

## **1. HSE POLICY**

Careers Connections is committed to the provision of a healthy and safe environment for all people at each of its offices and is committed to the responsible management of the natural environment.

Our commitment is based on the principle of controlling risk to a level, which is as low as reasonably practicable.

The unequivocal commitment to occupational health and safety by Company management is an expression of the Company's culture of putting its people first. All employees, agents and contractors are required to share this commitment and its inherent responsibilities.

People at Company workplaces are empowered to work together as a team; to implement our people and systems orientated health and safety program. Each one of us is responsible and accountable for Occupational Health, Safety and Environmental Management.

Together, we will continue to proactively implement our policy through ethical conduct, consultation within the workplace and teamwork.

Our objectives in implementing the Occupational Health, Safety and Environmental Management Policy (HSE Policy) are:

- Incorporation of the highest recognised safety, occupational health and environmental standards into the work methods implemented at all of our workplaces.
- Adoption of Australian and other recognised standards, applicable codes of practice, and relevant statutory provisions as the base upon which the Company develop its own high standards.
- Provision of effective training, efficient communication and continuous performance review are inherent in our health and safety management system.
- Establishment of realistic and challenging tasks for individuals and performance targets for our workplaces.

It is the responsibility of the CEO (or delegate) to approve and to provide for the implementation of this Policy.

It is the responsibility of all Company personnel to implement this Policy.

## **2. TRAINING**

All Company employees will be trained in the HSE Policy requirements and the specific requirements of the particular workplace at an Induction Training Session.

## **3. COMMUNICATION**

HSE information will be disseminated through the use of the intranet and specific meetings where required. In addition, every Company meeting attended by three or more personnel may commence with a safety topic.

## **4. INSPECTIONS AND AUDITS**

The implementation of the safety management system and the general work place conditions will be monitored through regular inspections and audits.

Employees from the particular workplace will conduct inspections while audits will be conducted by the Company or other personnel who are external to the workplace being audited.

## **5. EMERGENCY PROCEDURES**

Emergency procedures will be implemented at all Company workplaces. It is the responsibility of Company State or Divisional Managers to ensure that emergency procedures are known and understood by all employees.

### ***Evacuation Procedures***

#### **General**

In the event of a fire, earthquake, bomb threat or other disaster, follow the office building management procedures found on the intranet. In the event that these procedures are not in place we advise that you should comply with the following procedures.

#### **Fire and Natural Disasters**

When a fire alarm sounds or verbal warning is given of a disaster, we advise you:

- Do not panic
- Walk in an orderly fashion
- Exit by way of stairwells
- Do not use the lifts
- Touch and look out all exit doors before opening to ensure fire or smoke is not present. If the exit is clear and the door is not hot, open the door and proceed with caution. If smoke or fire is present, the closest alternative exit should be used
- Locate to a safe area

#### **Bomb Threats**

Notify your supervisor immediately of a bomb threat. An evacuation decision is the responsibility of the State Manager or State Police.

Follow the office building's evacuation procedure. If these are not in place:

- Stay calm
- Priority of evacuation is determined by the suspected location of the bomb, those closest leaving first.
- Leave all light switches in the position they are at the time of evacuation
- Take personal belongings such as purses and briefcases with you. During a bomb threat the removal of these items may simplify the search for the bomb
- Locate to a safe area

## **Bomb Threat Checklist**

Most bomb threat calls are very brief the caller usually states the message in a few words and hang-ups. Therefore, it is essential that switchboard operators, their relief's and secretaries remain calm and obtain as much information from the caller as possible.

## **Earthquakes**

During an earthquake, follow the existing emergency procedures. If this is not practicable:

- Seek shelter under desks to protect yourself from falling objects
- Stay away from windows to protect yourself from flying glass
- Evacuate the building to a safe area when it is safe to do so

After an earthquake follow the fire evacuation plan or procedure outlined previously.

## **6. REPORTING INCIDENTS AND INJURIES**

All incidents and injuries must be reported and may be investigated to prevent a recurrence. Where undertaken, a copy of each investigation report will be reviewed by the CEO (or delegate).

The Company employees must report details of all incidents and injuries in accordance OH&S regulations of the State that you are working in. This will include a report in the State office's Injury Report book and an email to Human Resources notifying of the accident. If you require further information, contact Human Resources.

## **7. WORKERS COMPENSATION**

Contact Human Resources for the procedures to be followed when lodging a Worker's Compensation claim.

## **8. INJURY MANAGEMENT PROGRAM**

In the event of an employee being injured, the Company will provide every practical assistance to enable the employee to remain at work or alternatively to return to work at the earliest opportunity. This Injury Management Program will apply to both work related and non-work related injuries and illnesses.

## **9. GENERAL OFFICE GUIDELINES**

The following guidelines are given to empower you and through your participation, to assist in the management of HSE in the work environment:

- Flammable liquids and aerosol cans must not to be stored in desk drawers, file cabinets or completely enclosed areas. Use only approved non-flammable cleaning fluids.
- Do not place cords in aisles as they create trip hazards. Replace defective electrical cords and do not overload extension cords and electrical circuits.
- Pick up waste paper, paper clips, pencils, etc from the floor.

- Close desk drawers and filing cabinets after use. Do not pull out more than one file drawer at a time. Place materials in the bottom drawer if only one drawer of a two drawer file cabinet is used.
- Keep your fingers and those of others clear of closing drawers, cabinets and doors.
- Keep chairs pushed in close to desk when not occupied. Do not tilt chairs beyond the design limits. Do not use desk chairs to travel out of your immediate work area.
- Open doors slowly. When using double doors, always use door on the left-hand side. Stand or walk clear of doorways.
- We are responsible for our visitors health and safety. Look for visitors' violations of safe practices and immediately correct the unsafe practice.
- Use handrails on the stairs. Do not run or read on the stairs.
- Use your legs when lifting heavy boxes use mechanical aids if necessary or get help. If you are unsure of the correct lifting procedure, contact Human Resources for training.
- Do not leave electrical machinery such as fans and heaters unattended.
- Office chairs should be sturdy, adjustable and comfortable. They should never be used for any purpose other than sitting. Notify your State Manager if your chair is in need of replacement or repair.
- A leading cause of office injuries is carelessness in handling various types of office supplies and equipment that have sharp edges or points. Your hands and fingers together form the most versatile, natural tool in the world; however, fingers are not staple removers, screwdrivers, wrenches or clamps. Machines with exposed moving parts must have appropriate guards fitted at all times.
- Machines should be properly mounted so that they do not "crawl " during operation.
- Unusual glare or improper focus on a video monitor can cause eyestrain. Look at modifying your workplace to remove the glare and as a last resort, request an anti-glare guard be fitted to your screen where appropriate.
- If you handle large amounts of unpacked paper, you probably realise what a hazard the sharp edge of paper can be; avoid running the paper edge across your hand. Also avoid licking envelopes to seal them as the flaps can cut the lip and tongue.
- When entering or exiting a room or building, you should be careful when approaching, opening and closing the door.
- When walking in hallways or around blind corners, constantly keep to one side of the corridor or aisle.
- Wet floors may be slippery. Walk on them with extra care.
- Torn carpets, loose or curled mats, liquids spilled on floors, failure of lights, or any other condition, which could cause tripping or slipping should be reported immediately to your supervisor.
- Heavy objects should be stored near the floor area.
- Use a suitable ladder or platform for reaching high objects. Do not stand on a chair, carton, or other substitute.
- In coffee machine areas, be aware of spills on the floor. If a spill occurs, either clean it up yourself or get someone else to clean it up.
- Furniture and equipment, which is defective or hazardous should be removed from service and reported to your supervision immediately.
- Shoes should be worn at all times in your work areas.
- Horseplay can cause injury and will not be tolerated.

- Make certain you know what to do in the event of fire, the presence of smoke or fumes, or other emergencies. Follow the instructions provided by your supervisor. Seconds count in such instances. Know where the fire extinguishers are.

## **10. FIRST AID AND MEDICAL TREATMENT**

### ***First Aid***

If an accident occurs, you may need to render First Aid to an Injured Person until the Qualified "First Aider" arrives. First aid should be given in this order of priority, no matter what the injury is:

- a) Safety: Preserve life yours and the injured person's. Prevent the injury from getting worse. (Move patient only if necessary).
- b) Promote recovery: Apply the "ABC of life" (A = Airway, B = Breathing, C = Circulation) and other necessary aid.
- c) Protect Unconscious: Place patient in coma position (see below).  
Render First Aid  
Seek Assistance  
Raise Alarm

Do not disturb the site of a serious accident or move any equipment in the area unless necessary to make the area safe.

### ***Electric Shock***

- Make sure that the current is turned off.
- If you cannot turn the current off, use a dry piece of timber or other material with similar insulation qualities to free the casualty. When the current is believed to be off, test by touching the casualty with the back of your hand – never by using a "grip".

Do not touch the casualty's skin before the current is turned off – if you do, you risk being electrocuted as well.

If the casualty has stopped breathing, start resuscitation immediately s/he is free of the current.

### ***Emergency Resuscitation***

On your floor there will be a First aid attendant – they should be contacted first in the case of such an emergency. However, if your first aid attendant is not available or is delayed, the following steps should be commenced in their absence:

#### 1) Airway

Check for free airway. Remove any foreign material. Place the patient's head and jaw in the correct positions, i.e. tilt head back, gently pull jaw down. Check breathing and watch for chest movement.

## 2) Breathing

If the patient is not breathing, use mouth to mouth or mouth to nose resuscitation. Give 5 full inflations. You may wish to use a clean handkerchief or resuscitation mask to minimise the risk of contracting infections from the patient.

Give 12 inflations a minute; i.e. fill casualties lungs with your breath until spontaneous breathing returns.

## 3) Circulation

Check the neck pulse. If it is absent, continue the ventilation and use external cardiac compression. It is recommended that you hold (or quickly find someone who holds) a Senior First Aid certificate or have had prior training before attempting this procedure on a live patient.

- Place the patient flat on his/her back on a firm surface and find the centre of the breast bone.
- Using the heel of one hand, depress the lower half of the breastbone 4 5 cm, (1.5" – 2"). If there are two of you working on the patient (one doing the breathing and the other the circulation), the circulation compression rate is five depressions to every breath (the depression and the out-breath coinciding). If there is only one of you, the circulation compression rate is 15 to every two breaths. In both instances, you aim at approximately 60 circulation depressions a minute.
- Grip your wrist with your free hand. For the hand that is in contact with the patient, keep your fingers up and off the patient's chest.

## Coma Position

Look to ensure that there is no spinal injury. If none apparent, turn the unconscious person on his/her side. Make sure the head is tilted backwards so that the chin juts out. In this position the tongue will fall forward clear of the airway and the mouth can drain.

The patient must be kept on his/her side.

If it will not make any injuries worse:

- Bend the uppermost leg and knee until the thigh is at a right angle to the body
- Bend the uppermost hand and elbow so that the hand lies near the face
- Gently pull back the underneath arm so that it lies on the ground behind him/her.
- If this would make any injuries worse, use a rolled blanket or something similar to keep him/her in this position
- Observe the person constantly and check for pulse and breathing

## Control of Bleeding

- Apply pressure by pressing over the wound with your hand or squeezing the edges of the wound together
- Keep pressure on the wound with a thick pad, bandaged firmly into place. The pad must cover the whole wound

- Elevate the part, but do not use a tourniquet. Loosen the bandage if the patient's fingers or toes feel numb, tingling or painful
- If bleeding continues, apply a further pad and bandage over the first
- If a piece of metal, wood, glass or broken bone is in the wound, apply pressure to the edges of the wound by placing the pads around the foreign body

### **Treatment of Burns**

- If the patient's clothes are on fire, smother the flames by wrapping a blanket or similar large non synthetic article around the patient and lay him or her flat
- Cool all burnt parts of the body with cold water for at least 10 minutes. Never put creams or lotions on the burns.
- Never remove burnt clothing that is stuck to the skin

### ***Fire prevention/Protection***

Types of fire and how to extinguish them:

If the type of extinguisher is not apparent by its colour, the label will often describe what fires the extinguisher is suitable for.