
WORKPLACE HEALTH AND SAFETY MANUAL

This manual is to be read in conjunction with the following documents:

- Accident and Incident Report
- Occupational Health and Safety Policy
- Manual Handling Procedure

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Introduction

It is important that all employees familiarise themselves with the information contained in this OH&S Manual in order to keep themselves and others safe while working at this place of employment.

Safety at work is an issue that affects everybody and both the employer and the employee must be aware of their responsibilities.

Duty of Care

A duty of care is the obligation of all participants in the workplace to ensure the health and safety of all persons in the workplace.

Employees Duty of Care

Employees have a workplace health and safety obligation to themselves and to others.

An employee has a duty of care for the health and safety of people who are at their place of work and may be affected by their acts or omissions. This includes a duty of care to:

- themselves
- workmates
- the public
- visitors to the workplace

All employees must abide by the following obligations:

- comply with the instructions given for health and safety by their employer
- use Personal Protective Equipment (PPE) that is supplied and as per training received
- use equipment for its intended purpose, do not interfere with, or misuse, equipment
- do not wilfully injure himself/herself
- work safely and be responsible for their own acts or omissions
- take reasonable care of the health and safety of themselves and others at their workplace

Employers Duty of Care

As an employer we must:

- provide and maintain a working environment that is safe and without risk to health
- make the OH&S manual available to all employees
- supplying first aid kits and, where relevant, first aid officers
- keep a register of all accidents
- report any serious accidents to the correct authorities
- provide employees with compensation insurance
- provided and maintaining a safe and healthy work environment;
- ensuring safe systems of work;
- provide information, instruction, training and supervision to ensure health and safety.

Health and Safety Officer (HSO) Responsibilities

The role of the HSO includes:

- carrying out regular OH&S inspections
- being made aware of any workplace incident
- being present when an employer interviews a worker about an incident
- reviewing the circumstances of any workplace incident and
 - advising the employer of the findings
 - making recommendations
- helping to resolve OH&S issues
- being advised by the employer when a OH&S Inspector is at the workplace

It is important that employees are aware of the OH&S procedures that relate to their work environment.

Remember that prevention is better than cure.

Occupational Overuse Syndrome (OOS)

Occupational Overuse Syndrome (OOS) refers to a number of conditions where there is persistent pain in the muscles, tendons and other soft tissue.

OOS was previously referred to as Repetitive Strain Injury or RSI.

OOS affects parts of the body that are used in work activities that involve one or more of the following:

- frequent or repetitive movements - such as operating keyboards for long periods
- forceful movements – such as using a punch or a stamp
- postures that are held for long periods – such as looking at a computer screen that is too high, or holding your head at an angle to see past glare on the screen

There are specific risk factors related to hazardous manual tasks that play a significant role in the development and onset of musculoskeletal (strain and sprain) injuries. By preventing or minimising the exposure to these risk factors, the risk of injury can be reduced:

Work involving high exertion risk

- consider whether the activity can be done a different way to eliminate or reduce the level of exertion required
- provide, use and maintain adequate mechanical and assistive devices (such as trolleys, hoists, wheelchairs) to minimise effort - train workers in safe use of equipment/devices where
- provided e.g. make sure flooring does not impede the use of wheeled equipment.

Work involving awkward or static working positions

- align the task to ensure they are in a forward facing position
- work with their arms close to their body, not reaching away or overhead
- vary their position frequently and not stand, sit, kneel or squat for long periods
- minimise bending and over reaching by, for example, adjusting work heights and storing frequently used items between hip and shoulder height.

Tasks involving short cycle times

- Tasks involving short cycle times (less than 30 seconds) and performed for more than one hour are considered to be a risk because the same muscles and other soft tissues are being used continuously. For work that is highly repetitive or involves tasks of long duration, workers should:
 - change work practices or obtain equipment to avoid repetitive actions or prolonged tasks
 - vary work duties or working positions for example, alternate between standing and sitting activities.
- Make sure all workers have received clear instructions.

Taking the appropriate breaks and performing the correct exercises

When undertaking tasks such as those discussed above, rest and exercise is very important in helping to reduce the possibility of OOS. Employees should always make sure they do the following:

- Take a break every 20 to 30 minutes
- Get up/move and walk around, stretch whatever muscles are tight
- If working in front of a computer monitor, look out the window at a far off object to rest the eyes

It is extremely important to use good posture. If unable to hold good posture, it probably means it's time to take a break from the task being undertaking.

Exercise at the desk or workstation

Simple exercises can be performed at the desk. These involve exercising the hands, neck and shoulders. Repeat these exercises whenever your hands, neck or shoulders feel stiff, or when you have been performing repetitive tasks for any length of time.

Using Office Equipment Safely

Working in an office involves using a range of equipment. You should become familiar with the safety issues related to each piece of equipment in your workplace.

Electrical equipment

- Read the manufacturer's safety instructions.
- Always use the correct power supply voltage and frequency.
- Check the length of power cords used for electrical equipment. Power cords should never be more than five metres long. Longer power cords can reduce the voltage supplied or cause problems with the equipment.
- Be aware of company policy and procedures regarding the use of equipment, the reporting of faults and maintenance schedules.
- Always remove power cords by pulling the plug, not the cord.
- Never stretch power cords or cables across the floor where people can easily trip over them.

Photocopier safety

When using the photocopier in the office environment, it is important to be aware of the following points:

- Always operate the photocopier following the manufacturer's instructions.
- Ensure the photocopier is regularly maintained.
- Make sure that photocopiers are located away from other work areas in a well-ventilated area.
- Keep the document cover closed to avoid eye strain.
- Switch off copier and allow to cool before attempting to remove paper jams, to avoid burns.
- Do not use metal implements to remove paper jams.
- Avoid contact with chemicals by wearing disposable rubber gloves when changing toner.
- Ensure the photocopier is at a comfortable height.
- Ensure that paper is stored at a comfortable height.
- Avoid liquids near the photocopier.
- Ensure all staples and paper clips are removed before using the photocopier feeder.
- Ensure that the photocopier is connected to the correct power supply voltage and frequency.
- Make sure that the cord from the machine to the wall socket is no longer than five metres long.

You are responsible for alerting your supervisor if you notice any irregularities in the operation of the photocopier located at your workstation.

Other equipment

- Be aware that filing cabinets can tip over when more than one drawer is open.
- Never leave an open filing cabinet unattended, as it is very easy for someone else to trip over an open drawer.
- Remember that scissors and knives can be potential hazards.
- Do not stand on chairs with castors, as it is very easy to slip and fall.

Hazardous Substances

Photocopiers, laser printers and facsimile machines

These machines seem harmless enough but there are problems associated with their use, and precautions should be taken to protect your health.

The main hazards are:

- Ozone gas
- Prolonged inhalation of ozone levels of a few parts per million is known to damage the lungs

Toners

Powder form toners are used in 'dry' photocopiers, laser printers and laser fax machines. They are made up of various formulations of carbon black. Toner dust may irritate the respiratory tract, resulting in coughing and sneezing. Older machines may use toners which contain compounds such as nitropyrenes and trinitrofluorene. These compounds, although rarely found in today's toners, have carcinogenic properties.

Working safely with photocopiers and other equipment

- Photocopiers, laser printers and laser fax machines should be positioned in well-ventilated areas.
- High volume photocopiers should be located in a well-ventilated room equipped with an exhaust fan.
- Close the document cover, use the automatic document feeder or look away from the photocopier when it is in use, to avoid the bright light which may cause eye strain

Risk Management

As hazards are identified, the risk needs to be assessed. Once this has been done you are able to consider what action/s you can take to control the risk.

The Hierarchy of Controls is the golden rule for reliably and cost effectively controlling hazards.

The most effective measure is to eliminate the hazard.

Eliminate the hazard	remove the hazard
Substitute the hazard with a lesser risk	change work practices, substitute hazardous processes or chemicals
Isolate the hazard	isolate the hazard from the person e.g. install screens or barriers
Use engineering controls	make something new, redesign or modify equipment
Use administrative controls	instructions, signs, staff training, job rotation, supervision
Use personal protective equipment (PPE)	gloves, earplugs etc.

General Tips for all Employees

- Follow workplace policies and procedures.
- Discuss with your supervisor if you are having difficulties managing your workload.
- Report accidents, incidents and maintenance issues.
- Let your employer know if you are experiencing any discomfort that may be caused by your work.
- Practice strict personal hygiene (e.g. wash your hands and use antibacterial washes).

Manual Handling and Lifting

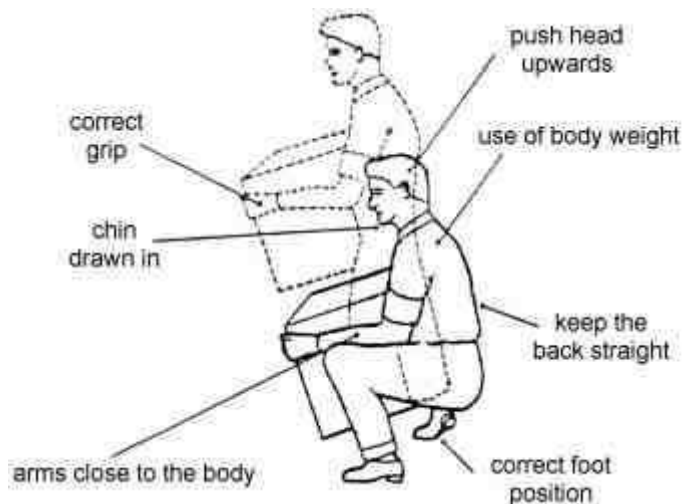
Refer to the Manual Handling and Lifting Procedure

The greatest amount of lost time in the workplace is due to injuries caused by manual handling and manual handling contributes to injuries affecting all parts of the body, particularly the:

- Back
- Shoulders
- Wrists

To avoid back injury when lifting ensure that you plan the lift correctly.

- Before lifting - check the weight and size of the load
- Whenever possible - ensure that you hold the item close to your body
- Always - lift with your legs and your back
- Always – ensure that your back is straight
- Never - twist your body



Wherever possible:

- Use a mechanical aid to assist you e.g. trolley or wheelbarrow
- Get someone else to help you
- Warm up by doing other jobs first
- Avoid lifting for extended periods

Use of Personal Protective Equipment (PPE)

The employer shall, as far as is practicable, eliminate or control hazards in the workplace. PPE shall only be employed as a control measure where:

- it is not otherwise practicable to eliminate or control the hazard effectively
- it is necessary as a temporary means of control whilst improved means are investigated and implemented
- an additional protective measure to existing control mechanisms is required

Responsibilities: Managers and Team Leaders

Managers and team leaders must ensure that:

- the selection of personal protective equipment and clothing is appropriate for the specific task
- the requirement to use personal protective equipment and clothing is enforced
- personal protective equipment and clothing are issued, inspected and maintained
- clear and appropriate signs are positioned in areas where personal protective equipment and clothing must be worn

Responsibilities: Staff, contractors and visitors

All staff, contractors and visitors must recognise their personal responsibility for their own safety by:

- using protective equipment and clothing for the purpose provided and in the manner required by the employer
- taking proper care and maintenance of the equipment provided for their use
- immediately informing their managers or team leaders of any defects or deficiencies in personal protective equipment or clothing of which they become aware

Supply of PPE

Personal protective equipment and clothing, suitable and sufficient for use by staff in hazardous areas, will be provided and maintained by the employer and will be made available without cost to staff members who require such equipment for the conduct of their duties.

PPE training

The employer will also provide training and instruction in the use of personal protective equipment to ensure employees receive the desired level of protection from the equipment

Compliance

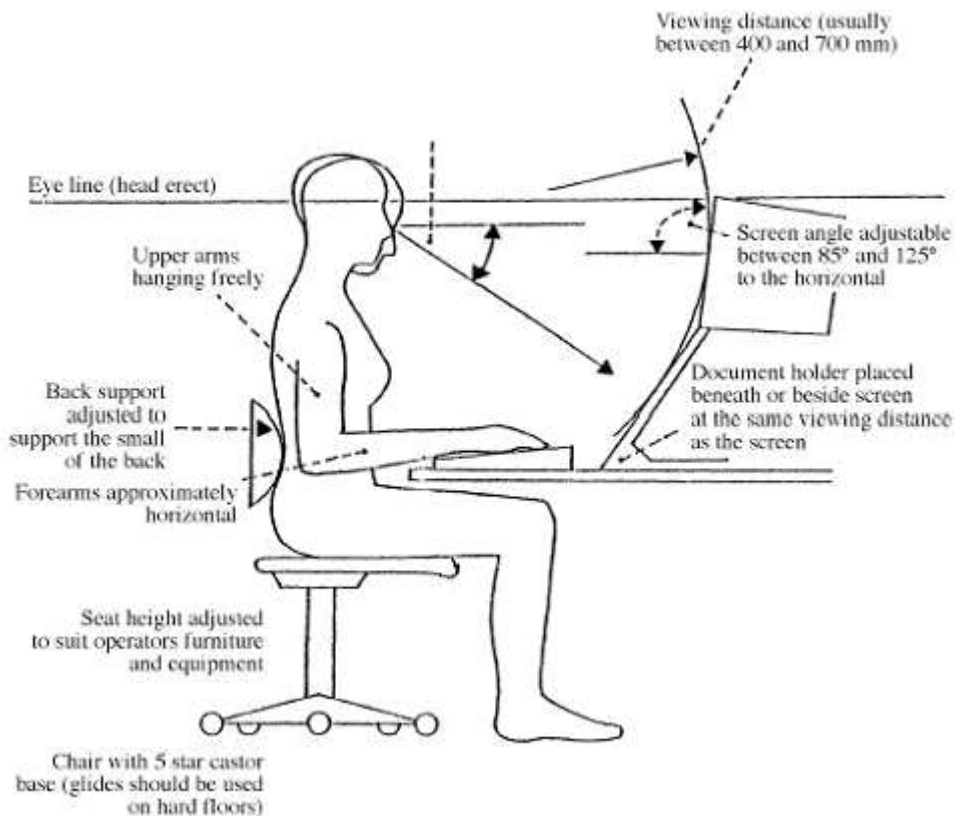
All personal protective equipment and clothing will comply with current relevant Australian Standards.

The supply and use of appropriate personal protective equipment shall comply with all associated Australian Standards, Codes of Practice and legislative requirements under the provisions of the Occupational Safety and Health Act WA 1984 and Occupational Safety and Health Regulations WA 1996 (Division 2 - General duties in relation to personal protective clothing and equipment).

Clerical and Administration Workers

Workstation Layout and Equipment

- Have workstations designed to allow sufficient height and depth and work surface space to accommodate the person using it and the work performed.
- Provide a variety of chair styles to accommodate workers physical differences. Chairs should:
 - have a 5 star base
 - be easy to adjust from the seated posture and allow separate adjustment of the lumbar support
 - have a seat pan
 - have a back support incline
 - have arm rests (if used) that are height adjustable and do not stop workers from getting close to the desk.
- Position computer keyboards and monitors in front of the user to avoid twisted and awkward postures.
- For workers who are not touch typists, provide sufficient space between the edge of the desk and keyboard to allow for forearm support.
- Ensure the computer mouse is positioned in close proximity to and on the same level as the keyboard.
- For standing workstations, such as reception counters, consider providing seating so postures can be varied between sitting and standing.
- Consider the need for other equipment such as a document holders, monitor arms, alternate input devices.
- Laptops are not designed to be used for sustained periods. If this is required, consider:
 - using docking stations
 - providing separate keyboard and mouse
 - transferring work to a desktop computer.
- Provide telephone headsets where there is sustained phone use or workers are required to write or use the computer at the same time (e.g. in call centres).
- Ensure frequently used items are in easy reach in order to minimise bending, twisting, and overreaching and to allow the worker to adopt a forward facing upright posture.
- Use mechanical devices such as trolleys to minimise carrying heavier loads.
- Create a work space where sitting and standing can be alternated.
- Position printers and faxes away from the work area to encourage a change of posture when accessing this equipment.



Office layout

- Provide adequate space for and easy access to equipment, storage areas, workstations (e.g. collating tasks may need a larger working space and higher work surface).
- Store heavy and commonly used items between mid thigh and shoulder height.
- Provide easy access to lunch room, toilets and drinking water.
- Locate equipment such as photocopiers and tea facilities in a suitable area to minimise disruption to other workers.

Hazardous Substances

- Make sure the Material Safety Data Sheets (MSDS) are available for substances classified as hazardous (e.g. photocopy/printer toner).
- Read the label and MSDS and follow the instructions.
- Store chemicals safely and securely when not in use and store flammable and combustible liquids away from ignition sources.
- Train workers in safe handling of hazardous substances.
- Never store chemicals in food and/or drink containers.
- Make sure chemicals are correctly labelled.
- Wash your hands before eating.
- Make sure general ventilation in the photocopier/printer location is adequate.

Slips Trips and Falls

- Ensure procedures are in place for spills management and cleaning.
- Use appropriate cleaning methods and clean up spills promptly.
- Ensure flooring is non-slip.
- Make sure floors are well maintained (e.g. free from holes, curled carpet edges etc)
- Make sure work areas and walkways are kept clear and tidy, are clearly marked and are adequately lit.
- Provide adequate storage so that items are not stored in walkways.
- Encourage staff to wear supportive non-slip footwear.
- Make sure flexible leads, such as electrical or telephone, are not placed across walkways.
- Choose chairs appropriate for the floor surface (e.g. castors on carpet, gliders or castors fitted with brakes for timber, concrete or vinyl).

Stress, Bullying and Occupational Violence

- Develop and promote clear policies and procedures to deal with bullying, harassment and work pressure, and implement an effective issue reporting and resolution plan.
- Ensure all workers understand what bullying and harassment are and the procedures for reporting incidents (e.g. explain policies and procedures during induction).
- Provide post-incident care, including counselling and support.
- Put security measures in place to reduce the risk of occupational violence where money is handled or people are working alone.
- Train all staff at risk, including contractors and office staff as well as front-line staff.
- Anticipate peak workloads by preparing work ahead of time where possible and/or schedule work to avoid recurrent deadline stress.

Environment

- Ensure lighting does not create glare or shadow on computer screens (e.g. position the screen at right angles to the window or use blinds over the windows).
- Purchase office equipment that generates minimal noise and position it in well-ventilated areas.
- Provide and maintain adequate air-conditioning systems (e.g. keep the air temperature as even as possible).

Electrical

- Keep all electrical equipment away from water.
- Secure and protect extension leads from damage and ensure they do not create a trip hazard in the workplace.
- Ensure all electrical equipment is maintained in good working order and all specified electrical equipment is tested and tagged where required.

Computer workstation and office safety checklist

A computer workstation and office safety checklist must be completed:

- When a new workstation is set up.
- When moving to a new workstation.
- After an absence, e.g. holidays, sick leave etc.

Gym Floor / Fitness Staff

Housekeeping

- Keep work areas clear and tidy.
- Keep electrical cords away from thoroughfares.
- Stack or remove fitness equipment when not in use.
- Provide enough storage to keep unused fitness equipment off the floor and walkways
- Have safe systems for the delivery and storage of materials, collection and removal of waste.
- Inspect work areas, and storage areas regularly for hazards.
- Provide appropriate lighting and ventilation.
- Clean gym equipment with disinfectant regularly

Dust

- Ensure floors and equipment are free from dust and dirt
- Vacuum regularly
- Ensure adequate ventilation

Electricity

- Use licensed electricians for electrical work.
- Make sure socket outlets are protected by a safety switch.
- Use portable safety switches if the equipment is not protected by a fixed safety switch.
- Isolate and lock out machinery when performing maintenance activities.
- Install emergency stop buttons on equipment that needs to be stopped quickly in an emergency (e.g. treadmills and x-trainers).
- Do not use double adaptors or piggyback plugs.
- Keep electrical equipment away from water and other liquids.
- Have an inspection and maintenance plan in place.
- Have a system for reporting and tagging out faulty electrical equipment.
- Secure and protect extension leads from damage.
- Ensure testing and tagging is current.

Hazardous substances/chemicals

- Eliminate or substitute the substance for a less harmful product (e.g. use water- based cleaning products)
- Provide adequate ventilation.
- Conduct written risk assessments to identify hazardous substances and control the risks.
- Obtain and make available Material Safety Data Sheets (MSDS) and the risk assessments for substances classified as hazardous.
- Store substances safely and securely when not in use.
- Train workers in the safe use of hazardous substances (e.g. mineral turpentine, cleaning products) and the required PPE.
- Label all hazardous substances including safety and risk phrases.

- Do not store hazardous substances in food and/or drink containers (e.g. do not store cleaners in drink bottles).
- Store flammable and combustible liquids away from ignition sources.
- Locate eye washes in immediate vicinity of chemical storage area.

Machinery and Equipment

- Use and modify machinery and equipment in accordance with manufacturer's instructions.
- Display operating instructions and safety information near machinery and equipment.
- Develop safe work procedures for high risk equipment and train all staff in the procedures.
- Switch off, isolate and unplug machinery when cleaning or maintenance work is being performed.
- Dispose of or repair immediately any worn, broken or damaged parts.
- Remove any damaged or faulty equipment from the work area where practical and/or isolate, lock out and tag to prevent use.
- Make sure machinery and equipment is in good working order and implement a system for reporting faults.
- Use the right equipment for the job.

Manual Tasks

- For work involving hard physical effort:
 - organise work to reduce the physical force needed
 - train workers in safe use of equipment/devices
 - buy small, light cartons of stock
- For work involving awkward or static working positions:
 - work in a position that minimises the need to twist, slouch or bend with arms in close to body
 - adjust work spaces to allow for different working heights for different sized workers
- For work that is highly repetitive and/or involves tasks of long duration use:
 - machines
 - job rotation.
- Make sure everyone receives clear instructions and trained to safely perform the task.

Noise

- Eliminate or replace noisy equipment.
- Ensure music is kept to an adequate level
- Signpost hearing protection areas.

Personal Protective Equipment (PPE)

- Wear PPE only as a last resort, if the risk cannot be controlled in other ways.
- Select appropriate PPE for the work to be performed (e.g. steel capped boots, high visibility vests, respirators and masks, safety or sun glasses, hats and trousers).
- Use PPE in accordance with the manufacturer's instructions.
- Store and maintain PPE properly.
- Signpost PPE areas.

- Ensure all workers wear PPE if supplied and instructed in its proper use.

Slips Trips and Falls

- Install slip resistant flooring surfaces or apply treatments, such as sand-blasting, to existing flooring.
- Repair and maintain equipment regularly to prevent leaks.
- Use hose stands to keep airlines off the ground.
- Use battery/gas powered tools to reduce the need for airlines.
- Install direct plumbing of airlines into workstations.
- Paint the edges of large pieces of equipment to make them more visible.
- Fit barriers and railings to mezzanine floors to prevent falls and falling objects.
- Replace steps with ramps.

Evacuation of the Premises

In the case of a fire/gas leak or any other such emergency, the premises are to be evacuated immediately.

Do not close down your computer/workstation or collect any personal belongings. In a controlled and orderly fashion, you are to take the stairs to the ground floor and assemble on the opposite side of the road to the evacuation point which is next to the bus shelter. You are to remain there until advised otherwise by your supervisor or the HSO.

If you hear the evacuate mode of the fire alarm or when instructed to evacuate by the fire warden:














- Walk quietly but quickly to the nearest exit and proceed to the assembly point outside the building to await further instructions.
- Listen and follow instructions from the fire wardens.
- In order to prevent injury and possible panic during evacuation it is important to do the following:
 - Do not run, push, or overtake.
 - Use stairs - do not use lifts.
 - Do not return to your area of work.
 - Do not return to the building until the fire warden or fire service gives the 'all clear'.

Fire and Emergency Procedures

Follow these steps in the event of fire:

- Locate the source of the fire
- Locate any people, shout out! Check all store rooms, kitchen areas and toilets
- Remove all people from the building.
- Keep calm.
- Once outside do a head count. Make sure everyone is safe
- Notify the authorities – ring 000

Portable Fire Extinguisher Selection Chart

Indicator	Class of Fire	A	B	C	(E)	F	
 FIRE EXTINGUISHER Post 1995 Pre 1995	Type of Fire	Ordinary combustibles (wood, paper plastics, etc.)	Flammable and combustible liquids	Flammable gases	Fire involving energized electrical equipment	Fire involving cooking oils and fats	
	Identifying Colours	Type of Extinguisher	Extinguisher Suitability				
		Water	Yes (Most suitable)	No	No	No	No
		Wet Chemical	Yes	No	No	No	Yes (Most suitable)
		Alcohol Resistant Foam	Yes	Yes Most Suitable for alcohol fires	No	No	No
		AFFF Type Foam	Yes	Yes Most Suitable except for alcohol fires	No	No	No
		AB(E) Dry Chemical Powder	Yes	Yes	Yes	Yes	No
		B(E) Dry Chemical Powder	No	Yes	Yes	Yes	Yes
		Carbon Dioxide (CO ₂)	Yes	Yes	No	Yes	Yes
		Vapourizing Liquid (fumes may be dangerous in confined spaces)	Yes	Yes (5KG Only)	Yes	Yes	No
Note	Yellow	Halon	As from 31 December 1995 Halon extinguishers will cease to be a legal extinguisher				

Class 'D' fires (involving combustible metals) - use special purpose extinguishers only.

Carbon dioxide and vapourizing liquid extinguishers are not suitable for deep seated smoulder A class fires.

Issue Resolution Procedures

These procedures are based on prescribed procedures in the Occupational Health and Safety (Issue Resolution) Regulations 1999.

