

Work Health and Safety Procedures



Work Health & Safety Policy

Due North Gardens promotes a culture where harm to our people through work is unacceptable. We are committed to providing safe and healthy working conditions for all people involved in our business including colleagues, customers, contractors, suppliers and the general public.

Work health and safety is an integral part of every work activity. We recognise the importance of effective consultation and cooperation between management and colleagues to achieve safe working conditions and practices.

It is managements responsibility for the promotion and maintenance of work health and safety. Management is required to contribute to the health and safety of all persons in the workplace. To this end, it is the responsibility of management to develop, implement and keep under review, in consultation with its colleagues, the organisation's WHS Programs.

All colleagues including contractors are required to co-operate with the WHS Policy and Programs to ensure their own health and safety and the health and safety of others in the workplace. All colleagues will receive induction training at the commencement of their employment and task specific training where appropriate. All Colleagues are expected to comply with all policies and procedures and any reasonable instructions from managers. These requirements will be written into workplace contracts.

All clients and visitors in our workplaces (including the client's home and community environments) have a responsibility to ensure that their actions or failure to act does not put themselves or our colleagues at risk and to follow any reasonable instructions that we may give including providing all relevant information and allowing for relevant risk assessments to be undertaken.

To meet our commitments, we will:

- Demonstrate commitment and leadership through all its key stakeholders.
- Comply with the Work Health and Safety Legislation and all applicable regulations and industry standards.
- Clearly define health and safety responsibilities for all key stakeholders.
- Consult with key stakeholders on Work Health and Safety in accordance with the relevant legislation.
- Incorporate health and safety into the business planning cycle so that objectives can be set, plans formulated, and performance measures determined for the purpose of continually improving our management systems.
- Utilise the framework of the Due North Gardens Health and Safety Management System to integrate health and safety into the business management systems and to achieve the highest standards of health and safety.
- Continually work towards eliminating hazards and practices that could cause incidents, injuries and illnesses.

- Undertake to help our people to achieve full recovery through prompt treatment and active rehabilitation programs following workplace injury or illness and allocate resources to meet the commitments of this policy.

Date Revised: 13th May 2025

Consultation & Training

At Due North Gardens we are committed to proactive consultation to ensure that the highest level of protection is provided to all colleagues. As a minimum we will consult with Colleagues as specified in the relevant WHS legislation.

We will consult with colleagues who carry out work for the business who are, or are likely to be, directly affected by a matter relating to work health or safety.

We will consult with colleagues on the following matters:

- When identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out by the business.
- When making decisions about ways to eliminate or minimize those risks.
- When making decisions about the adequacy of facilities for the welfare of colleagues.
- When proposing changes that may affect the health or safety of colleagues.
- When making decisions about the procedures for:
 - ✓ Consulting with Colleagues, or
 - ✓ Resolving work health or safety issues at the workplace or
 - ✓ Monitoring the health of Colleagues
 - ✓ Monitoring the conditions at any workplace under the management or control of the person conducting the business or undertaking
 - ✓ Providing information and training for Colleagues.

We will conduct a training session with the employee on induction using the form below.

Induction

Manager will complete a division specific Work Health and Safety induction conducted by the manager, or a nominated person, using the WHS Induction Checklist. Any person engaging the services of a contractor are responsible for ensuring they have completed the division specific Work Health and Safety induction prior to conducting any works. Note: No colleague is permitted to work until they have completed the induction.

Licences, Certificates of Competency and Training

It is the responsibility of Due North Gardens to ensure:

- All Colleagues have the appropriate licences, certificates of competency and training
- No work is undertaken by persons that do not have the required licences, certificate of competency or any other specific training as deemed necessary by legislation or industry standards
- That they keep a record of licences, certificates of competency and training.

Records

Colleagues WHS inductions will be recorded on the WHS Induction Checklist.

Copies of licences, certificates of competency and training undertaken by supervisors and Colleagues are to be kept by Due North Gardens and the details recorded on the Training Register.

All documentation will be made readily available for any WHS audit.

Type of Training / Meeting:

Date:

Person conducting meeting / training:

Organisation (if applicable):

Region:

Training / Meeting Discussions:

Name	Signature

Manager to complete:

Has the Training Register been completed: YES / NO

Signed: _____ Date: _____

Training Register

<u>Colleagues Name</u>	<u>Induction</u>	<u>First Aid</u>	<u>CPR</u>	<u>Working at Heights</u>	<u>Operate & Maintain Chainsaws</u>	<u>Other</u>
<u>[Enter Name]</u>	<u>[Enter Date]</u>					

Induction Checklist

Due North Gardens Induction Covers the Following Criteria:

Work Health and Safety Policy

- Work Health & Safety Policy
- WHS Responsibilities
- WHS Consultation
- Issue Resolution
- Incident / Hazard Reporting and Investigation
- Hazard Management
- Safe Work Method Statements (SWMS)
- Emergency Preparedness / First Aid
- Monitoring WHS Compliance

Personal Protective Equipment and Clothing (PPEC)

- Use, wearing, storage and maintenance of the PPE
- Plant and Equipment safe use, handling, storage and transport
- Chemicals Safe use, handling, storage and transport
- Falls (Working at Heights)
- Manual Handling
- Managing Noise
- Electrical Safety
- Driver Safety

Incident / Hazard Reporting

To ensure the effective management of WHS incidents we have processes for the internal and external incident reporting, recording and investigation.

Definitions

Terms / Abbreviation	Definition
Incident	Any unplanned event resulting in, or having the potential for injury, ill health, damage or other loss.
Notifiable incident	The death of a person or a serious injury or illness of a person or a dangerous incident.
Serious injury or illness	Serious injury or illness requiring the person to have: • immediate treatment as an in-patient in a hospital; or • immediate treatment for: • the amputation of any part of his or her body; or • a serious head injury; or • a serious eye injury; or • a serious burn; or • the separation of his or her skin from an underlying tissue (such as degloving or scalping); or • a spinal injury; or • the loss of a bodily function; or • serious lacerations; or • Medical treatment within 48 hours of exposure to a substance
Dangerous incident	An incident in relation to a workplace that exposes a Colleague or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to: • an uncontrolled escape, spillage or leakage of a substance, implosion, explosion, fire, escape of gas or steam, escape of a pressurised substance • electric shock; or • the fall or release from a height of any plant, substance or thing; or • the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or • the collapse or partial collapse of a structure; or • the collapse or failure of an excavation or of any shoring supporting an excavation; or • the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or • the interruption of the main system of ventilation in an underground excavation or tunnel.

Procedure

Manager or employee will report all incidents using the Incident / Hazard Report.

Colleagues will report all incidents to their supervisor immediately.

Notification of the incident by the supervisor will occur within 1 hour. The Incident / Hazard Report will be completed within 24 hours and the incident investigation completed, as far as reasonably practicable, within 5 working days.

Notifiable Incident Reporting

Each jurisdiction imposes reporting requirements for notifiable incidents.

Manager will be aware of their obligations for reporting incidents and will report accordingly. In the event of a notifiable incident there are additional requirements to preserve the site of the incident until a WorkSafe Inspector arrives, unless any action is required:

- To assist an injured person, or
- To remove a deceased person, or
- That is essential to make the site safe or to minimise the risk of a further notifiable incident, or
- That is associated with a police investigation, or
- For which an inspector or the regulator has given permission.

Records generated from notifiable incidents must be kept for a period of 5 years and made available to the appropriate persons (as per the legislation) upon request.

Investigation

The manager shall review all incidents and nominate themselves or subject matter experts to investigate if required. The nominated delegate will close out incidents by completing the closing out comments section of the Incident / Hazard Report.

Records

The manager is responsible for recording and maintaining the Incident / Hazard Report on their WHS Action Registers.

Records

<u>Jurisdiction</u>	<u>Regulator</u>	<u>Telephone</u>	<u>Website</u>
New South Wales	WorkCover NSW	13 10 50	www.safework.nsw.gov.au

Incident / Hazard Report

Company: Due North Gardens	Incident Report Number:
Date and time of incident:	
Reported by: Name: Position: Phone:	
Location of the incident / hazard:	
Description of Incident (what happened?) / Hazard:	
What immediate action did you take?	
Is this a notifiable Incident to WorkSafe? YES / NO	
Name of Witnesses (attach witness statements if applicable): 1. Witness 2. Witness	

Details of Injured Persons (circle): Franchisee / Franchisee Colleague / Contractor / Member of Public / Other:

Describe the type of injury:

Name of Injured Person/s: Company (if contractor)

Who did you report this incident / hazard to?

Name:

Date:

Time:

What contributing factor/s caused the incident to occur?

1.

2.

3.

What can be done to stop the incident happening again / control the hazard?

	Actions Required	Person Responsible	Due Date
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1.			
2.			
3.			
Close out Comments Name: Date: Signature: Position			

Hazard Management

This procedure describes the process by which all hazards will be identified, assessed for risks, appropriate control measures implemented and reviewed.

Identifying Hazards

Divisional Hazards are identified in consultation with key stakeholders / industry professionals, and generic SWMS are developed and used as a training tool for Colleagues.

On the task hazards will be identified by, but not limited to:

- Consulting with Colleagues;
- Completing SWMS for every task;
- Training Colleagues to identify workplace hazards; and
- Conducting inspections.

The following is considered when assessing the risk:

- How often the task is done
- How often people are near the hazard;
- Has an incident, either a near miss or accident ever happened before, either in your workplace or somewhere else? If it has happened, how often has it occurred? What type of injury could possibly occur?
- The type of harm that could occur;
- The factors that could influence the increased risk of the harm;
- How many people are exposed to the hazard and how many people could be harmed;
- If one failure leads to others.

Controlling Risk

Risks will be controlled by:

- Using the hierarchy of controls to determine the most appropriate control measure;
- Consulting with Colleagues;
- Recording controls on the SWMS;
- Providing information, instruction and training to Colleagues on the control measures to be implemented.

Risk controls will be based on the hierarchy of controls:

1. Elimination – eliminate risks to health and safety so far as is reasonably practicable;
2. Substitution – substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk;
3. Isolation - isolating the hazard from any person exposed to it;

4. Engineering controls – changing processes, equipment or tools (for example: machine guards or mechanical aids) to reduce the risk of injury or illness from identified hazards;
5. Administrative controls – changing work procedures/practices to reduce exposure to existing hazards (for example: supervision, training, and rotation);
6. Personal protective equipment – devices and clothing that provide individual Colleague/ s with some protection from existing hazards. (PPE).

Risk Assessment Form

See Risk Assessment form

Emergency Preparedness / First Aid

This procedure outlines the first aid and emergency equipment arrangements to ensure that there is an appropriate emergency response in the event of an incident.

First Aid

- Mobile phone coverage should be checked prior to commencing works to ensure that emergency services can be contacted in the event of an incident.
- First Aid kits will be made readily accessible to Colleagues and will be maintained and stored behind the seat in the Utility Vehicle.
- If any injury is sustained that requires further medical treatment the supervisor will organise appropriate medical assistance.

Personal Protective Equipment

Where it has been identified that PPE will be used as a control measure the supervisor onsite will ensure that the PPE is readily accessible, used correctly and maintained in a serviceable condition.

Providing PPE

- PPE will be purchased, in consultation with Colleagues (where applicable) that complies with the Australian Standards.
- Colleagues will be trained in the proper use, wearing, storage and maintenance of the PPE.
- PPE will be made readily accessible to Colleagues.

Monitoring PPE

- PPE will be monitored to ensure it is clean, hygienic and maintain good working order.
- PPE will be repaired or replaced when it is found / reported to be in poor condition or damaged.
- Supervisor will monitor Colleagues to ensure they are wearing the PPE, as far as reasonably practicable.
- Supervisor WHS Inspections will be conducted every 6 months to monitor PPE as per the below Inspection Report.

PPE Inspection Report

Supervisor Name:	
Date:	
GENERAL	
CIRCLE PERSONAL PROTECTIVE EQUIPMENT & CLOTHING CIRCLE	
• A completed copy of the WHS Manual including additional blank copies of the hazard / incident report & SWMS is carried in the vehicle?	Yes / No:
The following PPE is worn or carried in the vehicle and maintained?	Yes / No:
• Hi Vis Long Sleeve top / pants / hat	Yes / No:
• Safety Glasses	Yes / No:
• Chemical resistant goggles	Yes / No:
• Hearing Protection	Yes / No:
• Steel capped boots	Yes / No:
• Gloves	Yes / No:
• Safety signage	Yes / No:
• Safety cones	Yes / No:
• Ladder lock device	Yes / No:
• Spill tray	Yes / No:
PLANT & EQUIPMENT	
• All plant / equipment is recorded on the Plant Register?	Yes / No:
• Plant / Equipment is maintained as per manufacturer's requirements?	Yes / No:
• There is a system in place to keep records of maintenance? (Logbook, receipts)	Yes / No:
CHEMICALS COMPETENCY & TRAINING	
• All Colleagues have correct and current licences, certificates of competency and training?	Yes / No:
• All chemicals have a current MSDS/SDS? I.e. No older than 5 years.	Yes / No:
• There is a system in place to keep records of competencies & training?	Yes / No:
• Chemical containers are clearly labelled?	Yes / No:
VEHICLE & TRAILER EMERGENCY PREPAREDNESS	
• Vehicle and trailer are in good working order? I.e. tyres / indicators / brake lights / head & park lights / windscreen	Yes / No:

• First Aid Kit is fully stocked /maintained?	Yes / No:
• Drivers licence is current and has not been suspended or cancelled?	Yes / No:
• Fire extinguisher has been tested and tagged in the last 6 months?	Yes / No:
• Vehicle and trailer registration and insurance are current?	Yes / No:

Signature:

Equipment Register

<u>Description of Plant</u>	<u>Are Plant Hazards and Controls recorded on a SWMS</u>	<u>Tested Required</u>	<u>Training License Required</u>	<u>Maintenance Records Kept (Y / N)</u>	<u>Copy of Operators Manual Available</u>	<u>Additional Comments</u>

Monitoring WHS Compliance

It is a requirement under WHS legislation that, as far as reasonably practicable, Due North Gardens must maintain a working environment that is safe and without risk to Colleagues' and other persons health and safety. To comply with this Due North Gardens will have a system of monitoring WHS compliance. The manager will conduct a review and inspection of procedures every 6 months

Safe Work Method Statements

SWMS's should be completed for most tasks.

- All persons required to work from a SWMS should be trained on how to complete a SWMS and the Hazard Management process of identify, assessing and controlling risks
- Any new hazards are identified they will be assessed, controlled and recorded on the SWMS.
- If the controls on the generic SWMS have been found to be inadequate the person identifying the issue should report it as per the Incident / Hazard Report

SWMS

- Walk Behind Mower
- Petrol Edger
- Line Trimmer
- Ride on Mower
- Petrol Blower
- Fertiliser Spreader
- Ladder
- Garden Hand tools
- Chainsaw