

Aim

ALL ACCESS CREWING PTY LTD appreciate that the Internet can be a valuable workplace tool. To protect against its misuse, this policy in conjunction with all existing company policies apply to Internet usage.

Policy

ALL ACCESS CREWING PTY LTD reserve the right to monitor, log and/or restrict employee Internet access with or without notice.

It is the policy of ALL ACCESS CREWING PTY LTD that:

Internet access is permitted to authorised employees only.

Internet browsing must only be conducted for activities that directly relate to company business.

All results of network activity conducted while doing company business and being conducted with company resources remain the property of the companies.

Use of the Internet for any illegal purpose is strictly prohibited.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, and discriminatory or contains profanities.

Information relevant to company business may be downloaded.

The downloading of software is prohibited.

Any employee who is aware of unauthorized or inappropriate Internet usage by another employee is to contact the General Manager.

Any employee found to be breaching this policy will be subject to the companies' Disciplinary Action and Dismissal Policy.

Audit Records

Procedure Owner MD

MANAGEMENT OF LEGISLATIVE CHANGE

Aim

To ensure the health and safety of our employees', clients and visitors by complying with all relevant legislative changes.

Policy

ALL ACCESS CREWING PTY LTD and ETETC will follow any changes in the legislation, which may apply; to the way we conduct our business or provide goods and services to our clients.

We will endeavour to keep at the forefront of technical knowledge in relation to OHS issues in the workplace. We aim to remain up to date with any changes in regulations or codes of practice.

This will be done by maintaining a close relationship with our local council, WorkCover and the Department of Industrial Relations.

The employee nominated to keep abreast of these changes is WH&S Committee

LEGISLATION/ CODES/ STANDARDS MANAGEMENT PERSON RESPONSIBLE

Monitor changes to health and safety legislation & notify procedure owners regarding changes to legislation/ standards	MD/ Safety Officer
Plant assessments & registration of plant	Production Manager/Event Manager
Notification of Incidents Site Manager/Event Manager/MD	Production Manager/Site Manager/Crewchief/Event Manager/all employees
Notification of serious injuries to relevant State WorkCover	Event Manager/MD

MANUAL HANDLING POLICY

Aim

At ALL ACCESS CREWING PTY LTD we are committed to reducing the potential for manual handling types of injuries as far as is practical. Manual handling is any activity where an employee is required to grasp, manipulate, carry, lower, push, pull, hold or move an object. It therefore encompasses most workplace activities. To provide an effective manual handling procedure to protect employees and contractors of ALL ACCESS CREWING PTY LTD against musculoskeletal disorders, as well as strains and injuries caused by manual handling.

Policy

ALL ACCESS CREWING PTY LTD will take all practicable steps to ensure that plant, equipment and working environments are designed to be consistent with safe manual handling activities and work practices are carried out in the safest possible manner.

- Staff will be encouraged to identify hazards and associated risks as part of our Risk Management practice. Risk assessments will include poor working postures, work layout and work organisation, repetitive handling and the application of force.
- Training will be provided to all relevant staff so that they can participate in risk assessments successfully.
- Improvements in procedures will focus on task redesign to reduce risks.
- Mechanical aids, such as trolleys and appropriate handles will be supplied.
- Training in back care will be provided.
- Sufficient resources will be allocated to comply with the aim of this policy.

• **Procedure**

Consultation with employees who are directly involved in carrying out manual handling	Employees will be instructed not to lift or move items they find heavy or awkward. Instead they will be trained in the use of appropriate lifting equipment.
activities will be undertaken on an ongoing basis to facilitate the decision making process in regards to manual handling issues.	the plant and equipment used on site is designed, constructed and maintained; so far as is reasonably practicable; so they are safe and without risk to health and safety when
work practices involving manual handling are designed, implemented and maintained; so far as is reasonably practicable; so they are safe and without risk to health and safety;	the working environment is designed, constructed and maintained, so far as is reasonably practicable, to be consistent with safe manual handling practice

Basic Principles for Lifting

There are six basic principles to follow in Kinetic Handling:

1. Size Up the Load to make sure it is not too heavy or too large.
2. Position the feet apart, about as wide as the hips, with one foot forward. This ensures balance.
3. Straight Back - Bend your knees and reach down to the load. Keep your back straight as you lower yourself.
4. Correct Grip - Grip the load with both hands and use the base of the fingers and palms of the hand. This reduces stress in the arms.
5. Tuck Chin In and avoid turning the head to the side. This helps to lock the spine and reduces stress in the shoulder and back muscles.
6. Elbows in to Side to reduce stress on the shoulders

Use Body Weight - Slowly push up with your legs and keep your back straight. Lift with the leg muscles, these are stronger and better suited for the job. Never bend at the waist, always bend at the knees - it makes the job ten times easier on your back.

Reference:

The National Standard for Manual Tasks (2007)

National Code of Practice for the Prevention of Musculoskeletal Disorders from Performing Manual Tasks at Work (2007)

Workplace Health and Safety Legislation

Manual Handling Procedure

Audit Records

Risk assessments

Incident report forms

Training information

Procedure Owner

Crewchief/Supervisor

MOBILE PHONE POLICY

Aim

Mobile phones offer an extremely convenient method of communication with fellow employees and clients. They can however pose a safety hazard when used in certain circumstances. ALL ACCESS CREWING PTY LTD aims to ensure the safety of our employee's while using mobile phones.

Health concerns regarding mobile phones

The scientific literature has to date provided no concrete evidence that long-term mobile phone usage creates a health hazard. As more research is undertaken this possibility cannot be ruled out.

Policy

For safety reasons employees must:

- Use a land line wherever possible
- Limit the number and duration of calls where practical
- Use a hands free set when ever available.
- It is a legal requirement to use a hands free attachment for your mobile phone while driving. At ALL ACCESS CREWING PTY LTD we recommend employees avoid using a mobile phone while driving as it can act as a distraction.
- Ensure their mobile phone is switched off at service stations while fuelling vehicles.
- The use of mobile phones while operating forklifts or other machinery is strictly prohibited.
- The use of mobile phones on the job (unless allowed by the General Manager) is strictly prohibited.

Mobile phone ownership & maintenance

Mobile phones issued by the company remain the property of the company and must be returned to the company if employment services are ceased.

Mobile phone batteries must be maintained according to manufacturer's instructions to ensure longevity.

Employees must report damage, loss or theft of their mobile phone to the General Manager so a replacement can be organized.

The company's mobile phone preferred carrier and the mobile phone plan structure must not be altered without prior authorization.

The number of calls made on the mobile phone must be limited to essential business calls.

Employee owned mobile phones

All mobile phones owned by employees' must be switched off during working hours. They may be switched on during official breaks and at the completion of the break they must again be switched off. If a friend or relative needs to reach you in the case of an emergency they may call for you on the crewchiefs or office number, or unless prior arrangements have been made with crewchief for the phone usage.

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

Aim

At ALL ACCESS CREWING PTY LTD we are committed to providing a safe environment for our employee's, clients and visitors. Personal Protective Equipment (PPE) is any piece of clothing or equipment which when worn and fitted correctly can protect the wearer from risks of injury or disease in the workplace. PPE includes but is not limited to protective footwear, gloves, hearing and eye protection, head wear, high visibility apparel, respiratory apparatus etc.

Policy

ALL ACCESS CREWING PTY LTD will provide and maintain PPE when it has been determined that its use is required to ensure the safety and health of direct employees, to reduce the likelihood of occupational injury and/or illness. If employees provide their own PPE these must be in accordance with the Australian Standards.

In the case of works by contractors, the provision of PPE to their direct employees will be the contractor's responsibility.

It is the policy of ALL ACCESS CREWING PTY LTD that PPE must be worn/used at all times it is indicated, without exception in the warehouse and onsite.

Reference

National OH&S Initiative 2002-2012

All relevant States and Territories of Australia OH&S Acts, Regulations and Codes of Practice

Australian Standards

(There are many standards in relation to safety footwear, gloves, safety belts and harnesses, glasses, signage, hearing protection, eye protection, helmets, respiratory protection devices, clothing, washers/disinfectors for respiratory apparatus

Issue and Maintenance of PPE

ALL ACCESS CREWING PTY LTD will ensure employees are issued with PPE on commencing employment

The PPE will be replaced when unserviceable due to damage or fair wear and tear

Employees are responsible for ensuring their PPE fits correctly so it offers maximum protection

All PPE remains the property of ALL ACCESS CREWING PTY LTD

On completion or termination of employment services all PPE items are to be returned to ALL ACCESS CREWING PTY LTD

All items of PPE are to be used according to the manufacturer's instructions and are only to be used for their intended purpose.

It is the responsibility of all employees to regularly inspect their PPE and ensure they are in full working condition. Advise your supervisor immediately if any items need servicing or replacing.

Do not use any item of PPE if it is not in full working condition. Always ask for and use a replacement item.

Employees are responsible for the correct storage of their issued PPE.

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

Specific PPE

Safety Helmets- are to be worn in designated areas or where there is a danger from falling objects. Safety helmets are to comply with AS1800, AS1801 and AS1698. Safety helmets are to be replaced after 2 years from the issue date or earlier if damaged.

Safety goggles &/or Facial shields- the eyes must be adequately protected where possible exposure to hazards exists. Potential eye hazards include chemicals, dust, foreign objects, radiation or other sources. All eye protection must comply with AS1336, AS1337 and AS1338.

Ear plugs and ear muffs- where the noise levels exceed 85dBA ear protection must be utilized. Which ear protection to be used in each circumstance needs to be ascertained by qualified personnel? Ear protection needs to comply with AS1270. Don't share ear protection with other employee's due to the risk of infection.

Respiratory protection- respiratory protection must be used where indicated in the MSDS or where there is potential exposure to biological or atmospheric hazards including dust. The type of respiratory protection utilized is to be determined by your supervisor and must comply with AS1715 and 1716. Respiratory protection should not be shared amongst employees due to the risk of infection.

Gloves- gloves must be worn where there is risk of damage to the hands. The type of glove required depends on the task at hand and is to be determined by your supervisor. Hand protection must comply with AS2161 and AS2225

Steel Cap boots- are to be worn where there is potential for foot injury either from falling objects or stubbing injuries. Footwear is to comply with AS2210

High visibility clothing- must be worn if employees are working in heavy traffic areas or where you need to be visible to traffic.

Safety harnesses or lifelines- must be worn where there is a risk of falling.

The Sun Protection Policy constitutes part of this PPE Policy and clearly outlines what must be worn to ensure all outdoor employees are adequately protected from ultra violet radiation.

Audit Records

Risk assessments

Employees Training Register

Purchasing Records

PPE Reviews

Procedure Owner

Crewchief/Supervisor

Aim

ALL ACCESS CREWING PTY LTD is committed to the protection of personal privacy. Our commitment to privacy is demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

The personal information we collect is for the administration of providing you with our goods and services and to enhance and develop our relationship with you. The information we collect typically consists of contact details and job title or position.

Policy

ALL ACCESS CREWING PTY LTD will collect only information that is relevant and necessary and will collect the information in an unobtrusive manner. The information will not be used for any purpose other than that for which it was collected. From time to time we may need to disclose your information to service providers, agents, contractors and strategic partners to help us provide and market our services to you. If we do this we require these parties to protect your information the same way we do.

You are not required to provide us with any personal information when dealing with us. However, you need to be aware we may not be able to notify you in the event of any changes in event details.

ALL ACCESS CREWING PTY LTD will use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from misuse, loss or unauthorised use or disclosure.

The Internet is not a secure environment. If you send us information, including your email address, via the Internet, it is sent at your own risk.

You have a right to access the personal information we hold about you. Please contact us to ask for access to your information or if you have a complaint concerning the privacy of your information. If you would like more information about our approach to privacy please contact us at:

Address
Privacy Officer
ALL ACCESS CREWING PTY LTD
Dee Dimmick

Telephone hotline 3352 7622 or 0411758242

Policy review date: _____

PRIVACY POLICY - EMPLOYEE

Aim

ALL ACCESS CREWING PTY LTD are committed to the protection of personal privacy. Our commitment to privacy will be demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

Policy

ALL ACCESS CREWING PTY LTD will only collect information that is relevant and necessary. The information will be collected in an unobtrusive manner directly from employees. We will also collect information from referees in the initial hiring phase of employment.

Applicants for positions

Applicants will be asked to provide certain personal details. They will at no stage be obliged to provide details. However, omission of certain details may mean we are unable to assess their suitability for the job.

Information held will only be used to assess applicant's suitability to the position. It is required so that we can organise remuneration and so we can provide appropriate care should you fall ill at work. The information will not be used for any purpose other than that for which it was collected and will only be disclosed to our insurers, the relevant banking institutions, and government bodies.

Employees

The information held for each employee will be as follows: name, date of birth, address, career details, references, tax file number, bank account details, any medical conditions or allergies, any other details relevant to the position.

Employees will at all times be allowed access to their employee file, which holds the personal information ALL ACCESS CREWING PTY LTD holds. We will endeavour to always hold accurate, up to date and complete information. Should employees find any errors, or need to update their personal details they will be able to have the information corrected.

Employee files are to be kept locked to ensure confidentiality.

Should employees have any complaints about the privacy of their personal information discussions will be held with the General Manager or CEO

Policy review date: _____

REHABILITATION POLICY

Aim

ALL ACCESS CREWING PTY LTD are committed to the prevention of injury and illness in the workplace by providing a safe environment for our employees'. In the unfortunate event that an injury has been sustained in the workplace, the company will ensure the appropriate treatment is administered and a rehabilitation plan will be put into place as soon as practical.

Policy

It is the policy of ALL ACCESS CREWING PTY LTD to:

- Assist in the return of injured employee to their pre-injury health and employment.
- Provide suitable duties should the employee be unable to perform their pre-injury duties temporarily.
- Provide the services of a qualified and WorkCover accredited rehabilitation provider.
- Provide vocational assistance should an employee be unable to resume their pre-injury employment on a permanent basis.

Our commitments to you

Do our utmost to provide a safe workplace and remain vigilant in the prevention of workplace injuries.

If a work place injury has been sustained ensure a rehabilitation plan is implemented as soon as practical, following medical advice.

Monitor the progress of an employee undertaking altered duties and follow medical recommendations relating to the employees limitations.

To ensure all matters are kept written and verbally confidential.

Reference

Workplace Rehabilitation Procedures

Policy review date: _____

RISK MANAGEMENT POLICY

Aim

To ensure the health, safety and wellbeing of our employees, clients and visitors whilst in our workplace. This will be done by identifying the risks that our company is exposed to and to implement control measures that will reduce these risks to an acceptable level.

Policy

Risk management will be embraced by our company as a core management tool in all decision making.

Implementation of risk management will be through the existing management structure and will involve all employees of our company.

Implementation Process

Risk management will be actively supported by all managers / supervisors and staff, the WHS Reps and Committee will be actively meeting with employees to discuss any issues

The policy will be communicated to all staff and their involvement will be sought.

Adequate resources will be allocated by management to ensure the process is implemented and continues.

All risk will be identified. Risks will include but not be limited to economic, environmental, financial, security and occupational health and safety.

Risks will be evaluated against their likelihood of occurrence and the possible consequence of their happening. These evaluations will be used to prioritise action plans.

Control measures, where required, will be implemented and reviewed for their effectiveness.

Documentation will be maintained.

Control Hierarchy

The control hierarchy is a list of control measures, in priority order, that can be used to eliminate or minimize exposure to hazards. Below is the control hierarchy with general examples of each control measure:

Elimination

Avoid the risk by removing the hazard completely.

Substitution

Use less hazardous procedure/substances equipment/process.

Isolation

Separate the process from people by the use of barriers/enclosures or distance.

Engineering Controls

Mechanical/physical changes to equipment/materials/process.

Administrative Controls

Change procedures to reduce exposure to a hazard

Personal Protective Equipment

Gloves, hats, boots, goggles, masks, clothing etc.

RISK MANAGEMENT POLICY

Risk Assessments will be conducted by All Access Crewing Pty Ltd and given to the Principal Contractor

Audit records

Hazard Identification and Risk Assessment Reports eg: Manual Handling and Noise Assessment

Hazard Identification Reports

Incident Report forms

Hazard Control reviews

Team meetings / Toolbox meetings minutes

Risk assessments

Safe work methods

JSA

Safety plans

Procedure owner: MD

SMOKE FREE WORKPLACE POLICY

Aim

ALL ACCESS CREWING PTY LTD are committed to a safe and healthy work place environment for all of its employees', visitors and clients. A smoke free environment is part of our commitment.

Background

Health authorities worldwide have documented the detrimental effects of smoking and passive smoking. Queensland Health estimates smoking related absenteeism to cost Australian businesses more than \$1.5 billion per year.

Policy

It is the policy of ALL ACCESS CREWING PTY LTD that employees' must not smoke in enclosed workplaces or within 4 metres of the entrance of the building. Smoking is not permitted in the toilet areas, hallways or any other part of the buildings. Smoking is also prohibited in company vehicles.

Smoking at work is to be only in designated areas at designated break times. At no other times.

All employees' are advised to notify the General Manager of any breaches of the smoke free workplace policy. Employee's who breach this policy will be dealt with as outlined in the Disciplinary Action & Dismissal Policy.

Reference

QLD-Tobacco and Other Smoking Products Amendment Act 2004

VIC- Tobacco Act 1987 (Amended 1/3/2006)

NSW- Smoke Free Environment Amendment Act 2004

SOCIAL FUNCTIONS POLICY

Aim

At ALL ACCESS CREWING PTY LTD we are very proud of our reputation in the community. From time to time we host social functions, which will be attended by our clients and local business people. Important contacts and business decisions can arise from these functions therefore we ask our employees' to be mindful of social etiquette and be responsible ambassadors of the company.

We ask that you avoid excess alcohol consumption and the use of illegal drugs is strictly prohibited. The company's workplace harassment and discrimination policies extend to these events. With regards to smoking please follow the regulations of the venue the event is held at.

This policy also applies to social functions our employee's may be invited to attend hosted by our clients, suppliers, distributors, or local business groups. It applies anywhere where you are representing the ALL ACCESS CREWING PTY LTD.

Please do not wear All Access merchandise unless at work.

Policy review date: _____

STEP AND EXTENSION LADDER POLICY

Aim

To prevent injury to employees and others while ladders are being used.

Policy

ALL ACCESS CREWING PTY LTD are committed to the safe use of ladders. Risk assessments will be conducted prior to the purchase of new ladders and will cover the use of existing ladders in all work situations. Employees will be required to follow the safe working procedures applicable to each type of ladder.

Implementation Process / Procedure

Purchase

- All ladders will be of industrial strength with a load rating of at least 120 kgs.
- Single ladders will not exceed 6.1 meters.
- Extension ladders will not exceed 7.5 meters.

All ladders:

- Will be used to gain access, **or**
- To carry out work where the trunk of the body remains centred on the ladder and equipment can be used with one hand. That is the person on the ladder should have three points of contact with the ladder at all times. (Exception – Where additional controls such as harnesses are used.)
- Will be used only on a firm base and a level surface.
- Will not be used to support a platform.
- Will not be used on scaffolding or elevated work platforms to gain extra height.
- Will not be placed in access ways.
- Will not be placed where people will be forced to walk under the ladder or plant may collide with the ladder.
- Metal or metal reinforced ladders will not be used where there is a possibility of contacting live electrical power.

Step Ladders

- Will be fully opened when in use.
- Locking spreader will be fully engaged.
- Makeshift spreaders such as rope and chains are **not to be** used.
- Employees must not stand on the top 2 steps of the ladder to work.

Extension Ladders

- Will be erected at an angle between 70° and 80°.
- Will extend at least 1 metre above a surface being accessed.
- Will be secured against movement at or near its top **or** bottom. (Example – tied to a secure point or another person holding the bottom.)
- While in use the employee's feet must not be less than 900 mm from the top of the ladder.

WORKING AT HEIGHTS POLICY

Aim

To prevent employees, and sub contractors, of All Access Crewing Pty Ltd from falling whilst working at heights, and to prevent or reduce injury as a result of a fall.

Reference

National OH&S Strategy 2002-2012

All Relevant States and Territories of Australia OH&S Acts, Regulations and Codes of Practice

National Code of Practice for the Prevention of Falls in General Construction

Definitions

Working at height: work occurring at a height greater than two metres, or any risk of falling.

Fall: an involuntary movement of a body of more than 2 metres to a level below the level on which a person is being supported.

Fall Injury Prevention System: equipment or materials, or combinations of equipment or materials, designed and intended to prevent, or reduce the severity of, injury to a person in the event of a fall, and includes industrial safety nets, static safety lines inertia reels fall arresters, catch platforms and safety harness systems (other than a travel restraint system).

Industrial Rope Access System: equipment designed and intended for carrying out work on buildings or structures, to manually lower or raise a person in a harness or seat supported by one or more fibre ropes, and includes the equipment used to anchor or haul the rope or ropes during use.

Scope

All employees, contractors working at heights for All Access Crewing Pty Ltd.

Policy

Crewchief supervisor will ensure that any task undertaken, including travelling to and from the task, by an employee, and contractors that involves a fall hazard is identified:

on any plant or structure being constructed, demolished, inspected, tested, maintained repaired or cleaned	on a sloping or slippery surface on which it is difficult to maintain balance
on a fragile or potentially unstable surface	in close proximity to an edge; and
which requires the use of equipment to gain access to an elevated level or to carry out the task at an elevated level	in proximity of height, a hole, shaft or pit which is of sufficient dimensions or depth to allow a person to fall into the hole, shaft or pit.
Where there is any risk of falling	

WORKING AT HEIGHTS POLICY

Procedure

The responsibility is to ensure that

Work at height is avoided if possible by ensuring that no work is done at height if it is safe and reasonably practicable to do it other than at height

Any work carried out at height is properly planned, appropriately supervised and carried out in as safe as way as is reasonably practicable to prevent any persons falling a distance liable to cause injury;

The work is postponed while weather conditions endanger health or safety
--

Everyone involved in the work is competent or if being trained, is supervised by a competent person. This includes anyone involved in the planning, supervision and the supply and maintenance of equipment; and a risk assessment is carried out.
--

All employees and contractors must ensure they:

Report to their Supervisor, the SM/PM or Safety Officer any activity or defect relating to work at height, which is likely to endanger themselves or another person	Comply with any training and instructions, have their tickets or logbooks on them at all times whilst at work
Use any equipment or safety device supplied for work at height properly Always use the double clip method of climbing	Ensure all equipment is in accordance with Australian Standards and have been checked for faults before use

If it is not practicable to eliminate the risk then controls such as a temporary work platform is used or the work is carried out in conjunction with a device which prevents a fall to a lower level.

Any plant or equipment used to control a risk of a fall must be designed and constructed for the task or range of tasks to be conducted, and for the working environment within which it is to be used.

Temporary work platform

Work at heights shall be carried out when practicable from permanent platforms when they are suitable for the work. If a permanent platform does not exist, a temporary platform shall be provided to prevent the risk of falling. Work at heights on any platform shall only be carried out from within the confines of the platform. Handrails, mid rails and toe boards must be fitted to all platforms.

Industrial Rope Access

Where industrial rope access systems and individual fall arrest systems are to be used, they are only to be installed in a location where it is possible to provide prompt assistance or rescue if required.

Prior to setting up these systems, a fall rescue plan should be developed. Workers using rope access and fall arrest systems should not work alone.

Workers required using individual fall arrest systems must be trained and instructed in:

1. the correct fitting and attachment of safety harnesses
2. the dangers of using incompatible hardware
3. the inspection, maintenance and storage of equipment
4. the correct anchorage, installation and use of the system

WORKING AT HEIGHTS POLICY

Scaffolds

Employees and contractors required to work from a scaffold need to be trained:

- what loads it can safely take;
- not to make any unauthorised alterations to the scaffold (such as removing guard rails, planks, ties, toe boards, braces, etc.);
- that working platforms need to be kept clear of debris and access obstructions along their length; and

Those using mobile scaffolds must clearly understand that:

- the scaffold should never be accessed until the castors are locked to prevent movement;
- the scaffold should remain level and plumb at all times;
- the scaffold should never be moved while anyone is on it; and
- the scaffold should be kept well clear of powerlines, open floor edges and penetrations.

Workers using suspended scaffolds must be trained and instructed in the operating procedures for the brand and type of scaffold they will be operating.

Harnesses and Ladders

Only when it is not reasonably practical to provide either permanent or temporary platforms shall the use of ladders and/or secured safety harnesses be considered.

If a harness cannot be secured or is not appropriate for the task, the work shall not proceed until a documented risk assessment has been conducted.

Audit Records

Incident Report Forms

Training records

Risk assessments

STRESS AND FATIGUE POLICY

Aim

At ALL ACCESS CREWING PTY LTD we intend to provide and maintain a working environment that protects the health, safety and well-being of our employees.

Background

We appreciate that due to client deadlines, the workload and workplace dynamics that stress can occur in the workplace. Everyone responds to stress differently. Excess stress can result in lower team morale, increased absenteeism, decreased productivity and increased accident rates. Therefore the way stress is dealt with is important. The most effective way of dealing with occupational stress is through open, honest communication with fellow employees and management.

Policy

At ALL ACCESS CREWING PTY LTD we commit to being open and approachable with employees.

We will adopt a positive risk management approach to occupational stress. Our approach will be to identify potential stressors, assess their effect, develop and implement suitable controls and we will review those controls to determine their effectiveness.

We will investigate workplace accidents or incidents to determine if employee fatigue is a factor.

Effective rostering so as not to overload employees, ensuring transport is made available after an extended shift. Crewchiefs will ensure breaks are adhered to and that there is a definitive break after a long shift.

We will look at absenteeism rates amongst our employees' and look for uncharacteristic behaviour, which can suggest employee stress.

We will encourage employees to participate in assessing their work situations, methods and pace of work.

If conflict arises positive steps will be taken to facilitate a resolution.

Work scheduling is an important factor. Shiftwork and working extended irregular or unpredictable hours causes disrupted sleep patterns.

Other contributing factors are:

- Work stimulation
- Environment
- Health problems
- Relationship problems
- Drug use and misuse

TAKE A POWER NAP 10-45 MINUTES BEFORE YOU GET FATIGUED

Policy review date: _____

SUN and WEATHER PROTECTION POLICY

Aim

ALL ACCESS CREWING PTY LTD are committed to the health and safety of our employees' and have read the growing research on the detrimental health effects of sun exposure.

Any of our employees' who work outdoors need to take certain precautions to protect themselves from the harmful effects of the sun's ultra violet rays.

Steps that need to be taken to minimise your sun exposure:

Protect your skin before going outdoors- apply a broad spectrum, water resistant SUNSCREEN with an SPF of 30+, at least 20 minutes prior to working outdoors. The sunscreen needs to be reapplied at least every 2 hours. Sunscreen will be kept in an accessible area to all outdoor workers.

Wear a HAT with a brim of 10-12cm. Where hard hats are required for outdoor workers they will be fitted with brim and neck flap attachments.

Outdoor workers should wear long sleeved, collared SHIRTS and trousers. These will be made of a tight weave fabric and will be loose fitting, giving the best sun protection whilst still being cool.

SUNGLASSES are to be worn and need to comply with the Australian Standard AS1067:2003. Where safety glasses are required these need to comply with AS1337 and AS1338.

Where possible, you are to complete outdoor jobs early in the morning or late in the afternoon. This minimises ultra violet ray exposure during its peak between 10am and 3pm.

When working outdoors maximise the use of trees, buildings or umbrellas to provide natural SHADE.

Examine your skin regularly, taking particular notice of any sores or spots that don't heal within 4 weeks or any moles or freckles that change or look different. Have any suspicious spots checked by your doctor.

The implementation of this policy requires all outdoor workers to be responsible and vigilant in the protection of their own skin from skin cancer.

Procedures:

Consultation re measures to reduce the impact of heat Principal Contractor	Provision of cool rest areas (in shade Principal Contractor
Schedule work for cooler times in the day Principal Contractor	Provide adequate rest breaks Principal Contractor
Alternate periods of high physical demand with periods of lighter work Principal Contractor	Provide an adequate supply of cool drinking water Principal Contractor
Principal Contractor should provide appropriate shading for work areas for example a "shelter" over mixing desks and technician's position	Rotation of time in direct sunlight and be kept to a minimum whilst carrying out duties Principal Contractor
Provision of sunscreen. The cream provided will be registered under Australian Standards and be of the SPF 15+ or SPF30+ Broad Spectrum type	Employees and subcontractors are encouraged to immediately report to their relevant supervisor and/or safety Officer any significant symptoms of bodily overheating
Supervisors/ Managers are to take immediate appropriate action in accordance with this policy to protect employees and subcontractors, and ensure they receive first aid attention (if required)	All employees and subcontractors, when practicable, to wear general purpose sun protection glasses which comply with AS1337.6:2007 and AS1067:2003

SUN PROTECTION POLICY

Principal Contractor must provide regular rest breaks. A ten minute break every hour, in a cooler area, helps the body to cool off, especially where the work is hard, physical work. The length of the break should be increased if the temperature is very high. As a practical guideline, the following measures can be followed in most workplaces:

Temperature	Rest Period
30 to 32°	10 minutes
32 to 35°	15 minutes
more than 35°	at least 30 minutes

Providing air-conditioned sheds or vehicles for rest breaks. These must obviously be near each area where work is being done, or break time will be spent walking to and from the shed or vehicle. Also, the nearer the shed or vehicle, the more likely it is to be used.

Provision of cold (non-alcoholic) drinks. Frequent small drinks of cooled water will help replace the water lost to your body through sweat, before dehydration begins. This is better than infrequent large drinks. Again, the cold water supplies should be near each working position, to encourage frequent drinks.

Providing canopies or awnings over sections of the site where work is currently being carried out, to shield workers from the ultra-violet rays of the sun, as well as from the direct heat of the sun.

Inclement Wet Weather, storms thunderstorms/lightning and fog conditions

<p>Principal Contractor is to liaise with All Access Crewing Pty Ltd supervisors to coordinate where practical and appropriate to reschedule labour intensive work outside the periods of very inclement weather, heavy rain or thunderstorm conditions</p>	Supervisors to arrange for work to be carried out by exploiting the use of existing protection (eg buildings), wherever possible
	All works will be stopped in the event of thunderstorms and heavy rain if outdoors
<p>Supervisors to ensure that when working conditions, (with respect to very inclement weather, heavy rain, storms or thunderstorm/lightning conditions) are very harsh or inclement, that employees will be offered periods under protection</p>	Any reference to the temperature shall be accurately determined by reference to the policy manual
	<p>Employees also have a duty of care to themselves and others, and must comply with instructions and use the protective clothing and equipment provided. Employees should consume adequate amounts of water to prevent dehydration and to regularly self-douse with cool water to prevent overheating</p>

Audit Records

Incident Report Forms

Training records

Induction Records

Procedure Owner

Site Manager/Event Manager/Principal Contractor/Crewchief/Supervisors

WORKPLACE HARASSMENT AND CONFLICT MANAGEMENT POLICY

Aim

ALL ACCESS CREWING PTY LTD are committed to a harmonious and productive work environment. Workplace discrimination, bullying and harassment are unacceptable and will not be tolerated under any circumstances.

Background

As well as being unlawful, harassment can lead to increased absenteeism, decreased productivity and tension in the workplace.

Harassment is ANY unwelcome or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

Policy

Wherever possible, disputes will be resolved quickly and informally.

All reports of discrimination or harassment will be dealt with in a sympathetic and confidential manner to help achieve fair hearings of the allegations and reducing the risk of defamatory action. No employee is to be victimised for making allegations of discrimination or harassment.

Employees who feel that they are being discriminated or harassed will be encouraged to tell the person or people that the behaviour is unwelcome or offensive. If the behaviour continues then the incident or behaviour should be reported to the supervisor.

If the supervisor is the source of the problem then it should be reported to the Office Manager. If the Office Manager is the source of the problem then it should be reported to the General Manager or CEO

If the General Manager is the source of the problem it can be reported to a Workplace Health and Safety inspector or Industrial Relations inspector.

Co-workers will be treated in a respectful and courteous manner.

Non-compliance with this policy will result in disciplinary action and employees' need to be aware they will be held legally responsible for their unlawful acts.

This policy applies to all employees', contractors and the dealings we as a company have with clients, customers and other businesses.

Policy review date: _____

ADDENDUMS 2012/2013

Sun Protection

Objective

The objective of this Work Safe procedure is to establish and maintain safe working procedures to protect the health and safety of all employees and staff who are required to work outdoors in the heat and sun.

Responsibilities

Managers and Supervisors

- Ensure that site specific risk assessments are carried out and records maintained, where employees are required to work outdoors in the sun.
- Provide training and instruction for all employees and Staff who are required to work outdoors in the sun.
- Ensure that identified protective measures are resourced and utilised.

Employees

- Follow the safe working procedures implemented for work outdoors in the sun.
- Use the provided protective measures against the sun's ultraviolet rays when working outside.
- Advise management if replacement/replenishment of protective measures are required or additional protective measures are indicated.

Factors Influencing Sun Exposure

The main factors that influence the risk of over exposure to ultra violet rays from the sun resulting in adverse health effects are:

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

Health Effects of Sun Exposure Work in hot climatic conditions with sun exposure can lead to a number of health related conditions:

- Discomfort
- Sunburn
- Heat cramps
- Heat exhaustion
- Heat stroke.

Employees and Staff should be encouraged to report any signs of heat illness immediately to their supervisor/manager.

CLIENTS TO NOTE

Providing regular rest breaks. A ten minute break every hour, in a cooler area, helps the body to cool off, especially where the work is hard, physical work. The length of the break should be increased if the temperature is very high. As a practical guideline, the following measures can be followed in most workplaces:

Temperature	Rest Period
30 to 32°	10 minutes
32 to 35°	15 minutes
more than 35°	at least 30 minutes

Providing air-conditioned sheds or vehicles for rest breaks. These must obviously be near each area where work is being done, or break time will be spent walking to and from the shed or vehicle. Also, the nearer the shed or vehicle, the more likely it is to be used.

Provision of cold (non-alcoholic) drinks. Frequent small drinks of cooled water will help replace the water lost to your body through sweat, before dehydration begins. This is better than infrequent large drinks. Again, the cold water supplies should be near each working position, to encourage frequent drinks.

Providing canopies or awnings over sections of the site where work is currently being carried out, to shield workers from the ultra-violet rays of the sun, as well as from the direct heat of the sun.

What action should be taken if someone has symptoms of heat illness?

- First take the sufferer to a cooler area (for example, an air-conditioned shed or vehicle).
- Then remove excess clothing (hard hat, boots, shirt).
- Give water to drink, if conscious.
- Allow the person to rest if they are suffering from heat exhaustion
- If the person is suffering from heat stroke they should be cooled with water, cold compresses, and/or rapid fanning. A person suffering from heat stroke should be taken to a medical facility for further cooling and monitoring of body functions.

REMEMBER: HEAT STRESS IS A MEDICAL EMERGENCY. DON'T TAKE CHANCES !

Clothing

- Clothing should permit free flow of cooling air to allow for sweat evaporation.
- Clothing material should be made of predominantly natural fibre and have a loose weave.
- Long sleeved shirts and trousers are recommended for work outdoors to provide maximum protection from sun exposure.
- Wearing personal protective equipment (PPE) contributes to heat related problems, therefore consideration should be given to providing short rest breaks in a shaded area when PPE is required to be worn.
- Wide brimmed hats should be provided and where hard hats are required, sun shade extensions should be made available.
- Tinted safety glasses should be worn.

Sunscreens

- Sunscreens shall be used to protect any skin not covered by clothes (face, ears, back of neck, hands, legs, etc.)
- All sunscreens shall be of the 30+ broad spectrum type.
- To be effective, a sunscreen must be applied to clean, dry skin, 15 to 20 minutes before going into the sun. Sunscreen should be used only on those areas of the body, which cannot be protected by clothing. Sunscreen shall be re-applied every 2 hours or as directed by the manufacturer.
- Zinc cream or other sun blocks may be applied to the lips and nose for extra protection.

Organisation

- Acclimatisation to work outdoors in the sun may be required for people moving from a cool to a hot climate, eg. work arrangements where a person increases the hours of exposure over several days.
- Re-organise work so that outside work is done in the cooler parts of the day.
- Alternate periods of work in hot conditions with periods of work in cooler conditions.
- Provide breaks in cooler areas during hot periods.
- Consider means to reduce the physical demands of work activities, eg. mechanical lifting devices instead of manual handling.
- Erect temporary cover.

Fluid Replacement

- To avoid the risk of heat stress, easy access to cool drinking water shall be made available.
- Employees should be encouraged to drink 100-200ml of water at frequent intervals to replace fluids lost in sweating.

Instruction & Training

Induction and ongoing training for employees and Staff who are required to work outdoors in the sun should include:

- Details of specific work arrangements
- Health effects of sun exposure

Health and Wellbeing Strategy

The most effective way to attract and support competent and productive workers is to ensure a healthy and safe work environment for everyone including workers with mental illness.

Some characteristics of a healthy and safe workplace:

- professional development is supported and encouraged
- obstacles to optimum mental health are identified and removed
- diversity is viewed as an organisation advantage
- staff turnover and sick/stress leave is low
- staff loyalty is high
- workers are productive members of a team.

A key component to the success of creating a safe and healthy work environment is commitment and awareness. This can be demonstrated throughout the organisation by:

- commitment from senior managers and other senior staff to develop a healthy working environment through mission statements and policies
- managers demonstrating their commitment by implementing the strategies
- making all staff aware of your managerial commitment to having a healthy and safe working environment.

A safe and healthy workplace culture has many benefits such as:

- promoting staff loyalty and pride
- generating positive views about the business – both by workers and clients/customers
- becoming a highly sought after work environment when recruiting new staff
- greatly improving productivity.

Consulting with workers

- In terms of mental health, it is important to involve workers and their representatives in strategies and policies related to OHS, risk management and mental illness. Not only is consulting with workers required under OHS law, it also makes good sense in creating a safe and healthy workplace.

Assess the work and workplace characteristics to identify whether it is a healthy and safe work environment or one that could create or contribute to poor mental health.

Possible mental health hazards to assess

Stress is a major contributing factor to mental health issues in the workplace. There are eight clear risk factors:

1. high demand (work overload)
2. low support from co-workers and supervisors
3. lack of control
4. poorly defined roles
5. poorly managed relationships and conflict
6. poor change participation
7. lack of recognition and reward

8. organisational
9. injustice
10. Bullying and harassment in the workplace can greatly affect a person's mental health. Bullying and harassment can take the form of:
 - abusive behaviour or language
 - unfair or excessive criticism
 - purposely ignoring the worker's point of view
 - tactless remarks or actions which put down the person
 - malicious rumours.

Definition of bullying and harassment

- "Workplace bullying is repeated, unreasonable behaviour directed towards a person or group of persons at a workplace, which creates a risk to health and safety."
- 'Repeated' means persistent or ongoing behaviour, not the specific type of behaviour, which may vary.
- 'Unreasonable behaviour' means behaviour that a reasonable person, having regard to the circumstances, would expect to victimise, humiliate, undermine or threaten.
- 'Risk to health and safety' means risk to the emotional, mental or physical health of the person(s) in the workplace.
- "Unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under discrimination or human rights legislation. It can also happen if someone is working in a 'hostile' – or intimidating – environment."

Workplace trauma

In some workplaces, there are risks of one-off or cumulative incidents that are severe and traumatic for workers and contribute to post-traumatic stress disorders or other mental illness. These include workers dealing with armed robberies, violent attacks, catastrophes or emergencies.

Assessment of workplace characteristics

Assessment of work and workplace characteristics and risks to mental health may include:

In relation to psychological injury claims, work pressure accounts for around half of all claims and harassment and bullying for one quarter of claims.
(Source: Australian Public Service Commission (2006))

Monitor and Review to identify any patterns and trends

- a review of policies, such as those relating to bullying and harassment, dealing with emergencies, OHS and equal employment opportunity, to determine their effectiveness in the workplace
- allowing workers to provide feedback about their immediate managers and the management of the organisation, such as:
 - what they value about the organisation
 - what helps them within their role and the organisation

- what changes they would like to happen
- what they find frustrating about their role, the organisation and, if appropriate, their manager
- an audit to assess the risks related to mental health in the same way as you would assess the risks from chemicals or other safety risks.

Proactive measures to achieve a healthy and safe workplace

Some key measures to help create a healthy and safe workplace and improve mental health include:

- having effective policies and procedures
- offering flexible working arrangements developing mentoring and peer support systems
- providing access to counselling services and/or specialist support groups
- developing a greater understanding through education and training
- ensuring safe and healthy work conditions.

Effective policies and procedures

It is important to have an effective foundation of policies and procedures to outline your commitment to providing a safe and healthy workplace.

Key policies to develop and review include:

- an overarching policy with a commitment to providing a safe and healthy workplace
- a policy which addresses managing mental illness issues in the workplace and deals with matters such as consultation, confidentiality and training
- broad equity and non-discrimination policies, including disability and mental health
- a policy related to harassment and bullying (or include this in an OHS or equity policy)
- a policy to enable feedback
- policies and procedures for providing reasonable adjustments so that requests are dealt with promptly, fairly and appropriately.

Other policies and procedures, which are relevant to developing a safe and healthy workplace, include policies that balance identification of risk and supporting workers in the following areas:

- performance management
- grievances
- occupational aggression and violence
- drugs and alcohol in the workplace
- hazard identification and reporting systems
- emergency incidents, such as how to deal with extreme events (e.g. armed robbery, death or serious accident in the workplace) including measures to support the mental health of workers.

Flexible workplaces

Reasonable adjustments, the adoption of broader strategies, like flexible workplace policies frequently benefits all workers as well as the organisation.

Examples of flexible workplace practices include:

- variable start and finish times and days worked, provided the core business hours and overall fortnightly or monthly hours are worked and essential business needs are met
- working from home, as long as the allocated tasks are met and core meetings and events are attended
- ability to work part-time
- discretionary leave where additional sick leave provisions are made available to the worker
- being willing to change work tasks, demands and timeframes
- designing jobs to include where possible variation and flexibility to reduce repetitive and monotonous work
- allowing workers to arrange their work so they are able to regulate their tasks to meet work demands.

Having a range of flexible work practices can result in:

- improving your ability to attract skilled and motivated workers
- recognition as an 'employer of choice' with a competitive edge in recruiting
- creating greater staff loyalty and higher return on training investment
- increased trust and respect
- minimised stress levels and improved morale and commitment
- a better match between peaks and troughs in workloads and staffing
- minimised absence from work and staff turnover
- increased management skills and finding creative ways to work
- improved productivity
- potential for improved OHS performance
- enhanced compliance with discrimination and workplace relations laws

Mentoring and peer support systems

My employer has never had a problem with me ringing them during work time if I felt my anxiety was becoming an issue. It has been a fabulous safety net when I'm having problems and it's really reassuring that my information is kept private and confidential."

An employee with an anxiety disorder

Some managers have found mentoring or peer support systems have had a positive impact on their workplaces. Mentoring is when another worker or appropriate external person with specific skills and abilities (a 'mentor') helps a worker to build up their skills, abilities and confidence in the workplace.

Access to counselling services and/or specialist support groups

Many managers have developed formal partnerships with workplace counselling services, often called an Employee Assistance Program.

Such partnerships enable ready access to counselling services for workers. The benefits for the workplace and the worker include:

For the manager:

- **increased productivity, worker efficiency and minimised absence from work**

- **effectively and promptly addressing issues which may otherwise affect productivity.**

For the worker:

- **ready access to a support service that is provided by trained professionals**
- **information is kept private and confidential**
- **does not cause major disruption to work.**

Develop greater understanding through education and training

A key strategy in creating a healthy and safe work environment for all workers is to provide information and training for staff. This can cover a number of different areas, such as:

- mental health awareness training
- bullying and harassment
- stress management
- communication skills
- job specific training
- diversity and disability awareness training
- OHS in the workplace
- training for managers in competencies for preventing occupational stress in the workplace.

Workers with mental illness will be more likely to trust their manager and colleagues if the workplace has a commitment to equal employment opportunities, an understanding about the reality of mental illness and a willingness to make reasonable adjustments.

Safe and healthy work conditions

Providing safe and healthy work conditions benefits all workers and minimises the risk of or exacerbation of mental illness in the workplace. Some examples include:

- regular rest breaks
- limits on overtime or workload
- breaks between shifts
- flexible work hours, such as time off in-lieu, ability to swap shifts or rostered days off
- ability to work part-time
- study leave or professional development
- effective grievance and conflict resolution procedures
- workplace change consultation provisions.

HEALTH AND WELLBEING POLICY

Aim

ALL ACCESS CREWING PTY LTD is committed to a healthy workplace and will abide by the relevant Anti-discrimination and Equal Employment legislation.

Policy

Prevention –

Recognising the potential to prevent or delay the emergence of certain mental health problems and to prevent a range of negative outcomes associated with poor mental health, including physical health problems. Actively promoting positive mental health through community settings is a core part of effective prevention efforts.

Early intervention –

Responding early in life, early in the course of a mental health problem, and early in an episode of illness, reduces the risk of escalation, has a positive impact on the pattern of illness, and minimises the harmful impact on individuals, their families and carers, and the wider community.

Recovery –

Promoting access to client-centred treatment and ongoing support that aims to achieve real change and the best possible individual outcomes. Recovery-focused care should foster independence and the capacity of affected individuals to achieve their personal goals and lead meaningful and productive lives.

Social inclusion –

Destigmatising mental illness and promoting the fullest possible participation of people with mental health problems, their families and carers in the community, and recognising the impact of multiple types of disadvantage. Social inclusion is also a critical element in preventing mental health problems in the population at large and in those identified as at risk

Reference: Equal Opportunity

SOCIAL MEDIA USAGE POLICY

Aim

While ALL ACCESS CREWING PTY LTD appreciates the convenience and efficacy that Social Media provides, our aim is to protect against its misuse. This policy in conjunction with all existing company policies applies to the all social media systems, in particular the confidentiality, harassment, and privacy policies.

ALL ACCESS CREWING PTY LTD reserve the right to monitor, log and/or restrict employee usage with or without notice.

Policy

It is the policy of ALL ACCESS CREWING PTY LTD that:

Social media tools are defined in this policy as all online media which allow user participation and interaction including

- social networking sites, e.g. Facebook, MySpace, Bebo, Friendster
- video and photo sharing web sites, e.g. Flickr, YouTube, Blip, Instagram
- micro-blogging and activity stream sites, e.g. Twitter, Yammer
- blogs and blogging platforms, e.g. WordPress, Blogger, Tumblr
- forums and discussion boards, e.g. Trove Forum, Yahoo! Groups, Google Groups
- online encyclopaedias, e.g. Wikipedia
- any other web sites that allow individual users or companies to use simple publishing tools, e.g. wikis.

Private use is when an employee is commenting with a profile that is not identified as an official staff account. Employees **must** read, understand, and comply with the All Access Policy and Guidelines

Employees participating in private social media activity **must** uphold the All Access Code of Conduct even when material is posted anonymously, or using an 'alias' or pseudonym. They **should** bear in mind that even if they do not identify themselves online as an All Access employee or an employee of their agency, they could nonetheless be recognised as such as social media websites are public forums.

Employees **should** not rely on a site's security settings to guarantee privacy, as material posted in a relatively secure setting can still be copied and reproduced elsewhere. Further, comments posted on one site can also be used on others under the terms and conditions of many social media sites.

All documents created and sent remain the property of the company.

The downloading of software via email is prohibited.

No messages of a harassing nature are to be sent. Harassment is ANY unwelcome or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

No personal business is to be conducted using the companies system.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, and discriminatory or contains profanities.

SOCIAL MEDIA USAGE POLICY

Only persons authorized by the General Manager may contact the media regarding Company matters.

No employee may criticize work done by the Company or make any comments that may damage the Company's reputation.

Any employee who is aware of unauthorized or inappropriate usage by another employee is to contact the General Manager.

Any employee who does not comply with this policy will be subject to disciplinary action.

Inappropriate use of social media includes, but is not limited to:

- discussing company business or using and photographs from any events unless authorised beforehand
- using discriminatory, defamatory, abusive or otherwise objectionable language in content
- accessing, downloading or transmitting any kind of sexually explicit material, violent images including graphic images of blood or gore (without medical purpose)
- accessing, downloading or transmitting information on the use and construction of weapons, explosives and other tools of violence or terrorism
- accessing, downloading or transmitting any material deemed to be illegal under ACT or Australian Commonwealth law
- accessing, downloading or transmitting hate speeches and overt racism; material extolling the inherent or moral superiority or inferiority of a particular race, ethnic group, or sexual orientation; racial epithets; or religious bigotry
- compromising the privacy of any person who is an employee or contractor or client of the business
- using services for personal political purposes
- Using services for industrial campaigns (apart from messages sent by officials of unions and professional associations for informational or consultative purposes)
- attempting to gain unauthorised access to the computing resources of other organisations
- disruption of the integrity of All Access data or information services.

Policy review date: _____

Refer to Disciplinary and Dismissal Policy

EMPLOYEE POLICY AGREEMENT

I _____ (Employee's name) have read and agree to abide by the policies and procedures in the ALL ACCESS CREWING PTY LTD Policy Manual. I have raised any questions or issues that required clarification with my employer. I am aware that breaches of these company policies may be subject to disciplinary action and or dismissal

I have a general safety induction whitecard _____ # _____

I have enrolled to complete a general safety induction whitecard _____

Employee's Signature _____ Date _____

Witnesses Name _____ Date _____

Witnesses Signature _____