

Catering Industries



WHS&E INDUCTION HAND BOOK

2021 v1.0

FOR ALL EMPLOYEES & CONTRACTORS

“NIL HARM ACROSS ALL SITES”

This Handbook Is To Be Kept By The EMPLOYEE or CONTRACTOR

The Successful completion of the WHS Induction Assessment relies on material sourced entirely from this handbook

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WHAT YOU NEED TO KNOW FIRST

Catering Industries Pty Ltd operates its business using a certified Safety Management System (AS/NZS4801:2001) to ensure our operations meet all required legislative and compliance requirements. Our goal is to operate our business with Nil Harm. This WHS Induction Handbook sets out the systems, requirements and an overview of the risks and hazards that are identified within our work Sites.

In order for you to fully appreciate and understand the risks and hazards found in Commercial Catering and Facilities Management, along with your individual legal obligations, it is vital that you read this handbook carefully. Your Safety depends on your ability to understand the work environment, apply risk prevention strategies and perform all work in a Safe manner.

The first and most important feature of our Safety System is the **4, 3, 2, 1**

“Good To GO” Safety Framework and how each facet is embedded within every task, project, new Site Opening, Asset Purchase or Employee/Contractor Competency. Here is how it works and what **YOU** need to do:

4. The Four Foundations of WHS – Any action we undertake will be undertaken by applying the four foundations, which are:

1. We will conduct a Risk Assessment to identify hazards and risks
2. We will develop a system of preparedness and response to deal with emergencies appropriate to our operations.
3. We will consult or communicate on all Safety matters with our Stakeholders
4. We will be Responsible & Accountable for our Safety obligations

3. The Three GOLDEN Safety Rules – We all will be Responsible & Accountable for our Safety because we will apply the Golden Safety Rules to all work. Our Golden Rules Are:

1. I will Report Incidents and Hazards **Immediately**
2. I will work Safely At All Times
3. I will Look Out for Others Safety

2. The Two Main REQUIREMENTS – No matter what I am employed to do I must have two fundamental requirements before starting any new Site or new Task, these are:

1. I have completed my online WHS Employee/Contractor Induction
2. I am trained/qualified, and competent to safely carry out this task

And Finally:

1. The One Imperative ACTION – I will conduct a **“TAKE FIVE”** before I start any task

Now that you have understood how our System has been set up, and what your primary roles and responsibilities are, we will now commence the Induction. Remember, when reading this handbook think about each section and its contents

and requirements using the **4, 3, 2, 1GO** Safety Framework.

OUR SAFETY GOAL IS:

“NIL HARM ACROSS ALL SITES”

Our Safety Goal identifies that we want a workplace free from any kind of harm, this includes environmental damage, physical injury/damage, harm to our Stakeholders and the Community and we have a work place culture that rejects bullying and harassment.

MISSION

Catering Industries is committed to hospitality excellence and exceptional service that consistently exceeds our clients' expectations, whilst protecting our Employees, Contractors and all other Stakeholders that will be involved in the delivery of the Company's services.

The Work Health Safety & Environmental aim of Catering Industries is to have total recognition of the:

- The relevant Federal, State & Territory Work Health and Safety Legislation
- The relevant Codes of Practice
- Relevant State/Territory Workers Compensation Legislation and Regulations
- Our ISO9001 Certification requirements
- Our AS/NZS4801 Certification requirements

Catering Industries has developed a National Safety Plan which details the Policies for WHS and Environmental activities as well as the procedures and flow charts detailing the deployment of our strategies to ensure the safety, security and health of our Employees, Contractors and the protection of the Clients Facilities and broader environment in which we operate.

Our Safety Plan meets the requirements of AS/NZS 4801

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Our WHS Policies

1. Policy Statement

Catering Industries is committed to providing our Employees, Contractors and other Stakeholders with a safe work environment, free from hazards and where risks that we encounter in the delivery of Hospitality and Aged Care Support related services are appropriately controlled.

Catering Industries recognises there are unique risks and hazards faced by our Workers in our Aged Care sector and the risks of occupational violence, abuse and infection are central to our assessment of all risks and hazards. In all circumstances Catering Industries will ensure that these risks and their control are embedded in all areas of our Safety Management system.

By effectively implementing our Work, Health & Safety Policy, we will reduce and control the incidence of injury or harm in our workplaces and together with our Workers, Clients & Stakeholders will achieve our Safety Goal of "Nil Harm Across All Sites" as well as meeting our legislative obligations.

Safety is a mutual obligation and it is expected that our Workers will equally support and contribute to our Safety Management and Systems and exercise all Duty of Care.

2. Scope

- This policy applies to Catering Industries, our Employees and all Agency Personnel and Contractors. For the purpose of this policy, the term 'Workers' refers to all of these groups.
- All aspects of our Operations and support Operations, including our sub-Contractors and our Clients who act in the capacity of A Person Conducting a Business Undertaking (P.C.B.U) in Facilities where we deliver services.
- On-site, off-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of Catering Industries' business.

3. Catering Industries Responsibilities:

Will provide and maintain as far as reasonably practicable:

- A Safe working environment free from hazards, including those environments where personal risk from infection, abuse or assaults or other Workplace or Domestic violence are identified.
- Safe systems of work.
- Ensure Plant and hazardous or dangerous substances used in our Operations are kept in a safe condition.
- Ensure our Workers are appropriately trained and competent to carry out their tasks Safely.

- Provide information, instruction, and supervision that is reasonably necessary to ensure that each Worker is safe from injury, harm and risks to health and wellbeing.
- Consulting with our Employees, Contractors and Stakeholders in relation to the relevance and applicability of our assessment and elimination of risks and ongoing improvements to our Safety Plan.
- Providing all necessary resources and time to ensure our Safety Plan is implemented and that appropriate review of our Plan, Objectives and Safety Targets is carried out to continually improve Catering Industries Health and Safety performance.

4. Workers Responsibilities

Each worker has an obligation to:

- Comply with our safe work practices and Company Safety Rules, with the intent of avoiding injury to themselves and others and damage to plant and equipment.
- Provide a Duty of Care for the health and safety of themselves and others.
- Wear personal protective equipment and clothing where necessary and recognise and know how to maintain or replace such equipment when required.
- Comply with any reasonable direction given by management for health and safety.
- Not misuse or interfere with anything provided for health and safety purposes
- Report all incidents on the job immediately, no matter how trivial.
- Report all known or observed hazards immediately to their Supervisor or Manager.

5. Application of this Policy

Catering Industries seeks the co-operation of all Workers, Contractors and other Stakeholders. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero accident rate.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.



Nick Cuschieri

Managing Director

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Environmental Policy:

1. Policy Statement

Catering Industries is committed to providing our Employees, Contractors and other Stakeholders with a work environment that is focussed on continual action and strategies to minimise our environmental footprint and impact on the areas, and other Stakeholders, where we operate.

In Facilities where Catering Industries is the Person Conducting the Business Undertaking (P.C.B.U) and directly responsible for environmental compliance we will not only meet all legal and other requirements, but also embrace our commitment to continual improvement of our environmental systems and prevention of pollution.

Catering Industries operates primarily as a Supplier of services to a wide range of Clients who are generally responsible for the Environmental compliance of such facilities, however Catering Industries operates as a partner to our Clients in ensuring the environmental compliance and improvement of their Facilities environmental performance are achieved.

By effectively implementing our Environmental Policy, we will reduce and control the environmental impact of our Operations and together with our Workers, Clients & Stakeholders will also achieve our Safety Goal of "Nil Harm Across All Sites".

Environmental Safety & protection is a mutual obligation and it is expected that our Workers will equally support and contribute to our Environmental Plan and exercise all Duty of Care.

2. Scope

- This policy applies to Catering Industries, our Employees and all Agency Personnel and Contractors. For the purpose of this policy, the term 'Workers' refers to all of these groups.
- All aspects of our Operations and support Operations, including our sub-Contractors and our Clients who act in the capacity of A Person Conducting a Business Undertaking (P.C.B.U) in Facilities where we deliver services.
- On-site, off-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of Catering Industries' business.

3. Catering Industries Responsibilities:

Will provide and maintain as far as reasonably practicable:

- A Safe working environment free from hazards that meets all environmental legislative requirements.
- Safe systems of work that focus on protection to the environment and minimisation of environmental impact.
- An Environmental Plan that is informed by continual improvement and is focussed on prevention of pollution and other assessed environmental risks.
- Ensure our Workers are appropriately trained and competent to carry out their tasks Safely and demonstrate an understanding of Catering Industries environmental objectives & targets.
- Consulting with our Employees, Contractors and Stakeholders in relation to the relevance and applicability of our Environmental Plan.
- Providing all necessary resources and time to ensure our Environmental Plan is implemented and that appropriate review of our Plan, Objectives and Environmental Targets is carried out to continually improve Catering Industries Environmental performance.

4. Workers Responsibilities

Each worker has an obligation to:

- Always comply with our Environmental work practices and legislative requirements with the intent of minimising environmental damage to the environment .
- Provide a Duty of Care for the Environmental safety of themselves and others.
- Comply with any reasonable directions given by management for environmental safety.
- Report all environmental incidents on the job immediately, no matter how trivial.
- Report all known or observed environmental hazards immediately to their Supervisor or Manager.

5. Application of this Policy

Catering Industries seeks the co-operation of all Workers, Contractors and other Stakeholders. We encourage suggestions for realising our Environmental objectives to create a safe working environment with a zero incident rate and minimal impact on the environment from our Operations.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.



Nick Cuschieri **Managing Director**

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SAFETY INFORMATION & REQUIREMENTS



Navigating this Handbook:

Catering Industries has developed this Handbook to provide you with the critical and important Safety Information that will assist you to work Safely on our Sites.

The rest of this handbook is broken into sections that contain the relevant information across the easy to remember acronym of **CARE**. This stands for **C** = Company and Community, **A** = Administration, **R** = Rules & Regulations and **E** = Employees and Contractors. Each section is listed in alphabetical order and does not represent any kind of priority order of subjects. You will find most specific information in each of these primary areas, if you still have questions then please speak with your Site Manager or Area Manager, or email paul@cateringindustries.com.au

COMPANY & COMMUNITY

CONSULTATION & COMMUNICATION:

Catering Industries Pty Ltd is committed to ensuring that your voice counts when it comes to Safety. All Employees and Contractors have a legal right to be consulted by the Company in respect of any Safety matters and we expect that each and every single Employee or Contractor will exercise these right.

The Company has many forms of communication that it uses to keep Employees, Contractors and Stakeholders up to date with our Safety System. Each month we operate Tool Box Meeting at every Site which discuss specific safety topics and review safety issues on Site. Each two months the Company publishes "Safety Speak", and "E" newsletter that is sent to more than 600 individuals and Companies and other Stakeholders. Every three months the Company holds our Safety Group Meeting which is a scheduled meeting involving our Senior Management and your elected Employee Safety Representatives (ESR's).

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FATIGUE MANAGEMENT:

Fatigue is a silent killer and responsible for many Workplace incidents with many cases involving death or serious injury. Fatigue is brought about by many factors, which include: Too many work hours each week, insufficient sleep, poor diet, lifestyle and lack of exercise to name a few.

Catering Industries has developed a Fatigue Management Policy and guidelines for all Employees and Contractors to review. The Company does not in any way seek to interfere with any persons after hours' life, but we remind all Employees and Contractors that our Safety Management System requires all workers to present for work in a fit condition and the required capacity to undertake the duties they are employed/contracted to perform.

For further Information and documentation please see your Site Manager or Area Manager.

INCIDENT INVESTIGATION/ROOT CAUSE IDENTIFICATION:

The Company continually looks to improve and modify our Safety Management System as part of our ongoing process of Continuous Improvement. Ensuring the system remains up to date and includes changes to legislation, codes of practice and best practice are essential. So too are the "learning's" that we take from every incident to ensure that we do not have any further possibility of that incident type occurring again.

Any incident that occurs is due to some kind of deviation from our system, be it faulty equipment not properly checked to something like a "Near Miss" that could have led to a serious injury etc. The Company has an obligation under both the legislation and our AS/NZS4801 certification to understand the circumstances leading up to the incident and then pin point/identify the "Root Cause" of the incident.



The **Root Cause** is that thing/things (Risk/Hazard) that actually created the incident and caused the incident to occur. Understanding how it actually came about provides the Company and our Safety Representatives and specialist Employee and other Stakeholders with the starting point for modifying our system of work or procedures etc. to ensure that the circumstances or failures that did occur, cannot occur again.

If you are involved in an investigation regarding a Safety Incident at any time please ensure that you comply with the Investigation Team and answer any questions that they may have. Providing accurate and factual information can be vital to ensuring that the "Root Cause" can be exposed.

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MANAGEMENT COMMITMENT:

Catering Industries Management has taken the lead in the development and implementation of our Safety Management System. All Senior Managers including our Managing Director have committed to the applicable Roles & Responsibilities of WHS under their area of responsibility and are assessed on an annual basis in respect of their performance against the Roles & Responsibility and Accountability Key Performance Indicators (K.P.I)/Criteria.

In order to ensure that the Company can support the additional and improved aspects of our Safety Management System and ensure every person in the Organisation, including Contractors, can contribute the Board has provided sufficient funds and resources to ensure the anticipated outcomes of our Safety Goal are achieved.

Where ever the Company identifies that it requires changes to our Safety Systems or Procedures that the Company will consult with our Employees, Contractors and Stakeholders in order to obtain the best solution and outcome to assist in achieving our overall Safety Goal.

Operational Offices Locations:

We have our main office and Headquarters located in Chatswood, Northern Sydney, NSW. Our Executive Management and NSW Area Managers are based in this location. You can also access the WHS Manager through this office and contact other key staff regarding Workers Compensation and other related matters. Please ensure that when you phone you clearly explain to the Reception Team member taking your call exactly what you are calling about. Please do not assume the Team Member taking your call is aware of your circumstances or any other information pertaining to the WHS matter you are calling about. Once they know what your call is about they can direct you to the person who can assist you best.

Our physical and contact details for our Offices Are:

| NSW Head Office | VIC State Office | TAS State Office |
|----------------------|--------------------------|-----------------------|
| L5 47 Neridah Street | | 11 Freestone Crescent |
| Chatswood NSW 2067 | South Melbourne VIC 3205 | Wynyard TAS 7325 |
| Phone (02) 9411 1144 | Phone 0406480749 | Phone 0406480749 |
| | | |
| PO Box 456 | P.O Box 5325 | P.O Box 279 |
| Chatswood NSW 2057 | South Melbourne VIC 3205 | Wynyard TAS 7325 |

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OTHER POLICIES:

Catering Industries has developed a number of Policies that are related to Work Health & Safety (WHS) in order to ensure key Risk & Hazard Areas have been addressed and suitable Policies implemented.

The Policies support and clarify specific aspects of the operation of our business and ensure all Employees, Contractors and Stakeholders. These Policies are as follows:

| | Policy Name | Signed Policy |
|---|-----------------------------------|--|
| ✓ | Work Health & Safety Policy |  WHS Policy |
| ✓ | Environmental Policy |  Environmental Policy |
| ✓ | Fatigue Management Policy |  Fatigue Management Policy |
| ✓ | Alcohol & other Drugs Policy |  Alc & O Drugs Policy |
| ✓ | Information & Data Privacy Policy |  Information & Privacy Policy |
| ✓ | Bullying/Harassment Policy |  Bullying Harassment Policy |

REPORTING SAFETY STATISTICS:

The Company collects, keeps and publishes periodically Safety statistical data regarding our Safety performance. Every Incident that occurs, every hour lost is recorded, analyzed and reported on to ensure our ongoing Safety Performance improvements are transparent and available to all interested parties.

We use our statistical data in a variety of ways, including identifying developing trends, Risk hot spots, Injury Analysis, Job Design, Risk Assessment, Return to Work Planning, Purchasing Assets, Training and much more.

Our primary public communication regarding our Safety Statistical data is through our two monthly "Safety Speak" "E" Newsletter. Each quarters WHS Stats are published and also contain the data from the same period in the previous year for more comparison.

RISK ASSESSMENT:

As part of the Company Safety Plan and also through the legislative requirements we need to ensure that we identify, understand and mitigate all risks and hazards across our operations in order to ensure we have Work Sites that are free from Hazards and protected from risks.

Risk Assessment is the foundation of the process of identification of risk across any area including (as examples only), an entire Organisation, a specific Site, an Employee or Contractors personal risk, a task, purchasing an asset or the environment.

Once the hazards or Risks have been identified, it is then required by both our Company Safety System and legislation that we put in place appropriate interventions (called Mitigations) to ensure the risks and hazards are controlled so as to not present any potential risk of harm.

In a personal sense, a “Take Five” is a risk assessment that is applied specifically around each job or task any Employee or Contractor will undertake. It is a **Golden Safety Rule** that you conduct a “Take Five” before starting any task.

SAFETY GOAL:

Remember – Nil Harm Across All Sites can only be achieved if everyone works together to ensure we maintain and respect our Safety Culture. Our Safety Goal is not aspirational; it is achievable!

SAFETY PLAN:

Catering Industries has an accredited Safety Plan that meets and complies with the AS/NZS4801:2001 standard for a Safety Management System. This plan is the blue print of our Companies strategies and management of all aspects of safety across the Companies operations and Foot print.

The Plan outlines our 24 Procedures which detail the process to manage each area of the standard through the management system. The Plan itself is a living document as changes occur frequently in areas from Legislation and Code of Practice changes to changes in work systems or procedures as a result of continuous improvement.

We do not print the plan often, but it is available to all Employees, Contractors and Stakeholders to view on request.


SAFETY SPEAK:

Every two months throughout the year the Company publishes a Safety Newsletter called "Safety Speak". The newsletter is an electronic communication that is sent to our Sites, our Employees and Contractors and our Clients and Stakeholders.

The publication is a critical part of our Safety communication strategy and is a powerful information tool that provides all readers with Safety news, Safety Information, articles regarding safety incidents and legislative and compliance matters.

At the end of each edition we have a page dedicated to acknowledging our Employees birthdays and significant milestone events such as 5/10/15/20 year employment anniversaries.

If you wish to receive a "PDF" copy of each new edition, please provide your preferred email address to your Area Manager or directly to the WHS Manager by emailing at paul@cateringindustries.com.au

| Resource Type | Current QA/WHs Doc Reference |
|---------------------------------|---|
| Safety Speak Newsletter Example |  Safety Speak |

SCOPE OF OUR SAFETY PLAN:

1. The Catering Industries Safety Plan documents the management system deployed by our business to meet our corporate goals and objectives, whilst ensuring that we comply with all relevant legislative requirements. Our plan has been designed and developed within a Quality framework to meet the requirements of the AS/NZ4801:2001 and AS/NZ 14001:2000 (The standard). The requirements specified in The Standard are represented in the relationship matrix detailed on page in this plan, and major aspects are referred in the table of contents at the front of this document.
2. Catering Industries has formulated a Work Health & Safety Policy to meet the requirements of AS/NZ 4801 and AS/NZS 14001, in essence our Policy:
 - Is appropriate to the nature and scale of Catering Industries risks;
 - Establishes our commitment to achievement of measurable objectives and targets to ensure continued improvement aimed at elimination of work related injury and illness;

- Commits Catering Industries to comply with relevant WHS/OHS legislation and with other requirements placed upon Catering Industries;
 - Is documented, implemented and communicated to our Employees, Sub Contractors and Stakeholders;
 - Is available to interested parties; and
 - Is reviewed periodically to ensure it remains relevant and appropriate to our Company.
3. Our Company structure is outlined in the Catering Industries Organisational Chart which is located on page 15 of the Company Safety Plan.
 4. Catering Industries has appointed a Management Representative for Work, Health, Safety and Environment. Our Representative is the National Manager for WHS&E. Our representative is responsible for establishment, implementation and maintaining our WHS&E system. The roles, responsibilities and accountabilities for the National Manager for WHS&E are set out in the section Roles & Responsibilities on page 69 of the Safety Plan.

WEB SITE:

The Company has a Web Site with a range of information and documentation to support our WHS Management System. The Web Site contains both our WHS & Environmental Policies which are available to any interested party.

There is also a copy of our current AS/NZS4801:2001 compliance certification and information regarding our Policies and Safety Systems.

For Site & Area Managers there is also an intranet log in that permits the user to find and download the WHS documents most commonly used in our day to day operations.

Our web address is: <http://cateringindustries.com.au/>

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ADMINISTRATION:

Bomb Threats, Robbery, Personal & Terrorist Threats



In the event of a personal threat, bomb threat, Robbery or notification of a Terrorist action Catering Industries has developed specific procedures to be followed. **ALWAYS TREAT ANY THREAT AS SERIOUS**

The Emergency Response Instructions are located in all work areas where Catering Industries is the Person Conducting the Business Undertaking (P.C.B.U). Your Manager or Supervisor will train you in the appropriate responses to these events and you are required to follow these procedures at all times.

At our Clients Sites the management of this area is under the control of the Client and should be contained within their Emergency Response & Preparedness Procedures.

EMERGENCY RESPONSE:

Catering Industries has developed Emergency Response & Preparedness Plans for all places of work where the Company is the Person Conducting a Business or Undertaking (P.C.B.U). This means work places that the Company actually owns/controls.

Where we are a Contractor at our Clients Site we must follow our Clients Emergency Response & Preparedness Plans. Ensure you have been shown all aspects of the Emergency Response Plan and actions relevant to your Area/s of work. Your Site Manager will assist you to understand and competently participate in the Sites Emergency Plans.

Important: Know where your Assembly Points are and how to get to them, think about what other ways you can reach them should there be something blocking the normal way.



Whenever you are working in a different Area make sure that you include the review of the Evacuation Plan in that Area in your "Take Five" to ensure that you can locate and use the Emergency Exits if the need arises.

FIRE SAFETY:

Employees are expected to acquaint themselves with the locations of firefighting equipment and alarms in the area where they are working.

Each Site has specific Emergency and Evacuation Procedures which you will be trained in by either Catering Industries or our Client. You must observe and obey all instruction provided to you by the Chief Warden, Warden or any Emergency Services Personnel during an emergency situation.

In the remote possibility that you discover a fire you should undertake the following (Unless other specific instructions apply):

- When you see or smell a fire, you must immediately report the fire. All fires, regardless of the size must be reported immediately either ring the Site Emergency number or telephone 000 to report the fire.
- Activate the fire alarm and clear the immediate area. If you can shut off gas and electricity to equipment, do so, but only if it is safe.
- We do not train you to operate fire-fighting equipment, but if you have training and the fire is of a minor nature you can attempt to extinguish it if you have the correct equipment available.
- Keep all fire doors, fire exits and stairs clear of equipment and materials. Use these facilities only in the event of an emergency.
- Ensure all staff and residents/customers are evacuated to an assembly point if an evacuation is required and stay there.
- Don't let rubbish, cardboard, paper; grease or oils build up in any one area. This can often be a major starting point for a fire.
- If an Evacuation is ordered you must evacuate to the nearest designated Assembly Point and remain there until the all clear to re-enter the building is given.
- Ensure the gas shut off valve is closed when leaving the kitchen if possible, know where it is located and how to close it.
- Refer to Catering Industries Emergency Procedures for further information.

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What to do in case of a fire

1. Don't panic
2. Keep calm
3. Sound the alarm
4. Evacuate people if instructed to do so

FIRST AID FACILITIES & TREATMENT:

Basic information regarding first aid treatment is expected to be displayed by the client at all Sites. This should include notification of the site first aid officers and the location of first aid kits, which should also be discussed in the site induction.

Many of our Sites have a basic first aid kit located in the Kitchen Area, see your Site Manager for further details and exact location.

Catering Industries does not generally have a trained/qualified first aider on the majority of our Sites due to our arrangements with our Clients in that they provide the First Aid treatment and Facilities as part of their obligations as the P.C.B.U.

Important Note: *First Aid treatment may only be provided by Qualified First Aid Personnel.* The On Site Qualifications Register must have a valid entry for all Qualifications and Licences of Employees and Contractors performing First Aid or C.P.R. First Aid qualifications are subject to expiry and must be kept up to date to be considered "competent" to carry out First Aid.

Any treatment received must be documented in the Treatment Register (Form 099-WHS-FRM-040) and an Incident Report (see Reporting Incidents & Hazards in this document) completed at the same time.

If you have allergies or other medical conditions that require you to use an Epi Pen, Inhaler or specific emergency medication then you need to advise your Site Manager and tell them where it can be found if required in an Emergency and how to use it if required... Your Life could depend on it

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CARING FOR INJURED PEOPLE:

In the event of an injury to another employee or Contractor, you must ensure that where possible the safety of the injured person can be provided. **You must ensure that your safety is not placed in jeopardy** and if it is not safe to approach or remain with an injured person you must remove yourself to a place of safety immediately.

Always follow the Emergency notification procedure appropriate to the Clients Site.

Make sure that the appropriate emergency services are contacted this can be done by either yourself or enlisting the help of another person. You can contact the Emergency Services by ringing **000**, you may have to obtain an outside line first if you are phoning from a land line inside a Facility.

If telephoning for emergency assistance, state clearly and slowly:

- Address/location of emergency
- Nature of emergency
- Name of caller
- What assistance needs to be administered
- Wait to be advised as to what needs to be done before hanging up

When on Client's sites, it is important to familiarize yourself with the local arrangements for first aid treatment, prior to the need arising. Make sure you know who the first aid personnel are and where the first aid cabinets or rooms are located on site. Make sure you understand the emergency and accident procedures applicable to the Site before you commence any work.



Important Note: **First Aid treatment may only be provided by Qualified First Aid Personnel.** The On Site Qualifications Register must have a valid entry for all Qualifications and Licences of Employees and Contractors performing First Aid or C.P.R. First Aid qualifications are subject to expiry and must be kept up to date to be considered "competent" to carry out First Aid.

UNDER NO CIRCUMSTANCES attempt to move an injured person who may have damaged their neck or back or appear to have spinal injuries (except when life is in danger), as you may risk further harm. You are not to attempt to provide any first aid treatment to an injured person unless you are fully trained in first aid and have a current and valid First Aid

Qualification as per the above "Important Note". However the following general requirements must be attempted by the first responder at the scene of an injury.

The following steps should be taken as a guide:

- If someone is injured or ill, **check the area for danger, make sure the area is safe, if any hazards or danger place you at risk you are not to attempt any assistance until it is safe to do so. Seek assistance immediately**
- Make the injured person comfortable and move to a safe area if possible. Do not move if signs of spinal damage are detected or suspected.
- Check that the patient is breathing, You may only commence CPR (Applied First Aid) **if you have been trained and currently certified with a Senior First Aid Certificate.**
- Look for and manage any bleeding, ensure you are protected from blood contact, wear disposable gloves. Never allow bodily fluids to come into contact with your unprotected skin.
- Keep the patient still, and stay with patient until ambulance arrives

Note: Artificial respiration and heart massage must only be administered by a person qualified in First Aid/CPR.

HAZARDOUS WORKS:

Catering Industries does not undertake Hazardous Works in conjunction with its normal operations due to the high potential risk of harm. All Hazardous Works are sub contracted to Licensed and Qualified specialist to ensure maximum potential risk mitigation.

Hazardous Works are described as:

- ✓ Work in Confined Spaces
- ✓ Work at Heights
- ✓ Hot Works
- ✓ Electrical Works

All works conducted that fit into these categories must be undertaken by specific permit only.

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PERMITS:

Catering Industries requires all Hazardous work to be undertaken only after the issuing of the appropriate Hazardous Works Permit. Permits must be completed by the authorized/qualified Contractor and must contain all current copies of required licences and qualifications.

All Hazardous Works must have a current and specific Risk Assessment and Safety Plan in place.

All Hazardous Works must be fully inspected at the conclusion of work to ensure the Site is Safe, and the work is completed as per the specifications.

OPERATING OR USING EQUIPMENT:

You should never use equipment that you haven't been trained to use.

Only authorised people who have been fully trained and competent or are in training under direct supervision of a trained person are to operate equipment. All training must be recorded in the Site Training Matrix and Individual Employee Training Record.

If you are driving a Catering Industries or Clients vehicle as part of your day to day duties you must provide appropriate evidence of your competency, a valid driver's licence covering the class or type of vehicle to be operated.

REPORTING HAZARDS OR INCIDENTS:

It is your responsibility to notify the Site Manager or Supervisor immediately or the Client (in situations where you cannot contact your Manager) of any hazards that you have identified **and you must complete Document # 2 immediately**. Failure to report an Incident or Injury, Near Miss or Hazard is a serious breach of Catering Industries Health & Safety Rules and can be subject to disciplinary proceedings that may include dismissal. All Employees are advised that the safety of themselves and others is of such high priority that Catering Industries does not tolerate any breaches of Health & Safety Rules under any circumstances.

If you are exposed to any bullying or harassment you must advise your Supervisor immediately. It is vital that you complete an incident report and hand it to your Supervisor. If the incident has been caused by your Supervisor, use the Company Emergency call out sheet to contact the

next higher Senior Manager. All incidents involving bullying or harassment will be treated as serious and urgent and our aim is to ensure you are safe and the bullying or harassment ceases immediately. **See our Guidelines for further details.**

A hazard is an environment, thing or task that can hurt you; hazards therefore must be reported immediately.

A safe working ethic, as well as a safe environment is of upmost importance. Unsafe acts or conditions must be reported to your Supervisor or to the Manager immediately. To do this complete a copy of Document # 2. And hand to your Manager immediately.

Injuries:

All injuries must be reported to the Chef/Manager or Supervisor and recorded on an incident/accident form (Document # 2) **immediately** by the person who observes the incident or is the injured person if they are able to do so. **In every case Document # 2 must be completed and handed to your Manager/Supervisor immediately.**

The prompt reporting of Incidents or injuries will allow the Site Manager and Catering Industries to ensure that the cause of the incident or injury is properly reviewed and the risks of reoccurring are reduced or removed. By reporting injury or incidents immediately we can ensure prompt and appropriate medical attention is available and any risk of further injury or incident risk is removed. **Failure report an incident or injury within the required time is considered a serious breach of our Company Safety Rules.**

Immediate reporting of incidents or injuries is mandatory, the **ONLY** exception will be when a person is injured to the point where they cannot complete the form themselves, in which case the Manager or Supervisor will complete the form in the injured persons absence. **Failure to complete the form as required will result in disciplinary action being taken against the employee who fails to complete the report immediately.**

The report will then be uploaded to our online Safety Management system called OHS Manager for investigation and action. Reported injuries, accidents, near misses and hazards are reviewed, investigated and corrective actions initiated. Incident reporting has not been put into place to affix blame, its purpose is to reduce the number of incidents and therefore make our workplace safer.

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Catering Industries is committed to investigating work-related accidents and incidents to identify the factors contributing to the incident and prevent a re-occurrence. The more complete the information, the easier it will be to develop and implement counter measures. In any case the Incident/Hazard/Near Miss/Accident report will be investigated and **completed within a period of 72 hours after the initial report is completed. The WorkCover/ Work Safe or similar register of injuries(according to state legislation) must also be completed at the time of injury by the Chef/Site Manager or Area Manager. A copy of the Register of Injuries, our Injury Management Guidelines and the Return to Work Obligations will be provided to the injured worker.**

If the injury requires medical treatment we will also give the injured Employee a letter to be handed to the Treating Practitioner, this letter will assist the Treating Practitioner to determine if you are able to continue work under modified or alternative duties. There is strong evidence to support getting you back to work after an incident will assist with your recovery.

If an Incident occurs that is deemed by (State/Federal) Work Safe (or your local authority) as **notifiable** (see below for examples), then the site must not be disturbed until a Work Safe Inspector (or similar) arrives or directs otherwise. However, a site may be disturbed for the purposes of protecting the health and safety of a person who may be aiding the injured person, involved in the injury or taking essential action in making sure the site is safe to prevent a further occurrence of an incident.


Notifiable incidents include:

- The death of a person
- A person requiring medical treatment within 48 hours of exposure to a substance
- A person requiring immediate medical treatment for amputation, serious head or eye injuries, separation of skin, electric shock, spinal injury, the loss of a bodily function and serious lacerations
- A person requiring immediate treatment as an in-patient in a hospital

Reporting Near Misses:

A near Miss is identified in our National Safety Plan as "An incident that had the potential to cause harm but didn't, due to timely intervention

and/or luck and/or chance". It is vital that any "Near Miss" that you may encounter is reported to your Supervisor immediately using our WHS&E Incident Reporting Form "Document # 2". In cases where the potential for risk of injury remains it is your responsibility to ensure that the area is protected or closed off to access until such time as the report is investigated and resolved by the Site Manager or Clients Maintenance personnel.

| Resource Type | Current QA/WHS Doc Reference |
|---------------------------------------|--|
| Incident Report Form "Doc 2" Blank |  WHS Doc 2 |

Reporting Bullying/Harassment or Sexual Harassment:

Catering Industries has a zero tolerance to any bullying/harassment or sexual harassment by any persons including Employees, Contractors or other persons that may be involved in our day to day operations.

Your protection is paramount therefore in any instances where you are subjected to bullying or harassment you must report it immediately to us using our Incident reporting process and procedure as set out on pages 21 & 22 of this Handbook.

Your report will be dealt with in accordance with our Bullying & Harassment Policy & Guidelines and your complaint will be dealt with in the strictest confidence, your safety and well being is our prime focus.

As soon as we receive an incident report under this process we will contact you and commence investigation to determine the best way to ensure that the harassment or bullying ceases and that you are able to continue working in a non threatening environment free of any concerns.

If you have concerns about the actions or comments or remarks by any Supervisor or Manager you can report the incident to a Senior Manager. **You can telephone our Head Office on (02) 9411 1140** and ask to speak with our National Manager for Health, Safety and Rehabilitation (NMWHSE & Rehabilitation).

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The NMWHSE & Rehabilitation will contact you as a priority to speak with you to understand the issue and commence the reporting and investigation procedure. We may need to contact others in order to obtain further information to help establish the circumstances, at all times this will be completed in a confidential manner with your protection in mind.

Once we have established the circumstances of the incident we will then work with you to ensure we can apply the appropriate actions to ensure this behavior or action ceases and that you can continue in your workplace without any further concerns.

Return To Work:

IF YOU ARE INJURED AT WORK – RETURNING TO WORK PROCESS


When an Employee suffers an injury in the workplace and requires time off to recover there may be a need to plan and manage a re-commencement back to normal duties. This process is called Return To Work (RTW) planning.

In these circumstances Catering Industries will appoint a Return To Work Coordinator (RWC) who's job will be to liaise with the injured worker, there treating practitioners and our insurers in order to establish a suitable time frame and plan to ensure the Employee can return to work.

The Employee must comply with the RTW process and ensure they carry out the identified progression steps that are agreed in the Return To Work Plan. Failure to comply with the plan may mean that Workers Compensation payments may be stopped and in continued cases employment with the Company may be terminated.

All injured Employees have the right to review their plans and we have developed a dispute resolution procedure to assist Employees to understand how they can establish a dispute process.

The following page provides you with a diagram of the dispute procedure, if in any doubt please speak with your Return To Work Coordinator.

| Resource Type | Current QA/WHS Doc Reference |
|---|--|
| Return To Work Information & Obligations – Victoria Example |  Vic RTW Obligations |

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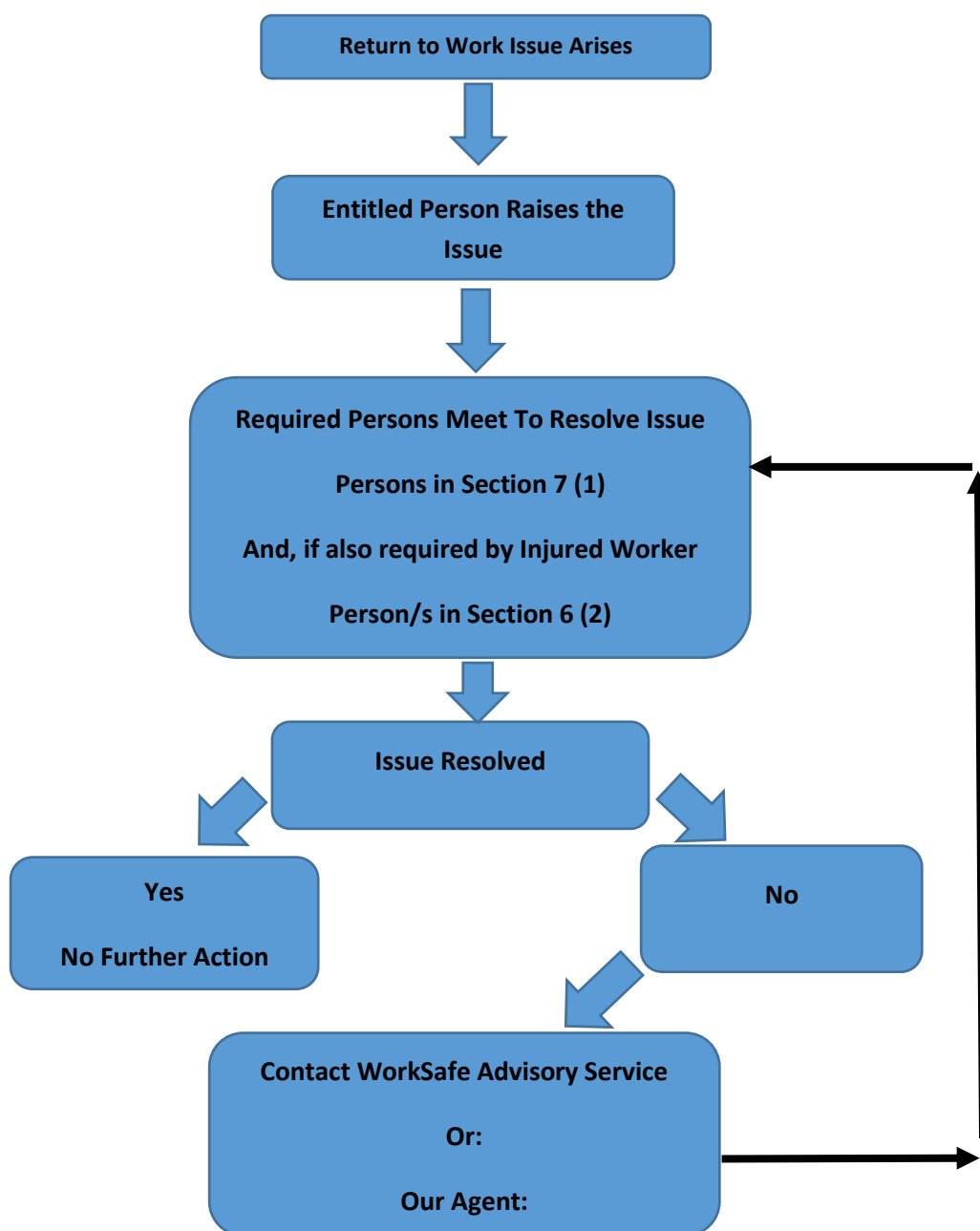
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RETURN TO WORK ISSUES RESOLUTION - REPORTING & RESOLVING FLOW CHART



As soon as possible but **no later than 20 days** after a return to work issue has been reported, the Employer, the Return to Work Coordinator and the Worker must meet to try and resolve the issue. If the Worker's treating Health Practitioner, Manager and/or Supervisor, provider of Occupational Rehabilitation services or person chosen by the worker to represent, assist and support them raises the return to work issue, the Employer must also invite that person to participate in the issue resolution process.

At any time, a person who has raised a return to work issue may request that the Employer set out in writing the details of the issue and matters relating to its progress, resolution or outcome. If such a request is made, the Employer must respond **within 14 days** of the request in a manner and in a language that is agreed by the Employer, Return to Work Coordinator and the Worker.

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The Work Area:

Every Catering Industries employee must be responsible for safety in the work environment. The risks associated with most work we undertake means that your environment can change throughout the day depending on what tasks are being undertaken.

The Site Manager will ensure that you have had full training on all aspects of safety and related protective equipment and techniques to ensure your ongoing safety whilst at work.

It is your responsibility to ensure that you are carrying out your work/tasks in accordance with our Policies and Procedures and that you keep a constant look out for any changes that could affect your safety. **If you see a Hazard – REPORT IT IMMEDIATELY TO YOUR SUPERVISOR and complete Document # 2**

Tool Box Meetings:

An important part of Safety Communication on our Sites is by the use of Monthly Tool Box Meetings. These meetings are compulsory for all “On Shift” employees and discuss Safety topics, training for Safety and identification of Safety related initiatives to improve Safety on the Site.

A Tool Box Meeting is minuted by the Meeting Chairperson and a copy of the minutes are kept on Site in the Site Safety Manual and available for all Staff to read.

Participation in these meetings is vital, it is another opportunity for you to influence your Safety at Work.

WHS Issue Resolution Procedure:

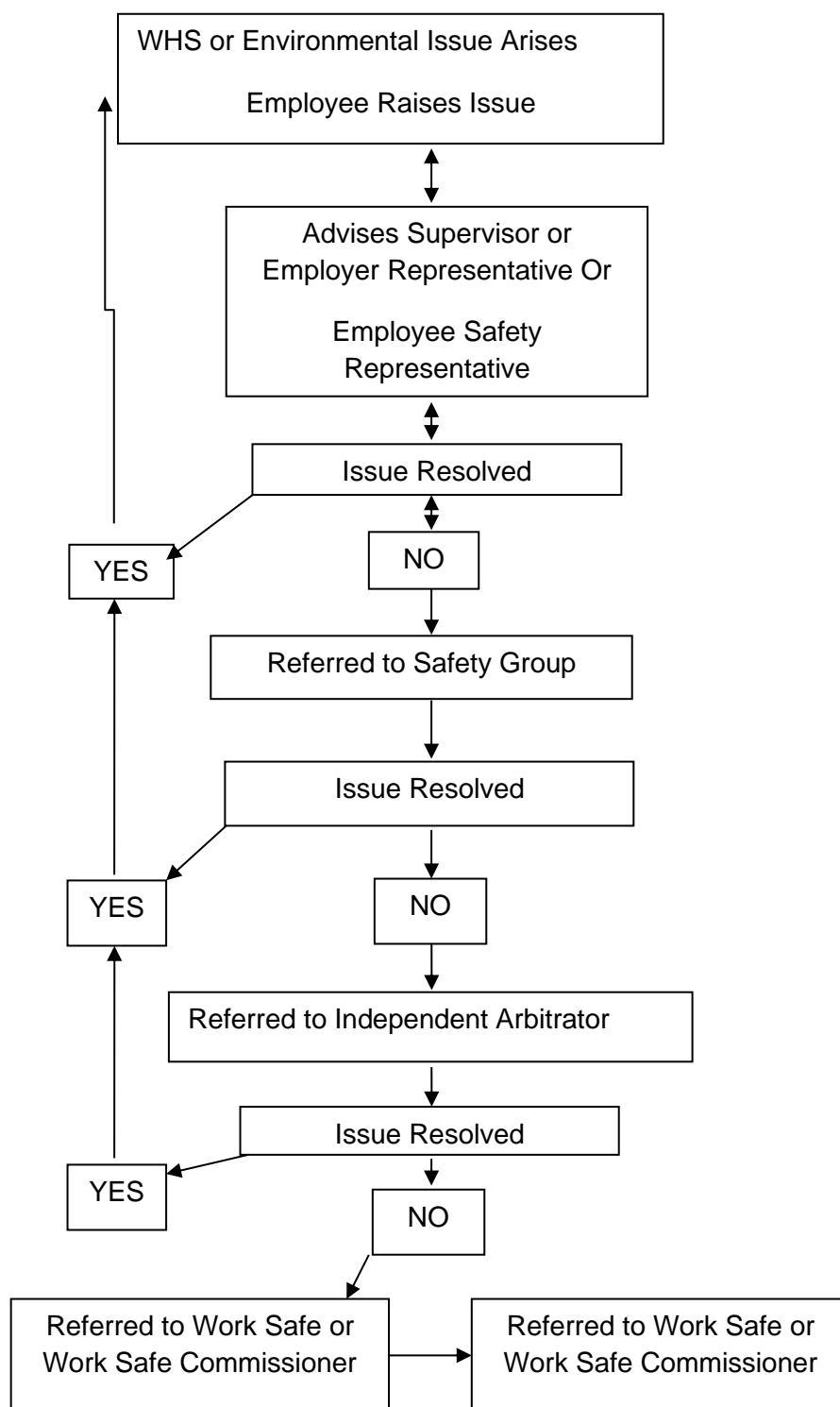
Any Employee or Contractor who raises a WHS Matter is entitled to expect that that matter will be reviewed and actioned to ensure no ongoing risk or hazard remains.

Should the matter not be attended to in a timely manner or the P.C.B.U or Employer fails to address the reported hazards then the following flow chart describes the procedure to ensure the matter is resolved:

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WHS&E ISSUES RESOLUTION FLOW CHART – F.C 7a

Extract from CI National Safety Plan



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Reference Material:

In compiling this Handbook we have consulted and used the following reference and legislative references:

- Work Health and Safety (WHS) Act & Regulations (All States/Territories)
- Victorian Occupational Health and Safety Act 2004
- Accident Compensation Act (NSW, Vic and QLD)
- Supporting codes of practice (NSW, Vic and QLD)
- Safety regulations
- EPA (NSW, Victoria, South Australia)
- Work Safe Victoria, NSW, QLD & ACT
- National Safety Council of Australia
- Safe Work Australia
- Australian and New Zealand Standards 4801/14001

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RULES & REGULATIONS:

Alcohol, Prescription & Other Drugs (AOD)

Illicit Drugs and Alcohol are not allowed to be taken or consumed whilst working on site, or whilst driving a company vehicle. In the event this is detected management has the right to dismiss employees.

All work sites operated by Catering Industries may require all Employees and Contractors to undergo Alcohol tests before commencing shifts or random drug tests at any time whilst at work.

Catering Industries has a right to test employees before entering a work site or whilst carrying out their duties on the work site in relation to the effects/impairment of drink or drugs if such impairment is suspected. Any employee who is tested and subsequently returns a positive result will/can have their employment terminated, receive disciplinary action and will undergo counselling.

If during your shift you are suspected of impairment your Supervisor or Manager will direct you to stop work and will make arrangements for you to be taken to a medical centre for the purposes of conducting tests for impairment and taking of samples for analysis, or to a pathology laboratory for the purposes of obtaining samples of blood, urine or saliva for testing for impairment or presence of alcohol or drugs.

Your Site Manager or Supervisor will provide you with a copy of our "Fit To Work Guidelines" which explain in detail the requirements, responsibilities and obligations you have in order to ensure you are in a fit state to carry out your duties.

Codes Of Practice:

Catering Industries Safety Plan relies on continuous improvements in order to ensure we continue to meet our legislative and compliance responsibilities and obligations and further improve the Safety of our Employees, Contractors and Stakeholders.

Codes of Practices are best practice guidelines issued by Safe Work Australia. Codes of Practice must be applied to workplaces where risks or hazards covered under one Code or another exist. They are mandatory and covered under specific legislation and failing to comply with this can lead to heavy fines.

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Confined Spaces:

There are very few confined spaces in kitchens and dining rooms, however it is important staff are aware of what a confined space is and the processes in managing this high risk hazard.

A confined space is defined as a space such as a vat, tank, pit, pipe, duct, flue, oven, chimney, silo, container, reaction vessel, receptacle, underground sewer, shaft, well, trench, tunnel or other similar enclosed or partially enclosed structure (this could be a cool room or freezer for example), if the space meets certain conditions. **Confined spaces are dangerous and you are not permitted to enter any area defined as a confined space unless you fully understand the risks and have been properly trained.**

Electrical Equipment:

No employee is to tamper with electrical equipment or plant equipment. All electrical equipment must be tagged in compliance with the relevant legislation and be protected by a core balance earth-leaking device.

Our electrical equipment have a Safe Work Procedure and a Job Safety Analysis (JSA) completed, read through the SWP & JSA to identify all potential hazards before operating or cleaning takes place.

When cleaning any Electrical equipment it must be **first switched off** and the power cord removed from the electrical outlet.

Employees must be fully trained by their Site Manager before operating or cleaning any Electrical equipment.

Environmental & Extreme Temperature Risks:

Catering Industries undertakes work in a variety of environments, many of which are remote and subject to extreme climatic conditions. A primary risk identified is the potential for work in extreme heat.

Catering Industries has developed Policies and procedures for working in heat and avoidance of harm through Heat Stress. It is vital that all Employees and Contractors are aware of the risks involved in working in these environments and follow the procedures to ensure they do not become effected by Heat Stress or other potential injury or harm through exposure to extreme weather or other excess heat conditions.

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Commercial Kitchens are deemed to be Hazardous working environments. In particular, the potential for serious burns, scalds and exposure to cool or frozen environments means all employees need to take special care when working in these environments

You must always wear appropriate PPE when working in or around hot or cold areas. For extended work in fridges or freezers you must ensure you have appropriate warm clothing, and could include gloves and boots.

When working with hot equipment you must have safety equipment suitable for handling hot items.

In all circumstances you must be fully trained before attempting any work within Cold or Hot areas or with hot or cold items.

Harassment & Bullying:

Harassment/Bullying or Sexual Harassment **at work** is unlawful and will not be tolerated under any circumstances. Bullying or intimidation towards another Employee at work also constitutes harassment.

Sexual Harassment, Bullying and Intimidation is unwelcome and uninvited conduct by another Employee, in the work place such as:

- Unwanted physical conduct of a sexual nature
- Unwelcomed sexual advances
- Verbal comments or abuse
- Offensive gestures
- Unwanted Physical contact
- Written comments or posts or tweets using social media about another person
- Text messages or voice messages left on another person's phone
- Comments made to a third party about another person

The Company will treat harassment and bullying complaints seriously, sympathetically, promptly and confidentially. The Company acknowledges that the receiver of the unwanted behavior or attention or actions is the only person who can determine if the behavior or actions of another person are hurtful or intimidating or harassing to them. The person who makes the unwanted or uninvited action or behaviors is not the person who can judge the level of hurt or intimidation that these actions or behavior can have on another person

See page 24 of this Handbook for details of how to report any matters or incidents that are covered under this Policy.

Hazardous Substances, Chemicals & Dangerous Goods:

Catering Industries uses chemicals for cleaning and sanitizing. All chemicals have dangers; **you must be fully trained in using chemicals before you attempt any job that requires chemicals to be used**. Each chemical has an information sheet that tells you all about the chemical, its safe use and what to do if poisoning occurs, it is called a Safety Data Sheet (SDS). Please read and follow the Safety Data Sheets associated with each chemical and its application. Please ensure that you use appropriate PPE when using chemicals or hazardous substances and always check that your PPE is in good condition and you have been shown how to use it correctly.

Dangerous Goods can be either chemicals or agents such as solvents, glues or gases. SDS and emergency procedures and First Aid procedures must accompany all dangerous goods. You must be fully trained in their use before any work can commence.


Catering Industries requires all employees to use correct PPE and ensure all safety procedures are in place and in use by all Employees and Contractors whilst working with any Dangerous Goods.

Hazardous Waste (Aged Care):



Work in Aged Care facilities contains risks associated with Hazardous waste containing resident bodily fluids. These bodily fluids can contain bacteria/disease potential contamination. All Employees must be aware that handling of items containing bodily fluids is not permitted. Items such as serviettes, medical swabs, bibs or paper towel containing any bodily fluids such as mucus, blood, vomit or saliva must be removed from dining areas, room trays etc. by the Facility Care Staff and disposed of through the Bio Hazard system.

Any Staff member who identifies any of these issues is required to report the hazard immediately to their Supervisor. Under no circumstances are any members of the Catering Staff permitted to handle Bio Hazard

| Resource Type | Current QA/WHs Doc Reference |
|-----------------------------------|--|
| Bodily Fluids Safe Work Procedure |  SWP Bodily Fluids |

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Ladders & Working At Heights:

Catering Industries does not perform any work from heights. However, any work undertaken at any height must be appropriately assessed for all potential risks of falling. When working over 2 metres a “working at heights” assessment will need to be completed before you commence your duties, with a JSA. A permit must be issued in all cases

*Never stand on benches or on chairs to reach any high area. If it cannot be reached safely from the ground we will call a Contractor in to perform the work. **YOU MUST BE FULLY TRAINED BEFORE WORKING AT ANY HEIGHT.***

Motor Vehicles:

If you have been issued with a vehicle to drive as part of your work requirements, you have the responsibility to meet and comply with the relevant road laws, and State and Federal Government statutory and regulatory requirements. Failure to meet or comply with the legal requirements may result in you being charged and subsequent loss of driving licence could possibly prevent you from driving a vehicle owned by or leased by Catering Industries.

When using a company motor vehicle, your safety is our number 1 priority. Company policy states that only employees authorised by management may drive a company vehicle. Authority to use a vehicle may not be delegated to anyone else without management approval. It is the responsibility of every employee driving a company and private vehicle to ensure that his / her driver's licence is in order and up to date.

You must complete a Catering Industries Driver Licence Details Form and produce a current Drivers Licence to your Manager before any vehicle operation will be authorised.

Prior to any motor vehicle operation it is a requirement that you conduct a preliminary vehicle inspection and record the results of your inspection on the Vehicle Inspection Form. A copy of this form is available from your Site Manager or Supervisor and the completed form must be handed to your Manager prior to any trip.

Any faults identified must be reported immediately to your Supervisor and where any fault or other problem is identified that affects the operation or legal compliance requirements the vehicle must not be operated until the identified fault has been repaired.

- Management is informed immediately of any license suspension or cancellation
- The vehicle is in good mechanical condition (road worthy)

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- Speed limits and road rules must be observed and obeyed
- Seat belts are worn at all times
- Travel in and out of Clients facilities via recognised roads and to destinations authorized by the Supervisor
- He / She are in good physical and mental condition before taking control of the vehicle
- Alcohol and or drugs are not consumed before or whilst driving a vehicle. Employees must inform their Supervisor if they are taking prescribed drugs that may affect their driving ability
- All Speeding, parking or any other driver traffic infringements are the responsibility of the driver
- The company vehicle must be left in a tidy manner at all times

Motor Vehicle Operation in Remote Areas:

Driving in a remote area has many hazards, in particular the effects of fatigue through long distance driving, weather, animals encroaching on the road way and unpaved roads add significant hazards to normal driving requirements.

Catering Industries has developed Policies for Remote Driving.

For any Remote or long distance driving it is imperative that a Journey Management form is completed and the trip is authorised by your Manager or Supervisor prior to the journey being undertaken.

The primary points from our policy are as follows:

- A vehicle inspection must be completed prior to all operating circumstances
- Drivers must have a valid Australian Driving Licence commensurate with the type of vehicle being driven.
- A zero (0.00) alcohol reading
- A negative reading for any illicit drug or legal substance which may impair driving.
- No driving between dusk and dawn
- Safety equipment is present in the vehicle prior to use as identified in the Journey Management form.
- A road conditions report has been obtained and assessed for safe driving conditions prior to use of the vehicle
- The log book must be completed as requested for each trip
- Any damage to the vehicle or accidental involvement must be reported immediately upon return or at the first available opportunity, supported by correct completed documentation. (Provided by Catering Industries Management)
- No person other than a Catering Industries employee may drive a "Company Vehicle".
- Obedience to all National, State and or local traffic rules and regulations.

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Entry to Remote Sites may require preauthorization and Environmental Inspections may also be required. Refer to the Clients WHS&E Team or contact the Site Manager for further details.

Notifiable Incidents:

If an Incident occurs that is deemed by (State/Federal) Work Safe (or your local authority) as **notifiable** (see below for examples), then the site must not be disturbed until a Work Safe Inspector (or similar) arrives or directs otherwise. However, a site may be disturbed for the purposes of protecting the health and safety of a person who may be aiding the injured person, involved in the injury or taking essential action in making sure the site is safe to prevent a further occurrence of an incident.

Notifiable incidents include:

- The death of a person
- A person requiring medical treatment within 48 hours of exposure to a substance
- A person requiring immediate medical treatment for amputation, serious head or eye injuries, separation of skin, electric shock, spinal injury, the loss of a bodily function and serious lacerations
- A person requiring immediate treatment as an in-patient in a hospital

Safety Signage:

Safety signage is present in every facility to advise employees, visitors and members of the public about areas or operations/tasks that present some form of hazard or danger. Signage is also in place at each facility to identify exit points for emergency evacuations and assembly areas for evacuations.

Safety signs must be **Understood** by employees and **Obeyed** at all time

Signage is grouped into four distinct types:

- Regulatory – Specific signs that are legal requirements
- Hazard – Specifically identify actual hazards, use of PPE etc.
- Emergency Information – Such things as Evacuation Plans, response systems etc.
- Fire – Evacuation paths, Assembly Points etc.

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Smoking In The Workplace:

Many of our Clients have deemed their sites to be "Smoke Free" and smoking on any part of their property is forbidden. You should only smoke in a designated area whilst you are on your break. If you smoke in any other area, management has the right to dismiss employees.

Smoking around or near doorways or other entrance or egress point into any building is forbidden.

You must always wash your hands after smoking and before returning to work, using a breath freshener is also recommended after smoking.



Standards:

Catering Industries operates under two specific standards to ensure not only our Safety Systems are effective but they are examples of "Best Practice" and have a guarantee of Quality.

Our primary standards are:

- ✓ ISO 9001:2015 – Quality Management System
- ✓ AS/NZS 4801:2001 – Health & Safety Management System

These standards are audited by external auditors and must meet all required criteria to achieve certification.

In order to ensure we comply with other legislative requirements where they impact on our operations. Examples of these standards are:

- ✓ AS/NZS 2210.1:2010 – Safety Footwear
- ✓ AS/NZS 1716:2003 – Respiratory Devices

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EMPLOYEES & CONTRACTORS:

Employee Conduct:

All employees should always act professionally whilst working on our Clients sites. Employee behaviour shall not cause to offend, upset or harass any other staff member, management staff or contractors, Clients staff, residents or resident's families.

No employee shall conduct themselves in a manner, which is likely to cause an accident or injury to themselves or other staff members.

Take pride in your behaviour, after all you are representing Catering Industries.

General Health & Safety Risks Associated With Our Work:

Through our Risk Assessments identified in our National Safety Plan (see Procedure and Flow Charts # 1) Catering Industries have identified a number of common risks within our Operations that may create potential risk to our Employees and Contractors.

At Each Site we have a Risk/Hazard Register that details the full range of risks and hazards associated with work at that Site. In all cases your Site Manager will ensure that you are shown and are familiar with the identified hazards and risks and where required will receive specific training in order to ensure your competency in work where these risks may occur.

Golden Safety Rules:

Catering Industries has established a simple set of three Safety Rules that every Employee/Contractor is required to use at all times during work.

We all will be Responsible & Accountable for our Safety because we will apply the Golden Safety Rules to all work. Our Golden Rules Are:

1. I will Report Incidents and Hazards **Immediately**
2. I will work Safely **At All Times**
3. I will **Look Out for Others Safety**

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General Hygiene & Personal Appearance:

A high standard of personal appearance and hygiene is essential at all times when representing Catering Industries. Your issued uniform, as well as being PPE, is to be worn neatly and kept in sound and clean condition at all times.

All service staff are required to:

- ✓ Wear the uniform that has been supplied at all times
- ✓ Specific dress code and PPE requirements on customers' sites must be strictly adhered to
- ✓ Ensure uniforms are tidy
- ✓ Ensure uniforms are washed
- ✓ Maintain a neat hair style under hair net
- ✓ Maintain a high standard of personal appearance / hygiene at all times

Induction:

Catering Industries Employees and All Contractors must complete the online WHS Induction prior to any commencement of work.

In order to fully understand the hazards and risks that exist or have the potential to exist in our Work Sites, all new Employees and Contractors must review our WHS Handbook and complete an assessment that must attract a completion of 100% to have been assessed as competent.

On successful completion of the WHS Induction and Assessment you can download the completion certificate. Please ensure that each Site that work at has a copy of your completion certificate on file in your WHS Training Record.

The Induction has an expiry date of TWO YEARS after the date of completion. You will be required to re-complete the Induction in order to maintain your knowledge of our Safety System requirements.

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Manual Tasks – Formally called Manual Handling:

Every job or task performed has the potential for harm. We should always consider temperature, noise, dust, lifting, cuts, burns, walking, pushing and pulling. Never rush your work tasks. Always lift within your capacity, moving objects forward with both hands.

Manual task injuries are the biggest and most likely hazard you will face in the kitchen, Laundry Areas, Public Area Cleaning, Food & Chemical store rooms, refrigeration areas and dining rooms, Resident Rooms etc. It is critical that you are fully trained in operation of any equipment and in the manual handling of equipment required for your job. **You must never attempt a job that you have not been trained in.**

Read the Handbook you received in your application pack called “**A Guide How to Carry Out Manual Tasks**”. We have an interactive online training program that is required to be undertaken annually by all Catering Industries Employees

Manual Tasks – The facts & Tips to Avoid Injury:



It is extremely important when using equipment that all staff lift, move and use equipment in the correct manner.


Over time repetitive manual tasks can create ongoing and long term musculoskeletal issues. It is vital that all manual tasks are completed within your limits and you must always assess the task (Take Five) beforehand to ensure you know and understand the risks associated with each manual handling job. If in doubt **ASK**

Good manual handling practice includes using all available equipment and aides to reduce your risks of injury.

Tips For Lifting Items:

One of the biggest risks that employees experience is lifting. It is important to lift and move loads in the correct manner as noted below.

- ✓ Never attempt to lift or move beyond your own capacity. If in doubt, test the objects for its size and weight. If the object appears and feels too heavy, go and obtain a trolley, lifting machine or approach a fellow employee for assistance.
- ✓ When lifting and moving objects, please use gloves and closed shoes.
- ✓ When lifting or moving, ensure you can see where you are going and can hear what is going on around you.
- ✓ When lifting or moving, make sure you have good footing. Never lift on a slippery surface. Always use trolleys or carts when available.
- ✓ When lifting, your feet need to be shoulder width apart in a good, comfortable and balanced position close to the load being lifted.
- ✓ Always bend at the knees and grasp the load. Never lift over your shoulder height.
- ✓ Always keep a straight back. Do not arch your back!
- ✓ Always take a firm hold of your load.
- ✓ When lifting your load, always keep elbows close into your ribs.
- ✓ Lift gradually by straightening your legs; let your thigh muscles do the work.
- ✓ Do not twist the body or swivel at the hips when lifting. If you have to change direction, turn with both feet in the direction of the turn.
- ✓ It is ok to rest when lifting. Place your load on a bench at waist height.
- ✓ When lowering your load, maintain a good grip and keep the back straight. Watch out for your fingers and toes.
- ✓ It is preferable when lifting or moving a load that you use a trolley.
- ✓ Always remember to take your time and think about the area and environment that you are in.
- ✓ Always push a trolley, never pull a trolley when moving

| Resource Type | Current QA/WHS Doc Reference |
|-------------------------------|--|
| Manual Tasks Training Booklet |  Manual Tasks Handbook |

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Obligations & Responsibilities:

General Classification Employee Responsibilities (C/A's, F.S.A's, Assistant Cooks, Utilities, Kitchen Assistants, Cleaning & Laundry Staff, Admin):

Every Employee is Responsible and accountable for:

- Completing the online WHS&E Induction and downloading the assessment completion certificate prior to commencing employment on any Catering Industries Site
- Their own and fellow Employees Health and Safety within the workplace
- Their actions in the workplace so they do not endanger or place at risk the Health & Safety of any other person, or impact on the environment
- Ensuring they comply with Catering Industries WHS&E Policies and procedures and any Safety Rules provided by their Supervisor, Manager or approved person.
- Use or wear Personal Protective Equipment whenever required and keep or maintain the Personal Protective equipment in good condition.
- Ensuring any defective or unserviceable Personal Protective Equipment is returned to their Supervisor and replaced immediately.
- Report any hazards, injuries, near misses, security or environmental incidents immediately using the correct procedures for reporting incidents.
- Ensure any hazards that they detect are isolated until appropriate actions can be undertaken to remove or prevent any further risk of injury or damage occurring as a result of the hazard.
- Ensuring they are fully trained in all WHS&E aspects of their job prior to commencing any task, job or activity
- Co-operating with Catering Industries Management on all WHS&E matters
- Any other requirements specified in this Plan where there are specific responsibilities identified.

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Contractor Responsibilities:

Every Contractor is Responsible and accountable for:

- Complying with Catering Industries WHS&E Safety Management Systems and Safety Rules
- Completing the online WHS&E Induction and downloading the assessment completion certificate prior to commencing work on any Catering Industries Site
- Monitoring work sites to reduce hazards that could constitute risk to employees or others
- Completing Catering Industries Clients WHS&E, Site or other Inductions prior to commencing any work.
- Day to day management of health and safety issues
- Ensuring all employees are issued and are conversant with the relevant personal protective equipment (PPE)
- Ensuring all health and safety information is communicated to all personnel under their control
- Complying with and assisting Catering Industries incident investigation processes
- Ensuring all personnel under their direct control have been instructed concerning safe systems of work
- Implementing safe work procedures as appropriate

Employee Safety Representative (ESR) Responsibilities:

The responsibility of the Employee Safety Representatives will be to advise Catering Industries Management on all aspects pertaining to WHS&E.

Duties are to:

- Assist in the implementation of sound accident / hazard reporting and investigation procedures
- Conduct and coordinate the monitoring of the work environment
- Attend Safety Group meetings as required
- Conduct audits to ensure WH & S systems and procedures are being complied with relating to the standards
- Assist in the Resolution of WHS&E matters as per the Resolution process outlined on the following page.

All Catering Industries Employees/Contractors are advised that where they have identified and reported a WHS&E matter using the approved reporting process the results and actions required should be followed up and actioned by the Client or Catering Industries where they are the Person Conducting the Business Undertaking (P.C.B.U).

In circumstances where a reported hazard or risk remains unattended or not properly rectified or remains a hazard/risk the employee must use the following process as the issues resolution procedure to ensure that the employee can have the matter resolved.

Personal Protective Equipment (PPE):

All employees are issued with a uniform and PPE. Each site should have equipment that makes your job safer; these can include Jackets, safety gloves, safety glasses, hair nets, aprons, respirators, oven gloves and hats. Whatever the PPE is, we will train you how to use it and recognise when it requires replacement or repair.



Never undertake a task that requires you to use PPE that you have not been trained how to use.

When working outside, you should have access to sunscreen, wear a hat and carry and consume sufficient water to ensure adequate hydration at all times. In remote or Mining Sites you must wear long sleeve shirts whenever working outside. These shirts may also be required to be Hi Viz material.

Personal Protective Equipment (PPE,) appropriate to the task, is issued to all employees, requirements will be found on your Safe Work Procedures (SWP) and Job Safety Analysis (JSA) documentation. It is the employee's responsibility to wear, maintain and store their PPE correctly and this is audited regularly.

PPE has been provided for your safety and there are 3 points that you must remember with regard to your PPE:

- Have it with you everyday
- Use it
- Keep it in good order (replace it if it is faulty or damaged)



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Rules of Conduct:

Catering Industries has a commitment to professional business performance and the health and safety of its clients, employees, contractors, the general public and the environment is a critical part of our business conduct. Part of this commitment involves the definition, recognition, procedure and disciplinary action for dealing with breaches of conduct.

The following rules, standards and protocols apply to all staff:

Theft:

Stealing anything from the office, kitchen, work areas or Staff Rooms in which you are working.

Removal of Property

Do not remove any property from your worksite.

Fighting

Will not be tolerated in the workplace.

Work Health & Safety

If you refuse to comply with or deliberately breach any Work Health and Safety rules and/or standards.

Tampering, Omitting, Reckless and Endangering

Do not tamper, omit, be reckless or endanger yourself or other staff members in the course of your duties.

Alcohol, Prescription & Illicit Drugs

Do not consume any alcohol or illicit drugs whilst working. Do not bring illicit drugs or alcohol on site. Prescription medication may be used on site, but if it impairs your ability to perform your duties in any way then you must not perform such duties. In all cases advise you're Site Manager or Supervisors of any specific medication requirements prior to commencing work.

If you have allergies or other medical conditions that require you to use an Epi Pen, Inhaler or specific emergency medication then you need to advise your Site Manager and tell them where it can be found if required in an Emergency and how to use it if required... Your Life could depend on it

Any disciplinary action taken will be on a case by case basis and will depend on:

- The particular details of the breach of conduct
- The past performance and record of the employee

As a result of not following or abiding by any of the above rules that have been put into place, the following disciplinary action can be taken. Action taken can include:

- Verbal warning
- Written warning – the third warning resulting in termination of employment
- Suspension from use of company vehicle
- Suspension from work
- Termination of employment

Suspension and termination of employment will always be the last resort taken and only taken in extreme or persistent situations. **Breaches of our Safety Rules are considered A Serious Breach, endangering yourself or others through disregard for our Safety Rules will mean termination of your employment in all cases.**

Safety Footwear - Shoes or Boots:

All Catering Industries Sites are designated as high Risk areas due to the operating conditions found in Commercial Kitchens, Mine Sites and associated areas.

All Employees and Contractors must wear approved safety foot wear whilst on all Catering Industries Sites. Approved footwear means that the shoe or boot meets the Australian Standard series **AS/NZS 2210.1:2010** Safety, protective and occupational footwear. **Shoes or Boots must be fully enclosed leather uppers with a nonslip, oil/acid resistant sole and have steel or Kevlar capped toes.**

On some Catering Industries Sites our Clients require that Safety Boots only must be worn and that they be of the lace up style only, slip on type boots may be forbidden on these Sites, always check with your Site Manager before entering any Site.

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Slips, Trips & Falls:

Kitchens, Laundries and other Wet Areas are potentially hazardous working areas, you must be aware that spills and liquids on the floor create potential for slips, trips or falls. You must always wear approved safety footwear that is both slip resistant and oil resistant whenever in these areas.

If you create a spill, you must immediately clean it up. Ensure that any floor cleaning has safety sign erected at all entry points to ensure others will see that floor areas are wet or slippery. If you see someone create a spill and not clean it up, stop them and tell them to do it straight away. Remember it is your responsibility to watch out for the Safety of others.

SWP's, SWMS's & JSA's:

Every Site has Safety documentation designed to ensure that all employees are able to carry out their work Safely and to ensure those new employees being trained will have sufficient information to enable them to learn and competently carry out their duties and understand the risks and hazards associated with the job.

The following is an overview of the type of documentation you will see, and what is used for:

- **S.W.P** – Safe Work Procedure enables an employee to review the safe operation of equipment or the safe process to carry out a task in accordance with the manufacturer's specifications, or task analysis.
- **SWMS** – Safe Work Method Statement is used for new equipment or existing equipment or tasks identified as Hazardous, in each case they must have an approved SWMS in place.
- **JSA** – Job Safety Analysis identifies the risks and hazards associated with any task or operation of equipment. The JSA identifies the correct PPE and other Safety equipment required to carry out the task.

Suspicion & Impairment:

Catering Industries requires all Employees and Contractors to undertake their work in a safe and competent manner. Being Fit To Work is essential to ensure your safety and the safety of those around you.

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Impairment through the consumption of Alcohol, illicit and other drugs represents a serious risk of harm to both the Employee/Contractor and to any persons working around them.

Where Catering Industries reasonably suspects that an Employee or Contractor has attempted to, or has undertaken, work whilst displaying signs of impairment may be required to undergo impairment testing including urine analysis, blood analysis and/or an examination by a Registered Medical Practitioner.

Refusal to Submit to Impairment Testing will be considered a Positive Test. See Fit to Work Guidelines


Take Five – Personal Risk Assessments:


An important part of your management of your safety responsibilities is to ensure that you have reviewed your work or tasks that you will undertake to identify any potential risks for injury or harm. A “Take Five” is a risk assessment process used by our Employees to review the job, see what is required, what risks may be present and what steps you put in place to address any risks that you may identify. We call this a personal risk assessment.


A Take Five involves the following steps:

- **Stop – check over the task and what is involved**
- **Think – about how you will complete the task**
- **Identify – what hazards may be present, they may have changed since you last did the task**
- **Control – the hazards, what will you need to do**
- **Safely complete the task**

Remember – Report All Hazards Immediately

| Resource Type | Current QA/WHS Doc Reference |
|------------------|--|
| Take Five Poster |  Take Five |

| Resource Type | Current QA/WHS Doc Reference |
|------------------------|---|
| Fit To Work Guidelines |  Fit To Work Guidelines |

| Resource Type | Current QA/WHS Doc Reference |
|-----------------|--|
| Hydration Chart |  Hydration Chart |

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