

## OCCUPATIONAL HEALTH & SAFETY POLICY

Troubleshooters recognises a moral and legal responsibility to ensure that a safe and healthy work environment is provided for contractors. This commitment may also extend to ensuring our clients' operations do not place adjoining communities at risk of injury or illness.

Troubleshooters management responsibilities include:

- Ensuring that clients provide and maintain a safe and healthy work environment so far as is practicable.
- Ensuring that all Occupational Health and Safety policies and procedures are implemented in the Troubleshooters in-house Occupational Health and Safety induction.
- Construction Induction Card - Troubleshooters actively promotes and requires the card and its policies and procedures.
- Regular site visits to ensure that Troubleshooters contractors are working in a safe environment.
- Troubleshooters contractors informing Troubleshooters of unsafe work sites and practices.
- On notification of Troubleshooters contractors informing Troubleshooters of unsafe work sites, a senior Troubleshooters representative will visit the site to ascertain and rectify the issue.

## PROVIDING A SAFE WORKING ENVIRONMENT

Troubleshooters is a licensed Odco Contracting® agency. Contractors working through Troubleshooters Available are fully covered by WorkCover in the event of an injury occurring on site.

**Section 138 of the Victorian Accident Compensation Act** provides for the recovery of compensation from other parties bearing liability when a significant injury occurs. In this case, the other party would be the Troubleshooters clients. Thus the Victorian WorkCover Authority can issue recovery proceedings against third parties where an injury has resulted due to negligence in the workplace. Troubleshooters are unable to prevent any such matters being proceeded with. The degree of negligence, hence liability, is predominantly determined by the facts available, particularly whether the end user could have known if the contractor may be exposed to injury and what remedial actions were undertaken.

Ensuring safe working environments for all workers requires identification, assessment and management of risks relating to physical and non-physical aspects of work.



## **SUN SMART AND UV RADIATION**

A significant issue relating to Occupational Health and Safety is Sun Safety on building sites.

Construction industry companies will be required to have a sun protection policy in place.

Construction workers may be exposed to five times the maximum recommended exposure limits for UV radiation.

Troubleshooters strongly recommends that all construction site managers and foreman are fully aware of all risks associated with UV radiation. Some recommendations are as follows:

- Ensure that maximum strength sun screen is readily available.
- Doing outdoor tasks in the morning or late afternoon.
- Minimising outdoor work.
- Sharing outdoor tasks to minimise individual exposure.
- Doing more jobs undercover.
- Providing natural or artificial shade.
- Encourage construction workers to wear long sleeve shirts, long pants, broad brim hats and suitable eye protection.

## **DISCRIMINATION, HARASSMENT & WORKPLACE BULLYING**

- Discrimination occurs when an individual or group is treated less favourably than others on the grounds of race, colour, sex, age, disability, religion or a number of other characteristics outlined in the anti-discrimination or human rights legislation.
- Federal, state and territory laws govern equal opportunity and discrimination in the workplace.
- The definition of Workplace bullying utilised by WorkSafe Victoria under the Occupational Health and Safety Act is - workplace bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. However it is noted that across differing workplace bullying definitions, there remain four key elements: workplace bullying is a workplace conflict; it is enduring and repeated in nature; it is inappropriate and possibly aggressive; and it results in a level of (physical and/or psychological) distress.
- Independent contractor has the right to a workplace free from discrimination, harassment and bullying. A hirer cannot refuse to hire you or change the terms of your contract on the basis of any characteristic considered discriminatory under national, state and territory legislation. Similarly you should not be subjected to discrimination or harassment during the course of your contract. If you feel that you have been a victim of discrimination, harassment or bullying, there are a number of steps you can take. Troubleshooters ask that you contact the Troubleshooters office and we will act on your behalf with the client to ensure that action is taken to eradicate the unlawful behaviour. If you believe that the issue is not adequately addressed you can contact your relevant anti-discrimination agency or the Australian Human Rights Commission.



## **DRUG & ALCOHOL FREE WORKPLACE**

**Troubleshooters construction personnel are expected to arrive on the worksite at a prearranged time, in a physical and mental state that is not impaired by alcohol or drugs in any way.**

- Consuming alcohol or using illegal drugs, or being under the influence of alcohol or illegal drugs while working at any workplace is strictly prohibited.
- This rule must be strictly adhered to. Any contractor found doing this will be asked to leave the workplace immediately.
- A contractor will be held personally liable for any injuries or problems caused to themselves or others whilst under the influence of alcohol or illegal drugs.
- Many workplaces have a 'zero tolerance' to alcohol and/or drugs, particularly where machinery and vehicles are involved.
- If a contractor becomes aware of any such problem at a workplace, it is Troubleshooters policy to advise the manager and the agency accordingly. Troubleshooters will take appropriate steps to isolate the problem and remove risks to your safety.

## **INJURIES/RETURN TO WORK**

As previously mentioned the importance of safety cannot be overestimated and all duty and care must be taken to safeguard against accidents and/or injury. In the event of an injury or illness as a result of engagement by Troubleshooters, even if no Workcover claim is made, Contractors must inform the appropriate site representative (onsite OH&S representative or foreman) and call Troubleshooters as soon as practicable.

The information Troubleshooters require for its initial report should include:

- Contractor's Name
- Date & time of the incident
- Description of the incident and nature of the injury
- Client's name and site address
- Witness and OH&S representative's name(s)

Troubleshooters will send out more detailed forms required to be completed and returned to the office. Most accidents are avoidable. However, when one occurs the Troubleshooters claims manager, in conjunction with its insurer, will deal with it and any related issues.

A copy of the Troubleshooters Occupational Rehabilitation Policy along with a copy of the Victorian Government OH&S Act 2004 is available in the induction room for your perusal. Troubleshooters strongly encourage you to take the time to read and comprehend these documents. If contractors have any difficulties with reading or understanding English ensure that someone explains the policy to you.

Troubleshooters is committed to providing a safe and healthy environment for all contractors. In the event of a work related injury or illness, Troubleshooters will ensure that the necessary assistance is available for the contractor to return to work as soon as possible in accordance with medical advice. This will be achieved through Troubleshooters Return to Work Policy which is also available in the induction room for your perusal.



## **Occupational Health & Safety**

Troubleshooters has a proactive and unwavering approach to Occupational Health & Safety.

Troubleshooters contractors are well versed in Occupational Health & Safety matters. All are accredited with the Construction Induction Card (White Card) having completed the appropriate course conducted by the Master Builders Association of Victoria. In addition, all new contractors are taken through an In-House Safety and Awareness Induction.

The message to LOOK THINK and BE ALERT is constantly reinforced at Troubleshooters. Communications regarding OH&S is ongoing by way of regular SMS messages and mail outs highlighting important safety matters. Contractors are encouraged to speak to their OH&S representative, site foreman, call the office of Troubleshooters or a Troubleshooters Site Safety auditor practices be observed that are non-compliant with OH&S or if a contractor feels uncomfortable or untrained regarding a tasks instructions.

In accordance with the Occupational Health & Safety Act 2004 Troubleshooters and its clients, so far as is reasonably practicable, must provide and maintain a workplace for Troubleshooters contractors that is safe and without risk to health. Workplace safety requires a co-operative approach with all parties must be committed and ensuring that safety is not compromised or prioritised in any way shape or form.

In conjunction with Troubleshooters clients and its safety division, Site Safety Audits Victoria (SSAV), there is a combined effort to work together to ensure this is achieved. SSAV visit all Troubleshooters contractors on site to ensure a safe working environment is provided, are suitably trained to undertake the tasks required and the relevant safety equipment is being utilised as required.