



Occupational Health & Safety (OH&S)

POLICY MANUAL

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1. Introduction

Dove Personnel is committed to ensuring that, as far as reasonably practicable, all Employees are safe from injury and risk to health and safety whilst engaged on a permanent basis or on Labour Hire assignments at the direction of Dove Personnel.

Dove Personnel recognises that the health, safety and welfare of all Dove Personnel Employees is of primary importance and is ranked in order of first priority against any other operational considerations.

Dove Personnel aims to have high levels of Management commitment, with open communication lines, by creating clearly defined levels of accountability and responsibility.

By adopting a systematic approach to Occupational Health and Safety, Dove Personnel are able to minimize the risk of injury and disease to their Employees and contract workers, and ultimately achieve a position of "best practice" in their Occupational Health and Safety management.

As a provider of temporary labour hire, whether of a 'project resources' or 'casual' arrangement, there is less control over the Occupational Health and Safety standards of clients. As a result of this, Dove Personnel are more reliant on the feedback of Employees to assist in supporting the maintenance of safety standards for all parties.

Workplace safety is the responsibility of us all, meaning that we all have an obligation to ensure a safe workplace for ourselves as well as others.

2. OH&S Policy

Dove Personnel will achieve its Occupational Health and Safety objectives by developing and implementing appropriate policies and procedures which document standards and guidelines to assist managers, permanent Employees and contracted Workers in fulfilling their responsibilities in:

- Identifying hazards and risks to health and safety associated with tasks and activities carried out by Dove Personnel
- Assessing the degree and level of risk to health and safety arising from hazardous tasks or activities
- Selecting, implementing and maintaining appropriate measures to control risk to health and safety
- Consulting with Employees and their representatives on matters that may affect their health and safety
- Identifying, developing and providing appropriate information, instruction and training to ensure all parties have the knowledge and skills necessary to meet their responsibilities
- Developing, implementing and monitoring systems to put Dove Personnel Health and Safety Policies and Procedures into action

Dove Personnel will support their Clients to ensure compliance to Occupational Health & Safety legislation including the provision of:

- Safe systems of work
- Safe workplaces
- Safe plant and substance control
- Adequate training and education
- Adequate supervision of Employees

In the event that Dove Personnel Employees identify that the standard of compliance at a Client's workplace is substandard to legislative requirements, Dove Personnel will strive to offer support and guidance to ensure compliance.

Failure by the Client to maintain minimum standards may prevent Dove Personnel from continuing to supply services to the Client.

3.1 Employer Obligations

Dove Personnel has the legal obligation (duty of care) of enforcing an OH&S Risk Management system. In particular Dove will ensure the following activities are undertaken by staff under their direction:

- Health and safety policies and procedures are implemented to enable the effective management of health and safety and control of risk to health and safety
- Mechanisms are enforced which enable the identification, development, implementation and review of appropriate health and safety policies and procedures
- The performance of managers and staff is assessed and documented through a standardised performance appraisal system
- Occupational health and safety performance is an integral component of Dove Personnel business and financial plans
- Mechanisms are provided to regularly monitor and report on health and safety performance
- Adequate training is provided to ensure Dove Personnel staff are equipped with the necessary skills and knowledge to effectively implement the Occupational Health and Safety Management system

3.2. Employee Obligations

Employees have a legal obligation (duty of care) to protect their own health and safety, and to avoid adversely affecting the health and safety of any other person.

Employee responsibilities:

- Report any incident or hazard at work to their supervisor or WH&S Officer
- Carry out their roles and responsibilities as detailed in the relevant health and safety policies and procedures manual
- Obey any reasonable instruction aimed at protecting their health and safety whilst at work
- Not to interfere or alter any equipment that has been supplied for their safety
- Assist in the identification of hazards, the assessment of risks and the implementation of risk control measures
- Consider and provide feedback on any matters that may affect their health and safety
- Ensure they are not affected by alcohol or another drug that may endanger their own, or any other person's health and safety.

4.1 Risk Management Systems

Dove Personnel Risk Management Systems are focused around the following delivery measures:

- Existence of a health and safety policy that is communicated to staff
- Management commitment
- Allocation of responsibilities and accountability for health and safety matters
- Controls for suppliers, sub-contractors and purchasing
- Health and Safety Consultation
- Hazard identification, evaluation and control
- Provision of information and training of staff
- Incident recording, investigation, analysis and review
- Measuring and evaluating workplace health and safety performance

4.2 Risk Management Systems Audit

To effectively manage and ensure a safe and productive work environment for all, Dove Personnel depends on the contribution of all its employees to uphold OH&S standards.

To ascertain the effectiveness of Risk Management Systems, Dove Personnel conduct an annual audit to ensure they are compliant with Workplace Health and Safety standards.

Dove Personnel uses the TRI SAFE system and is conducted on an annual basis at the end of each financial year. By using members of the Dove Personnel OH&S Consultative Committee the WH&SO is able to conduct a 360 degree audit of Risk Management systems and their level of application and understanding amongst the employees of the business.

The Audit runs on a scorecard and allows those involved to assess not only understanding and effectiveness of the Management system, but also improvement and feedback opportunities on general issues in the workplace that can possibly affect the safety of others.

A master copy of the “TRI SAFE” audit document can be located in the Quality Assurance Manual.

The Occupational Health and Safety Risk Management Plan will be reviewed on an annual basis. The review will involve assessing the effectiveness of these policies and procedures using the following:

- Consultation with Directors, Managers and Employees
- Monitoring of the effectiveness of the policies and procedures
- Reviewing the overall health and safety performance of the company

5.1 OH&S Compliance Audits

In conjunction with Dove Personnel's other Management Systems, Compliance Audits will be conducted on an ongoing basis by the WH&S Officer.

The WH&SO will utilise compliance checklists to assess risks and hazards in the workplace and provide feedback for corrective action to Management and the OH&S Committee.

5.2 Labour Hire Sites

As part of an ongoing commitment to health and Safety in the workplace and a compulsory element of Dove Personnel's service agreement, compliance audits will be conducted on a quarterly basis to ensure that Labour Hire Employees are being provided with a safe working environment and ongoing training. Should Labour Hire be consistent, 6 monthly Audits will be conducted instead.

The WH&S Officer will be responsible for coordinating all responsibilities associated with site OH&S; however a representative on their behalf may be nominated to conduct routine inspections by Dove Personnel.

Dove Personnel will utilise regular client visits and contacts as a means of communicating OH&S to its employees, as well as assessing potential risks and hazards.

6.1 Work Place Health & Safety officer (WH&SO)

The Workplace Health and safety Officer is responsible for driving a safety culture across the business and its business partners, ensuring that the Health and Safety needs of all employees are met and protected.

This is done in conjunction with current legislative Codes of Practice and Regulations of the Workplace Health and Safety Act. 2006

6.2 Specific Duties of the WH&SO:

- Administration and management of all Injury/accidents in the workplace
- Conducting Monthly OH&S Committee meetings
- Communication of change in Legislation to all Management, Employees and Staff in the workplace
- Management of Dove Personnel OH&S Policy and Procedure
- Compliance audits and Risk Management Systems Audits

7.1 OH&S Committee

The primary objective of the OH&S Committee is to provide a forum for representatives from across the business, including Management and Employees, to communicate Health & Safety issues in a structured and proactive format. This allows the communication of information required to develop and test appropriate Risk Management Strategies to achieve maximum safety in the workplace.

Information will be communicated by way of annual reports, quarterly reports and monthly sessions via workplace newsletters, notifications and direct verbal consultation.

7.2 Committee members

The OH&S Committee is comprised of Directors, Managers and Employees on their individual nomination. No individual will be or can be forced to take on Committee membership, however all Employees are encouraged to contribute when possible. Individuals are to discuss membership with management.

8.1 OH&S Training

Employee Training is completed at Induction stage of Employment and is referenced further in the Employee Handbook. Opportunities for further feedback and training are provided at the standard 3 and 12 month Performance Reviews.

8.2 Labour Hire

Labour hire Employees receive 3 points of training commencing at registration through to Site Induction and Employment.

- i. **Initial Health and Safety Induction** - Videos and training resources specific to Industry of employment. Employee completes Question and answer exam to show understanding and level of application of OH&S principles in Risk and Hazard identification, Fire and Safety, Manual Handling, Electrical and Dangerous Substances, Food Hygiene and Safety.
- ii. **Employee Induction Handbook** – Outlines further information relating to Employee encompassing OH&S, Harassment, EEO, Grievance Procedure, General Policies and Payroll Procedure.
- iii. **On Site Induction** – Employee completes a full Site Induction with a representative of Dove Personnel in general workplace facilities and OH&S Policy and Procedure of the Client.

9.1 Ergonomics

As part of Health and Safety to employees in the workplace it is important to utilise proper ergonomics, particularly when in an office environment. All office supplies are provided by Dove Personnel and are in regulation of what is considered safe ergonomics.

Should an Employee be experiencing anything above discomfort or acute pains when at their workstation, they must report this to their director or WH&S Officer immediately. It is the responsibility of the employee to ensure that the correct persons are notified, so as to rectify the situation immediately and prevent further risk of potential injury.

All and any attempts will be made to modify an individual workstation should that be the required solution to any ergonomics issues.

10. Performance Reviews

During the probationary period of each Employee, Dove Personnel will conduct a performance review. The review provides opportunity for both Manager and Employee to discuss relevant work related topics, to ensure that areas for development are identified and areas of performance are recognised.

Performance reviews also assist in delivering further training in areas of Systems, Policy and Procedure and OH&S.

A 12 monthly review will also be completed at the direction of Management.

11.1 Injury Reporting Procedure

Should an Employee be injured in the workplace, the incident must be reported to their Supervisor or Rehabilitation Officer immediately, no matter how small the injury or near miss.

In the event of an accident the following procedure must be followed:

- a) The Employee must complete an incident report and provide the details to the Rehabilitation Officer immediately.
- b) The Rehabilitation Officer is to keep a record in the Injury/Accidents register.
- c) A copy of the incident must be recorded on the Employees file
- d) A copy of the incident must be kept for 1 year in accordance with the Work Place Health and Safety Act. 2006

11.2 Work Place Health and Safety QLD

Accidents of the following nature must be reported to Work Place Health and Safety QLD:

- a) Serious Bodily Injury
- b) Work caused illness
- c) Dangerous Event
- d) Serious Electrical incident
- e) Dangerous Electrical Event
- f) 4 Day absence from Employment due to work related injury

12.1 Work Cover Claims

It is the responsibility of the Employee to complete an application for a Work Cover claim. Should the Employee choose to process a claim, Dove Personnel will assist with any matters relating to the claim.

12.2 Return to work and Rehabilitation

Dove Personnel will make all efforts to assist in Employee rehabilitation into the workplace. The following will be completed in the event of an Employee returning to work after an injury.

12.3 Obligations:

1. Employees must participate in a rehabilitation program
2. Employers must make every reasonable attempt to assist in a Workers program.

12.4 Suitable Duties Program

- a) A work capacity and suitable duties program will be developed with the Employee and their doctor.
- b) Employees are to continue with their work and Employers are required to provide ongoing support and monitoring to the employee.
- c) Adjustments to the Employees program must be made to accommodate their capacity should this be required.
- d) Suitable duties must continue until such time as the worker is fully rehabilitated or capable of returning to their previous work capacity.

13.1 New Employee Induction Process

Dove Personnel aims to deliver a high standard of Induction for all employees, permanent or Labour Hire. All employees will receive the following standard information relating to their employment:

- a) Confirmation Letter or Contract of employment containing pay, commencement and conditions of employment information
- b) Payroll, Superannuation and Tax forms
- c) OH&S induction relevant to the Employees work environment
- d) Access to Dove Personnel Policies and Procedures relating to the Employee

Prior to commencement of employment, Payroll, Superannuation and Tax forms must be completed and returned in full to the Payroll/HR department. Employees will be unable to receive salary or wages if forms are not returned.

13.2 Employee Induction Handbook

Dove Personnel provides an Employee Induction Handbook which on successful appointment will be received by all new Employees, acting as a practical training guide.

The induction handbook addresses general workplace information relating to the Employee and incorporates all aspects of Workplace Health & Safety, Hazard and Risk identification as well as Fire prevention Safety and Evacuation procedure.

It is the responsibility of management to ensure that all Employees are properly inducted either at commencement of employment or as soon as practicable within the operating constraints of the business.

Employees are required to complete the acknowledgment section at the back of the Induction Handbook on successful completion and understanding of its content. A copy of the Employees acknowledgment will be kept on their personnel file.

14. Fitness for Duty

Dove Personnel, in accordance with the Workplace Health and Safety Act. 2006, are committed to providing a healthy and safe work-place for all Employees. This allows Employees to perform their tasks to their maximum potential and efficiency in a planned, organised and controlled manner without risk to their health or safety.

Where Dove Personnel are working at Clients premises, we will support and adhere to any additional requirements regarding Fitness for Duty that may be imposed by the Client.

15. Pre-Employment Medical Registration Form

All Dove Personnel Employees or potential Employees are required to complete a pre-employment medical registration form.

This form allows Dove Personnel Managers and general Employees to ascertain suitability for certain occupations applied to by any candidates, as some environments may not be suitable to certain persons with specific medical conditions or needs.

This form is not used as a means to discriminate. The medical will be used as a tool to allow accurate selection and appointment of duties when a candidate is being employed directly by Dove Personnel or is entering into a labour hire agreement with a client of Dove Personnel.

Should there be a concern on the behalf of Dove Personnel on application of an Employee relating to a medical condition or need; consultation with the individual will take place to further ascertain suitability. All applicants will be given the opportunity to assess and compare their condition with their potential work environment.

All information collected by Dove Personnel relating to an individuals Medical History will be kept **Private and Confidential**.

16. Medical Testing

Medical Testing may be required of Dove Personnel candidates to assist in satisfying Fitness for Duty and to eliminate further risk of Illness or injury to the Candidate or other Employees.

Medical examinations and testing of Hepatitis A and B, vaccinations and other drug testing can be organised with a Registered Medical Practitioner, at an on-cost to the client should they deem it necessary.

Should the results of the examination not be deemed satisfactory or indicate potential risk should the Candidate undertake further duties, employment will be refused by Dove Personnel.

All information regarding medical testing and candidate results will be kept highly confidential and communicated to the candidate in a private and discreet manner.

17.1 Drug testing for Employees

Employees may be tested for Substances in the workplace such as Illegal drugs and prescription medications, as part of Dove Personnel's ongoing commitment to Health and Safety obligations in the workplace.

It is a condition of employment, that all Employees must willingly make themselves available for testing at the request of management. Should an employee fail to do so, disciplinary action or termination may result.

17.2 Drug testing requested by clients

Should a Client/Host employer of Dove Personnel require an Employee to be tested for substances, Dove Personnel will organise all requirements for the Employee. Testing will be conducted through a Registered Medical Practitioner as an on-cost to the client.

Clients/Host employers are not to independently test any of Dove Personnel's Employees and all testing must be completed by a Medical Practitioner that is an authorised supplier to Dove Personnel.

Any employee who tests positive to a contraband substance will be questioned and investigated confidentially. Should the employee be found in breach of the Substances in the workplace Policy, Disciplinary action in accordance with the policy will be administered.

Termination of the Employee will be communicated to the client/host employer in the best interests of the Employees privacy.

17.3 Employees who test positive to Drugs

The Employee will also be responsible for paying all costs associated with Drug testing should they have a positive result.

18.1 Criminal History Checks

When applicable, Dove Personnel will request Criminal History checks to be conducted on candidates in assessing their suitability for employment. Not all clients request that Criminal History Checks be conducted, and therefore will be done on an adhoc basis.

In the event that a Criminal History Check is requested by a client, Dove Personnel will arrange all requirements and liaise directly with all parties concerned.

Candidates will be notified as unsuccessful in obtaining employment through Dove Personnel should they not meet the clients application requirements. All information obtained in a Criminal History Check will be held Private and Confidential and communicated to the client in the best interest of the candidate's privacy.

18.2 National Criminal History Checks

Criminal History Checks are statewide. Should a client of Dove Personnel require a National Criminal History Check, it shall be at a further on-cost to the client.

19.1 Substances in the workplace

The use of some substances can impair an individual's judgement and ability to perform safely and affectively in the workplace, causing potential risk to their safety and the safety of others. Substances include alcohol, tobacco and other illegal and legal drugs.

Alcohol may be permitted for consumption on company premises under the guidance and discretion of Management.

An Employee under the unauthorised influence of alcohol during Core Business Hours will be immediately suspended until further notice by Management. Further disciplinary action will result and may lead to termination of employment.

19.2 Prescription medication

Prescription medication must be stored safely and taken responsibly. Any employee under the regime of a prescription of medication must inform the WH&S Officer or Management.

It is illegal to buy, sell, supply or distribute any of the above mentioned substances under Federal Law, and any persons found doing so will be subject to instant dismissal. Proper authorities may also be contacted.

20.1 Equal Employment Opportunity (EEO) & Discrimination

Dove Personnel believes that all Employees have a right to work in an environment which is free of discrimination and harrassment. Harrassment or discrimination of either employees or a member of the general public is not tolerated.

It is the policy of the Dove Personnel in alignment with the Workplace Relations Act. 2006 to provide Equal Employment Opportunities to suitably qualified people, regardless of age, sex, religious belief, marital status, national origin, sexual preference or physical impairment. This policy covers all conditions of employment.

Any persons found to be in breach of this policy in any way, will be subject to appropriate disciplinary action. In the event that the breach is considered gross misconduct, disciplinary action may result in termination of employment.

20.2 Harrassment

Workplace harrassment may present its affects through many forms such as comments, actions and behaviours which may offend some people and not others, therefore the minimum standard of behaviour is, as far as possible, to be respectful of all employees or people in the workplace. The fact that no offence was intended does not mean that the harrassment was not unlawful.

It is important that all Employees are forward with any complaints they feel they have regarding work place harrassment. This will ensure that their rights are protected and that other Employees are also not subjected to the same bullying, discriminatory or harrassing treatment.

Harrassment of any kind will not be tolerated and may result in termination of employment. Further information on workplace discrimination, harrassment and the Discrimination Act. 1991 are available if required from management.

21.1 Grievance Procedure

Dove Personnel embraces a culture of team work and strength of relationships. As an employer, Dove Personnel is aware that from time to time conflict may arise on varying levels amongst certain parties within the workplace.

In the event of workplace conflict the following procedure is to be followed:

- 1). Should an employee feel that he/she has a grievance with another person/s in the workplace, they must make all reasonable attempts to resolve the conflict in the first instance.
- 2). Should the Employee feel that he/she can not resolve the conflict amicably, the Employee is to direct the grievance to their direct Supervisor/Manager.
- 3). Should the grievance be with the Employees direct Supervisor, then the issue is to be escalated to their Supervisors immediate Manager.
- 4). Should the grievance be ongoing, it is the responsibility of the Employee to seek external advice from a relevant Industrial body.

21.2 Labour Hire Grievance Procedure:

- 1). Should an Employee feel that he/she has a grievance with another person/s in the workplace, they must make all reasonable attempts to resolve the conflict in the first instance.
- 2). Should the Employee feel that he/she can not resolve the conflict in a satisfactory manner, the Employee is to report the grievance to their direct Supervisor/Manager.
- 3). Should the grievance be with the Employees direct Supervisor the Employee must contact Dove Personnel immediately.
- 4). Should the Supervisor feel that the employee is causing conflict they must contact Dove Personnel immediately.
- 5). Acting in the best interests of both parties, Dove Personnel will attempt to resolve the situation. Termination of ongoing employment may result if the Employees behaviour is found to be considered unethical or misrepresentative of Dove Personnel as a professional organisation.

22.1 Overseas Workers

Dove Personnel will only employ an individual should they be in possession of a certified working Visa issued by the Australian Government, or be a current citizen or resident of Australia.

22.2 Labour Hire Overseas Workers

All overseas Labour Hire personnel must present with their Visa details a copy of all relevant Immunisations and health screens upon application for employment. Individuals whom are unable to present this information will not be granted employment until they are able to do so.

23. Licensing and Permits

When an Employee is required to hold certain licenses or a Permit to gain employment, Dove Personnel will ensure that all licenses are current and not near due there expiry date. All permits will be identified as issued through a Registered Licensing Body.