



Anderson's Scaffolding
Work Health and Safety Policy Manual

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Amendment Record	CURRENT ISSUE #: 3
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Version #	Date	Description of Changes	Approved By
1	01/06/20	First issue	Rick Anderson
2	17/09/20	Revision of Drug & Alcohol Policy	Rick Anderson
3	22/07/21	Revision of policy manual and archive policies not required.	Kim Anderson

COMPANY OBJECTIVES

WHS LEADERSHIP AND COMMITMENT POLICY

Anderson's Scaffolding is committed to promoting the use of an inclusive approach to WHS management and that decisions made within the company are considered using risk-based thinking that also incorporates group values, attitudes, perceptions, and worker competencies. Anderson's Scaffolding will ensure that an effective mix of resources is made available to achieve the outcomes as specified in this policy manual.

The WHS policy manual and supporting WHS policy is endorsed by Rick Anderson as the director, and the importance of this policy manual will be communicated to all Workers, contractors, visitors, suppliers, and other external bodies as relevant. Anderson's Scaffolding is committed to managing the WHS concerns of our business processes. It is our policy to provide safe and healthy working conditions for the prevention of work-related injury and ill health and, that any work carried out within the scope of the business is conducted in an aware and responsible manner.

Our aim is to encourage a positive health and safety culture within the workplace. To ensure this occurs, Work Health and Safety will be actively promoted throughout the organisation by the provision of information, training, instruction, and supervision. Anderson's Scaffolding will openly encourage all staff and contractors to report hazards, including near misses, without fear of reprisal.

WORK HEALTH AND SAFETY (WHS) POLICY

Anderson's Scaffolding is committed to the prevention of work-related injuries and ill health of its staff, contractors, and visitors within its working environment. It is our policy to ensure that any work carried out within the scope of the business is conducted in compliance with the WHS policy manual and complies with all applicable regulatory requirements.

Policy:

Emphasis will be placed on effective management ensuring a systematic approach to the identification of risks using a hierarchy of controls and, the allocation of financial and physical resources to control these risks. In order to deliver these responsibilities, Anderson's Scaffolding undertakes to:

- Maintain a safe and healthy place of work by providing plant, equipment and systems of work which reduces risks to people's health, safety and wellbeing.
- Promote WHS awareness within the company and encourage workers to participate in the decision-making or change process.
- Ensure compliance with all relevant safety legislation, regulations, codes of practice and other requirements associated with our operations.
- Where any process or service is outsourced, Anderson's Scaffolding will determine criteria and methods of control to ensure conformity to our requirements and regulatory authorities.
- Arrange for the effective planning, organisation, control, monitoring and review of preventative and protective measures.
- Have in place a framework for setting and reviewing our WHS objectives and targets.
- Train, educate and inform our Workers about WHS issues that may affect their work; and
- Commit to reporting WHS performance with measurable targets to ensure continued improvement.

Kimberley Anderson has been appointed as the Management Representative for the purposes of the WHS policy manual. The Management Representative has the full support of Anderson's Scaffolding to establish, implement and maintain the WHS policy manual in accordance with AS/NZS ISO 45001:2018 and other applicable regulations, standards, and guidance.

MENTAL HEALTH & WELLBEING POLICY

The purpose of this policy is to establish, promote and maintain the mental health and wellbeing of all workers through workplace practices, and encourage workers to take responsibility for their own mental health and wellbeing. Anderson's Scaffolding believes that the mental health and wellbeing of our workers is key to organisational success and sustainability.

Goals

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employee's active participation in a range of initiatives that support mental health and wellbeing.
- To support workers in times of 'high stress' or after workplace incidents that may affect their mental health.

Scope

This policy applies to all employees of Anderson's Scaffolding and Anderson's Scaffolding Services, including contractors and casual workers.

Responsibility

Managers have a responsibility to:

- ensure that all workers are made aware of this policy
- actively support and contribute to the implementation of this policy, including its goals
- manage the implementation and review of this policy.

All employees have a responsibility to:

- take reasonable care of their own mental health and wellbeing, including physical health
- take reasonable care that their actions do not affect the health and safety of other people in the workplace.
- Report all incidents and accidents as they arise.

All employees are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing work-related duties and at any time while representing Anderson's Scaffolding.
- support fellow workers in their awareness of this policy

- support and contribute to Anderson’s Scaffolding’s aim of providing a mentally healthy and supportive environment for all workers.

Communication

Anderson’s Scaffolding will ensure that:

- all employees receive a copy of this policy during the induction process
- this policy is easily accessible by all members of the organisation
- employees are informed when a particular activity aligns with this policy
- employees are empowered to actively contribute and provide feedback to this policy
- employees are notified of all changes to this policy.

Monitoring and review

Anderson’s Scaffolding will review this policy every 2 years after implementation or after any event or incident in regard to mental health.

Effectiveness of the policy will be assessed through:

- Feedback from workers, and management
- Review of the policy by management and any relevant committee to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.

Procedure

During times of ‘high stress’ for any of our workers or after any workplace incident where a worker feels they are or appears to be suffering from any type of mental stress. Management will:

- Discuss issues with effected workers, have an action plan put in place and allow the worker time to recover as required.
- Offer support / counselling services where workers have been involved in a workplace incident that has / could have affected their mental health.
- Seek advice from a mental health professional on how to handle any situation where one of our workers appears to require assistance regarding mental health matters.
- Ensure the return to work process is followed in conjunction with any recommendations from mental health professionals.
- Keep all cases of mental health confidential and between management, the effected worker and their medical health professional.

Some Available Support Institutions

Life Line	www.lifeline.org.au
Beyond Blue	www.beyondblue.org.au
Your Health in Mind	www.yourhealthinmind.org
Carers NSW	www.carersnsw.org.au
Samaritans	www.samaritans.org.au

COMPLIANCE OBLIGATIONS & DUE DILIGENCE POLICY

The purpose of this policy is to define, document and communicate the responsibility, authority, and accountability for all legal and regulatory compliance obligations, including the requirement to ensure the safety and wellbeing of all workers, volunteers and visitors. This policy also applies to all activities including legislative, contractual, licences and other forms of authorisation or standard.

Policy:

Anderson's Scaffolding is committed to conducting its business activities lawfully and in a manner that is consistent with its compliance obligations and due diligence. These obligations will be achieved by:

- Identifying a clear compliance framework within which we operate.
- Promoting a consistent and comprehensive approach to compliance.
- Developing and maintaining practices that assist and monitor compliance activities; and
- Creating a culture of compliance and safety where officers of the company, and workers within the organisation accept personal responsibility for compliance and safety standards.

At Anderson's Scaffolding, compliance with legislation is evaluated using several strategies including, but not limited to:

- Review of internal and external audit results, inspection, and other compliance programs.
- Evaluation of all relative industry codes of practice and guidelines.
- Results of consultation from all levels - management, workers, and contractors.
- Performance evaluation of the WHS Policy Manual and WHS Management System, and WHS objectives.
- Risk assessments and implementation of Safe Work Method Statements for all high-risk activities.
- Implementation of Safe Operating Procedures for hazardous tasks within the workplace.
- Status of incident reports, investigations, corrective, and preventive actions.
- Communication from interested parties, complaints - action taken, status and suggestions.
- Corrective actions, accountability and timeframes; and
- Follow-up on previous compliance reviews.

Reports detailing compliance evaluations, including audit and workplace inspection results will be recorded and results of these will be provided to Senior Management/Managing Director at regular intervals. This procedure describes how Anderson's Scaffolding identifies applicable legal and other requirements.

PARTICIPATION AND CONSULTATION

Anderson's Scaffolding will ensure formal consultation, cooperation and participation methods are established so workers and other duty holders, such as contractors (and workers of contractors) are aware of health and safety matters relevant to them.

WHS legislation requires an Organisation to consult with their workers and other relevant persons on matters that will or are likely to directly affect their health and safety. Anderson's Scaffolding recognises the benefits that regular and effective consultation including, communication, cooperation and coordination can produce and is committed to fulfilling this duty.

This policy applies to all persons who work for Anderson's Scaffolding, irrespective of their individual employment arrangement. This includes all persons who are directed and/or engaged to undertake tasks at Anderson's Scaffolding workplaces/locations including workers, independent contractors, work experience students, trainees, and apprentices.

Consultation will be timely and allow for relevant persons to contribute their views and feedback. Feedback will be considered during hazard identification, risk assessment and implementation of risk controls.

All workers, and others, are responsible for actively participating in consultation and for following reasonable directions whilst working at Anderson's Scaffolding.

Anderson's Scaffolding will establish the following AGREED consultative arrangements in line with State legislative requirements:

- Regular WHS meetings with senior management.
- Regular toolbox/safety meetings with WHS as a standing agenda item.

Further to this, consultation will take place in the following ways:

- Formal Inductions.
- Training.
- Information on hazards and the existing WHS Policy manual, both verbal and through a monthly newsletter.
- Emergency Responses.
- Incident investigation and corrective actions.
- Results of WHS evaluations including audits, non-conformances.
- Review of WHS objectives.
- SWIs, documented safety instructions.
- Risk assessments, Risk controls and feedback regarding long-term controls.
- Safety Data Sheets (SDS), product safety sheets, operating manuals etc.; and
- Reporting and keeping records in line with legislative requirements.

OBJECTIVES AND TARGETS

Anderson's Scaffolding management will define, document and communicate the WHS objectives and targets for the business, and regularly review the outcomes.

Company objectives will be based on current WHS legislative requirements, the provision of physical and human resources, and a determination for continuous improvement and open and transparent consultation.

Targets will focus on injury and hazard reduction, emergency management and responses, quality control, and training and education with regard to industry standards, legislation and guidelines. Performance targets will also be set specific to the workplace operations, and will be incorporated into position descriptions, and Roles and Responsibilities schedules for each position within the company.

Anderson's Scaffolding will maintain records of all objectives, targets and performance indicators through quarterly management meetings as well as individual performance reviews and evaluations.

RISK MANAGEMENT

HAZARD AND RISK IDENTIFICATION POLICY

This policy applies to all persons who work for Anderson's Scaffolding, irrespective of their individual employment arrangement. This policy covers all persons who are directed and/or engaged to undertake tasks at Anderson's Scaffolding workplaces/locations including Workers, independent contractors, work experience students, trainees, apprentices and volunteers.

Policy:

Anderson's Scaffolding will ensure effective risk management practices are established so workers and other duty holders, such as contractors (and workers of contractors) are aware of health and safety matters relevant to them. WHS legislation requires an Organisation to consult with their workers and other relevant persons on matters that will or are likely to directly affect their health and safety. Anderson's Scaffolding recognises the benefits that regular and effective consultation including, communication, cooperation and coordination can produce and is committed to fulfilling this duty.

Where specific Regulations require certain controls:

- Anderson's Scaffolding will ensure compliance with those matters, in consultation with relevant persons (including Duty Holders/Contractors).
- Hazard Identification:
 - Identify reasonably foreseeable hazards that may pose risks to health and safety.
- Evaluate risks using a risk matrix and consider the balance between potential benefits and adverse outcomes.
- Use the hierarchy of controls to ensure the hazard or risk is controlled effectively.

PLANT, EQUIPMENT, AND INFRASTRUCTURE POLICY

Purpose:

Anderson's Scaffolding is committed to the provision and maintenance of plant and equipment needed to achieve the outcomes of the WHS Policy manual, including (but not limited to):

- People and infrastructure.
- Processing equipment (both hardware and software) such as computers, computer programs, machinery etc.
- Supporting services such as communications, networking, transport, and other information systems.

Policy:

Anderson's Scaffolding will endeavour to prevent injury and eliminate hazards associated with plant, equipment, and infrastructure by ensuring:

- The design of new plant, equipment or structures is considered for risks to health and safety. E.g. hearing loss due to noisy plant or musculoskeletal disorders caused by operating plant that may be ergonomically poorly designed;
- A person undertaking or verifying design must have skills, qualifications, competence, and experience in the task.

- No plant, equipment or structures is brought to the workplace and commissioned unless health and safety risks are controlled.
- Plant, equipment, and structures are installed/commissioned by suitably qualified persons and risks during these activities are monitored.
- Plant, equipment, and structures are used only for its designed purpose unless an assessment has been carried out by a suitably qualified person for any other proposed use.
- Plant, equipment, and structures comply with WHS legislative requirements for guarding, operator controls, cleaning, maintenance and testing and other requirements as required.
- A documented system is developed and implemented to identify hazards, conduct risk assessments where required, and select suitable controls for installation, commission, use, cleaning/maintenance, and decommission/dismantling.
- Risk controls will be selected following a hierarchy of control:
 - Elimination - Get rid of the hazard.
 - Substitution - Replace the hazard with something safer
 - Isolation - Limit access by workers
 - Engineering Controls - Install engineering solutions to limit exposure to the hazard
 - Administrative Controls - Alert workers to hazards with signage, procedures, training and supervision.
 - Personal Protective Equipment - If risk remains, use personal protective equipment (PPE) to minimise the potential for injury

- Adequate training, information, instruction, and supervision as required.
- All persons obtain licences to operate plant where required.
- Risk controls are reviewed whenever:
 - the control measure is not working (eg when someone is injured or experiences a 'near miss')
 - before workplace layout or practices are changed
 - when new equipment, materials or work processes are introduced
 - if a new problem is found
 - if consultation shows a review is necessary
 - if there is an injury or near miss
 - if a health and safety representative requests it.

HIGH RISK WORK POLICY

Anderson's Scaffolding is committed to protect workers and others from the risk of severe injury or death from the conduct of High-Risk Work, as defined in current WHS Legislation.

This policy applies to all workers, including contractors of Anderson's Scaffolding and all other people performing High-Risk Work.

Policy:

Anderson's Scaffolding actively works towards eliminating or reducing the number and severity of High-Risk Work incidents by implementing comprehensive risk management procedures to identify and manage high-risk hazards and the associated risks arising from those hazards.

In consultation with relevant people, including workers and other Organisations on site, Anderson's Scaffolding will identify all High-Risk Work tasks before work commences as required.

Risk assessments and Safe Work Method Statements are developed and implemented for all High-Risk Construction Work tasks performed by Anderson's Scaffolding workers. Anderson's Scaffolding will also implement, record, monitor and review induction, training, licensing and competency requirements for supervisors/managers and workers who undertake High-Risk tasks as required.

CHAIN OF RESPONSIBILITY WHS POLICY

Anderson's Scaffolding is dedicated to providing all workers with a workplace that is, as far as reasonably practicable, safe and without risks to health and safety. This Chain of Responsibility Policy has been developed to provide guidance and information for all persons employed by Anderson's Scaffolding.

Anderson's Scaffolding recognises its moral and legal obligations under the Heavy Vehicle National Law (HVNL) and applicable WHS Acts and Regulations to provide a safe and healthy work environment and as such commits to:

- Ensuring that our work processes, practices, and contracts do not provide any incentive or encouragement to any party in the Chain, to breach the CoR laws.
- Identify, assess, evaluate, and control risk associated with all components of the supply chain.
- Manage compliance with speed, fatigue, mass, dimension, load restraints and vehicle standards & maintenance.
- Provision and maintenance of a work environment that is safe and without risks to health.
- Maintain physical infrastructure, including buildings, plant, and equipment, in a safe condition.
- Comply with legislative requirements, current industry standards and co-operation with Regulatory bodies, as far as practicable.
- Aim for best practice systems of work.
- Encourage all workers to report information concerning safety and breaches of the CoR.
- Continually improving safety performance and conducting safety management reviews.
- WHS information, instruction, training and supervision to workers, contractors, clients, and visitors to ensure safety.
- Document and record actions taken to manage compliance with this manual.

FALLS PREVENTION POLICY

This policy applies to all workers, including contractors and visitors of Anderson's Scaffolding exposed to the risk from falls and falling objects, including falls from height, falls from one level to another, falls into openings, and falls on the same level (including slips and trips).

Policy:

Anderson's Scaffolding is committed to preventing injuries caused by falls and falling objects, unprotected edges, and any situation where a fall may occur. This will occur through the identification of tasks and situations where a risk of fall or falling objects hazard is present and the implementation of suitable risk controls.

This policy includes situations when a worker or other people are:

- In or on plant, equipment or a structure that is at an elevated level.
- In or on plant that is being used to gain access to an elevated level.
- In the vicinity of an opening through which people or objects could fall.
- In the region of an edge over which people or objects could fall.
- On or in the vicinity of a surface through which people or objects could fall.
- On or near a slippery, sloping, or unstable surface on which people or objects could fall.

Anderson's Scaffolding will endeavour to eliminate or reduce the number and severity of injuries caused by falls by implementing procedures to identify and manage falls hazards and the associated risks arising from those hazards.

In consultation with relevant persons, Anderson's Scaffolding will identify all tasks that have a potential for falls and falling objects.

COMPETENCY, TRAINING AND AWARENESS POLICY

The purpose of this policy is to define, document and communicate the training and competency objectives of all personnel. This will enable all personnel to understand the policy and principles of the WHS policy manual and the ways in which their activities impact the achievement of WHS goals. This policy applies to all training and competency-based assessment activities, across all operational areas of Anderson's Scaffolding business relating to the WHS policy manual.

Policy:

Anderson's Management has accountability for ensuring adequate training, education, skills, and experience for all Workers.

Workers at all levels of the organisation must understand the policy and procedures and the ways in which their activities impact the achievement of WHS goals, regulatory and otherwise. All personnel within the organisation will have an understanding of the WHS issues associated with the Anderson's Scaffolding operations. Personnel directly involved with tasks that affect WHS outcomes will be trained and competent to understand their responsibilities and undertake the associated roles.

Anderson's Scaffolding will:

- Conduct training needs analysis across the organisation by way of competency observations and performance reviews.
- Develop formal roles and responsibility schedules for position requirements at all levels, including management.
- Provide formal training programs for new and transferred workers and contractors.
- Use Registered Training Organisations and appropriately accredited and approved courses/trainers.
- Ensure training is competency based.
- Record all training.
- Review effectiveness of training; and
- Provide training for languages other than English and other relevant learning barriers.

Training will include:

- All health and safety policies and procedures for the organisation.
- Licenses and competencies to perform tasks.
- Specific hazards and risk controls.
- Consultation and communication arrangements.
- Incident reporting and corrective actions.
- Emergency Response; and
- First Aid.

Delegation will fall onto the WHS representative to ensure adequate training is provided and records are maintained, in accordance with the relative codes of practice and due diligence obligations. Where there is a skills gap, the company will take actions to ensure that resourcing is competent for the delivery of our WHS program.

PERSONAL PROTECTIVE EQUIPMENT POLICY

This policy covers all workers required to wear Personal Protective Equipment (PPE) in the workplace.

Policy:

The purpose of PPE is to protect the workers of Anderson's Scaffolding from exposure to workplace hazards. Anderson's Scaffolding will provide workers with suitable PPE for the workplace or where required for specific tasks at no cost to the worker.

Anderson's Scaffolding will:

- Ensure PPE is suitable concerning:
 - Nature of the work
 - Hazards associated with work
 - Appropriate size and fit
 - Reasonably comfortable to wear for type of task and intended duration of the job
 - Maintained, repaired, and replaced to ensure it remains effective in minimising risk to workers
- Select quality PPE to meet relevant AS/NZS.
- Provide training, guidance, and assistance to supervisors and workers on the proper selection, use, care, and cleaning of approved PPE.
- Develop and make accessible, instructions for selection, use, maintenance, and cleaning of PPE.
- Designate areas where PPE is required and display signs.
- Periodically re-evaluate the suitability of previously selected PPE.
- Develop a system to inspect PPE to ensure it is clean, hygienic and in good working order.
- Conduct inspection and checks to make sure workers are using provided PPE.
- Review, update, and conduct PPE suitability assessments whenever:
 - There are job changes
 - Using new equipment
 - There has been an incident
 - A supervisor, worker or Health and Safety Representative requests it
 - Or at least every year
- Maintain records of PPE assignments and training.

PPE is not a substitute for more effective controls, only consider PPE when higher means of protection are not reasonably practicable, or in addition to higher control measures.

FITNESS FOR WORK POLICY

The purpose of this policy is to define the process for providing a safe, healthy, and productive workplace for workers and others through effective risk management of worker fitness for work. A primary objective is to significantly reduce the potential for incidents due to a worker or workers being unfit for work.

This policy covers all persons who are directed and/or engaged to undertake tasks at Anderson's Scaffolding workplaces/locations including workers, independent contractors, work experience students, trainees, apprentices, and volunteers.

Policy:

Anderson's Scaffolding recognises there are many factors that may affect a person's fitness for work, and these factors can often interact with each other to increase risk of harm. A worker who is unfit for work is not only risking their own health and safety, but also risks the health and safety of others at the workplace.

Risk factors that may affect fitness for work can include (but are not limited to):

- General health and fitness
- Injury or illness
- Medications
- Insufficient sleep, resulting in fatigue
- Excessive work hours/demands
- Consumption of alcohol
- Illicit use of illegal drugs
- Personal factors, such as psychological, family issues or illness, working away from home etc.
- Secondary employment; and
- Volunteer activities.

A worker who comes to work in an unfit state will be in breach of Anderson's Scaffolding policy and may be subject to counseling and/or disciplinary action, depending upon the degree of awareness and the severity of the risk to safety of other persons at the workplace.

Appropriate actions on the day may include:

- The worker is directed to take a short break.
- Sending the worker home - driving or providing transport if required to ensure the worker gets home safely.
- Taking the worker to a doctor or to the hospital if they are not able to drive themselves.
- Calling an ambulance if the severity of their condition warrants.
- Calling the police if a worker's behaviour becomes agitated, threatening and/or potentially violent or self-harming due to the suspected influence of drugs or alcohol.

When responding and to action issues related to fitness for work, all persons must be sensitive to an individual's right to confidentiality, privacy, and dignity.

This policy should be used in conjunction with the following Anderson's Scaffolding policies and procedures:

- Drug and Alcohol
- Issue Resolution
- Incident reporting
- Return to work
- Disciplinary

DRUG AND ALCOHOL POLICY

Anderson's Scaffolding is committed to providing a safe, healthy, and productive workplace for workers and others in which the safety, welfare and performance of workers is not adversely affected by the use of alcohol or other drugs. **Anderson's Scaffolding has a ZERO drug and alcohol policy.**

Policy:

Anderson's Scaffolding is committed to providing a work environment for its workers, clients and visitors that is safe and without risks to health and safety. The misuse or abuse of alcohol and other drugs represents a significant problem to both Organisations and workers in terms of workplace incidents/near misses, absenteeism, and other individual costs.

Workers must not perform work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition.

Work duties include:

- Presenting at the workplace or off-site job;
- Operating plant or equipment; and
- Use of organisation vehicles.

Where a worker is on prescribed medication that may impair their judgement or performance, they must notify their supervisor and work will be modified to accommodate the potential impairment.

Possession of, use, distribution or sale of alcoholic beverages or illegal drugs on the premises of Anderson's Scaffolding, is not allowed.

On occasion, Anderson's Scaffolding will host social functions, where they may permit limited alcohol consumption. At these functions, people must always remember they are representing Anderson's Scaffolding and must conduct themselves in an appropriate manner.

Where a worker presents for duty and appears not to be in a fit state to carry out their normal duties, Anderson's Scaffolding reserves the right to remove the worker from the workplace and seek advice from a medical practitioner on the worker's fitness for duty.

Supervisors and workers are obliged to ensure that no person commences or continues duty if that person appears affected by alcohol, illegal drugs or medication that may lead to a health and safety risk.

Confidentiality is to be strictly observed in these matters.

A breach of this policy will lead to disciplinary action and may result in the termination of employment.

ISSUE RESOLUTION POLICY

Anderson's Scaffolding aims to ensure that all WHS issues arising in the workplace are resolved in an efficient, timely and suitable manner to enable a safe and healthy work environment to be maintained. This policy will provide a practical framework to enable the resolution of any work health, safety, or welfare (WHS) issue that may arise at Anderson's Scaffolding.

Policy:

Anderson's Scaffolding will adhere to the guidelines and requirements of the WHS legislation and follow a process of natural justice to resolve any WHS issues raised in the workplace.

In attempting to resolve any WHS issue, Anderson's Scaffolding will have regard to relevant matters, including, but not limited to:

- The degree and immediacy of the risk to workers or other persons affected by the WHS issue.
- The number and location of workers and other persons affected by the WHS issue.
- Corrective measures (temporary and/or permanent) that must be implemented to resolve the issue, using appropriate mechanisms to eliminate and control risks.
- Who will be responsible for implementing the resolution measures; and
- Consultation between all parties involved and affected by the WHS issue.

Workers will not be penalised in any way due to a safety issue being raised and actioned at Anderson's Scaffolding.

WORKPLACE BULLYING POLICY

This policy covers all workers who are engaged to undertake tasks at Anderson's Scaffolding workplaces/locations including workers, independent contractors, work experience students, trainees, apprentices, and volunteers.

Policy:

Anderson's Scaffolding recognises the risk to worker health and safety from exposure to bullying at work and has adopted a **ZERO** tolerance policy.

Workplace bullying can include:

- Verbal abuse
- Demeaning language
- Threats
- Outbursts of anger or aggression
- Humiliation
- Physical or verbal intimidation

- Excluding or isolating workers
- Deliberately:
 - Assigning meaningless tasks
 - Unrealistic volume of jobs
 - Withholding information that prevents people from working effectively
 - Changing rosters to inconvenience a person

Anderson's Scaffolding will engage a 3-part approach to bullying.

1. Prevention:
 - a. Training workers about what constitutes bullying behaviour
 - b. Creating awareness of the health and safety risks associated with bullying
 - c. Encouraging reporting
2. Investigation:
 - a. Suitably trained individuals investigate all reports
 - b. Following set guidelines, investigate all cases in a fair, unbiased manner
3. Control:
 - a. Put control strategies in place that includes (where relevant):
 - i. Re-assigning tasks/shifts/work locations
 - ii. Mediation (internal or external)
 - iii. Counselling
 - iv. Disciplinary action, possibly resulting in termination of employment.

QUALITY MANAGEMENT POLICY

Anderson's Scaffolding recognises that quality and completion on time and within budget are key indicators of its performance.

"Getting it right first time" enhances the Company's reputation with its customers and increases its competitiveness. Our goal is to ensure that all of our customer's requirements are determined and met, enhancing customer satisfaction upon completion of the project.

Policy:

Anderson's Scaffolding is involved in a wide range of construction activities and has adopted the principles of providing only materials and associated services which have the requisite of quality to merit customer satisfaction throughout all project work.

Anderson's Scaffolding is committed to the following quality objectives:

- To advise customers and workers of the emphasis that Anderson's Scaffolding places on achieving quality.
- To assure customers that Anderson's Scaffolding's services are carried out in a manner that demonstrates integrity, competence, and reliability;
- To regularly review Anderson's Scaffolding's expertise and range of work, and ensure that personnel are suitably skilled.
- To complying with the requirements placed upon our services relating to quality.
- Establishing and reviewing measurable objectives and targets to ensure continued improvement of our quality policy and operational standards.
- To systematically eliminate where reasonably practicable, the potential quality deficiencies.
- Anderson's Scaffolding will ensure that this policy is understood and maintained at all levels of the company and consulted with all workers.

Anderson's Scaffolding's commitment to developing and improving the quality management by:

Document Title: Andersons Scaffolding – WHS Policy Manual

Authorised by: Kimberley Anderson

- Communicating to all staff, workers, and subcontractors the importance of meeting customer, statutory and regulatory requirements
- Establishing and adhering to the quality policy
- Ensuring that quality objectives are established and achieved
- Conducting management reviews to analyse the effectiveness of our quality management and its continual improvement
- Ensuring the availability of resources for successful completion of projects and the effective implementation of the quality management policy.

EMERGENCY RESPONSE AND PREPAREDNESS

EMERGENCY RESPONSE PLAN

Anderson's Scaffolding commits to preparing for potential WHS accidents and emergency situations which may arise. The procedures for preventing and mitigating emergency situations may include:

- Fires, explosions
- Chemical spillage or leakage
- Toxic emissions
- Accidents as a result of equipment failure or human error
- Medical emergencies
- Bomb or substance threat
- Threats of violence

Andersons Scaffolding will develop and maintain an Emergency Response Plan (ERP) that will detail the safest response to any emergency situation, including those listed above. This plan must be reviewed on a regular basis to ensure it satisfies the legal requirements and associated codes of practice.

INCIDENT REPORTING POLICY

Purpose:

Anderson's Scaffolding is committed to reducing the frequency, impact, and severity of incidents in the workplace, and to comply with legislative requirements regarding the notification and management of incidents.

Anderson's Scaffolding will identify and record all WHS incidents, whether or not these cause injury or damage, to ensure potential for harm is minimised and to prevent recurrence.

Policy:

Anderson's Scaffolding will ensure the provision of coordinated Incident reporting by implementing documented procedures for:

- Emergency response and harm minimisation action
- Notification to relevant Authorities for serious incidents/dangerous occurrence
- Incident reporting
- Responsible persons
- Incident investigation
- Consultation with relevant persons (confidential where applicable)
- Identification of root causes
- Corrective and preventative actions
- Review of effectiveness of corrective/preventative actions

- Regular review of all incidents to identify any trends
- Report and action identified trends
- Meet legislative requirements for record keeping.

In addition, visitors and any other Organisations that are involved with or impacted by an incident at an Anderson's Scaffolding workplace, will be included in consultation and communication in respect of the incident as and when required, which will be determined by the workplace Supervisor/Manager.

FIRST AID POLICY

The purpose of this policy is to outline strategies and resources that Anderson's Scaffolding uses to provide first aid and trained First Aid Officers (FAO's).

Policy:

Anderson's Scaffolding will use the guidelines as outlined in the SafeWork Code of Practice for First Aid to ensure the provision of a prompt, coordinated first aid response in the following ways:

- Meet and/or exceed legislative requirements
- Identify and assess the potential for an injury/incident occurring by:
 - Observing tasks/work performed/work environment
 - Consulting with workers/WHS Representative/Officers
 - Reviewing near misses and past incident reports
 - Reviewing SDS for hazardous chemicals
 - Other means as necessary
- Determine suitable resources based on the nature of the work, hazards, size and location and number and composition of persons at the workplace
- Specify minimum requirements based on risk. For example:
 - Type, contents, and number of first aid kits available
 - Number and location of FAO's (including remote locations)
 - Provision of first aid rooms and specialist kits
- Appointing, training, and replacing FAO's as required. FAO training will be provided by registered providers.

RETURN TO WORK

The Return to Work Policy covers all workers who are "Deemed Workers" of Anderson's Scaffolding as defined under Workers Compensation Legislation and is aimed at returning them to work as soon as medically appropriate.

Policy:

Anderson's Scaffolding is committed to providing a safe workplace, free of injury and disease, however, if a worker is injured, strategies will be in place to ensure early intervention and support is available. Anderson's Scaffolding will work in a timely manner to liaise with the medical community, and if required a rehabilitation provider, to help the injured worker return to work.

Anderson's Scaffolding will:

- Ensure the injured worker's right to confidentiality of medical information
- Ensure that no information will be used to discriminate against the injured worker
- Nominate a Return to Work (RTW) Co-Ordinator
- Establish a Return-to-Work Group, which may comprise the RTW coordinator, the injured worker (where medically able), the Nominated Treating Doctor, a rehabilitation provider and a union delegate (if applicable)

- Liaise with a rehabilitation provider to ensure RTW Plans are developed within the legal timeframes
- Maintain a Register of Injuries
- Make offers for modified duties in writing (on the relevant forms) and provide these to the rehabilitation provider, injured worker and nominated treating doctor/practitioner
- Comply with the Organisations obligations written into and agreed upon in RTW Plans
- Educate workers about the causes of the injury and subsequent risk controls
- Keep records as required by the State Authority and relevant legislation
- Display an "If you are injured" (or similar) poster for workers with support information
- Ensure all workers are aware of responsibilities and rights with RTW through training and education
- Manage disputes through agreed procedures and legislative requirements
- Ensure all workers are familiar with and have access to this RTW policy as required
- Display the Return to policy at the workplace
- Review this Return to policy at least every two years, in consultation with relevant persons.

Anderson's Scaffolding will not dismiss a worker because of a work-related injury within six months of becoming unfit for employment. The aim of RTW is not to disadvantage an injured worker, but to ensure their Return to work in an appropriate timeframe and dignified manner.

Workers of Anderson's Scaffolding must participate in RTW by:

- Obtaining appropriate medical treatment
- For work-related injuries, get a Medical Certificate from their nominated treating doctor/practitioner
- Contacting the Organisation as soon as reasonably practicable after injury/illness
- Provide the Organisation with appropriate workers' compensation forms and documentation
- Provide accurate information about any aspect of the workers' compensation claim
- Maintaining communication with the Organisation, rehabilitation provider and insurance agent concerning their RTW
- Assist in identifying suitably modified duties
- Actively participating in and complying with the RTW Plan where agreed/reasonable
- Notify anything that may affect the RTW Plan or workers' compensation claim to the RTW Coordinator.

AUDIT & REVIEW

MANAGEMENT REVIEW PROCEDURE

This procedure is accessible to all Anderson's Scaffolding workers, and all workers have the ability to have input into the WHS Management Review process.

WHS Committee meetings are held at regular intervals and include the following WHS Management Review agenda items:

- Legislative requirements - including incident notification, hazardous work, licensing, certification, and audits
- Review of internal and external audit results, inspection, and other compliance programs
- Evaluation of legal compliance issues
- Results of participation and consultation from all levels - management, workers, and contractors
- Performance evaluation of the WHS targets and objectives
- Status of incident reports, investigations, corrective and preventive actions
- Hazard reporting - corrective actions, accountability, and timeframes
- Recommendations for continual improvement
- Communication from workers and other relevant parties, complaints - action taken, status and suggestions
- Management of change

- Follow-up on previous management reviews
- Planned changes to WHS (documents, processes, training etc.) that affect workers; and
- Follow-up from previous WHS Management Review meetings.

WHS Management Review meeting intervals are determined on a risk basis and with a maximum of 6 months between scheduled meetings. In addition, informal meetings and consultation will occur on a regular basis.

Outcomes of WHS Management Review meetings that have a direct influence, impact or effect on workers' health and safety will be notified and discussed with workers as required under the provisions of the WHS legislation.

Anderson's Scaffolding will maintain records of all management review meetings, such as meeting agenda and minutes, as required.

INTERNAL AUDITS

Anderson's Scaffolding is committed to assessing compliance with WHS standards and legislation in alignment with AS/NZS ISO 45001:2018. By doing so we are ensuring that the policy manual and associated procedures are effectively implemented and maintained. In order to assess compliance, regular internal audits will be undertaken in the form of site inspections.

Suitably competent persons who are not accountable for WHS outcomes in the area being audited will perform audits. Anderson's Scaffolding has committed to engaging a Work Health and Safety Representative outside of the organisation to assist with all internal audits, for both site and administrative operations.

All audit findings and results will be maintained and where corrective actions are identified, a report created accordingly, and management will ensure the necessary correction actions are taken without undue delay. All follow-up actions will be verified and signed off as complete by the Management Representative.

IMPROVEMENT & PREVENTATIVE ACTIONS

At Anderson's Scaffolding, we are committed to identifying and selecting opportunities for improvement when they arise. Our company will implement necessary actions to further improve our WHS policies and procedures to continually meet regulatory and other internal and external requirements.

To meet and exceed our expectations we will on a continual basis:

- Improve our WHS policy manual and management system and research future needs and expectations of the wider community.
- Correct, prevent, or reduce and mitigate undesired WHS effects of our undertakings.
- Improve the operation and implementation of our WHS policy manual and management systems.

All Workers and contractors are required to assist in identifying, documenting, and implementing preventive actions to reduce and/or eliminate failures in the WHS policy manual. Potential non-conformances will be examined, and actions taken to prevent their occurrence