



FlexiStaff

GENERAL INDUCTION

HOSPITALITY



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PURPOSE

The purpose of this Induction Manual is to provide you with vital information to ensure your safety when working for Flexi Staff. This induction will provide you with training in Flexi Staff safety processes and generic hazards.

OBJECTIVES

The objective of this induction is to ensure that all employees are:

- Aware of their Duty of Care requirements under WA Occupational Safety and Health legislation.
- Able to identify hazards in the workplace.
- Understand the risks involved in their specific area of work.
- Able to control the risks associated with their work activities.
- Know the incident management and reporting procedure.
- Occupational Safety and Health Policy

REFERENCES

- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- Workers Compensation and Rehabilitation Act 1981 (WA)
- Manual Handling Code of Practice (2010)
- NIOSH - National Institute for Occupational Safety and Health (2007) Simple Solutions for Lifting, and Handling Materials: <http://www.cdc.gov/niosh/docs/2007-122/materials.html>
- Commission for Occupational Safety and Health (2007) Guidance Note – Materials Safety Data Sheets
http://www.commerce.wa.gov.au/WorkSafe/PDF/Guidance_notes/MSDS_Dec_07.pdf
- Code of Practice – Personal Protective Equipment (2002)
- Code of Practice – Managing Noise at Work Places – (2002)
- SSOP1.0-1 Risk Management Procedure
- SSOP13.0-1 Employee Management Procedure



MODULE ONE: DUTY OF CARE

EMPLOYER'S DUTY OF CARE

The Employer's duty of care, under Section 19(1) of the Occupational Safety and Health Act 1984, is to provide and maintain workplaces, plant and systems of work so that, so far as is practicable, employees are not exposed to hazards.

A safe system of work implies that all aspects of the work must be considered to ensure the safety of all employees. The Act dictates that all employees must receive appropriate information, instruction, training and supervision to work safely. Employers are also required to consult and communicate with their staff to ensure that OSH issues are addressed in a mutually acceptable way.

Section 19(4) of the Act specifies that the person who has "control of the workplace" has the same responsibilities and duty of care to both employees and contracted employees. Therefore when working for Flexi Staff, both Flexi Staff and your host employer have the same responsibilities to ensure your duty of care.



EMPLOYEES DUTY OF CARE

Employees have a duty under Section 20 of the Act to "take reasonable care" of their own safety and health at work and to avoid harming the safety and health of other people through any act or omission at work (an omission includes those things that an employee may forget to do or chooses not to do).

This duty means that employees must adhere to the safe system of work established by their employer and are required to report any hazards that they are aware of so that employers are able to take action to address them.

As a contracted employee, it is your responsibility to comply with site safety requirements and to report hazards to your on-site Supervisor as soon as possible. All Employees and Contractors have the right and responsibility to stop work or refuse to work in situations that may cause safety, health and/or environmental harm.

REMEMBER - *Always* advise Flexi Staff of any proposed change in duties prior to undertaking these duties in order to maintain your safety and the safety of others. Flexi Staff will advise if the change of duties is appropriate. Always wear your personal protective equipment.

ONE – DUTY OF CARE...



Occupational Safety and Health Policy

FLEXI STAFF PTY LTD believes that the safety and health of its employees, contractors, clients and visitors is of primary importance in the successful conduct of its business activities. Flexi Staff recognises its legal and moral responsibility to ensure the provision of a safe working environment, safe systems of work and competent supervision for all employees and contractors. Flexi Staff is committed to conducting its operations in a manner that will not cause people to be harmed, nor place their health at risk.

This commitment is achieved through:

- Complying with legislative requirements, codes, standards and guidelines;
- Developing objectives and targets with the goal of eliminating all work related incidents, achieving a zero harm workplace; and
- Clearly defining roles and responsibilities for occupational health, safety and environment.

Management Responsibilities

- Responsible for the effective implementation of the company's Occupational Safety and Health Policy;
- Observe, implement and fulfil legislative responsibilities;
- Ensure adherence to the agreed procedures through regular consultation with employees and other parties;
- Provide and maintain workplaces and systems of work, so as far as practicable, that employees, contractors and visitors are not exposed to hazards;
- Ensure ongoing information, instructions and supervision for our employees;
- Conduct regular assessments of Safety and Health performance and resources in cooperation with those with designated and elected Safety and Health functions;
- Actively respond to and investigate all incidents and ensure injured employees are returned to suitable work at the earliest possible opportunity; and
- Distributing occupational health, safety and environment information, including this policy, to all employees and interested parties.

Employees Responsibilities

- Duty to take care of their own safety and health and of others affected by their actions at work;
- Comply so far as they are reasonably able, with safety procedures, directions and legislative requirements;
- Not wilfully interfere with or misuse items or facilities provided in the interest of safety and health of company employees; and
- Report potential and actual hazards in accordance with agreed company procedures for accident and incident reporting immediately.



Company Director

29th October 2013
Date

MODULE TWO: FITNESS FOR WORK

FITNESS FOR WORK POLICY

Flexi Staff is committed to maintaining the safety and health of all of its employees, therefore all employees have a responsibility to:

- Present for work or remain at work in a condition in which they are fit to carry out normal duties.
- Notify their Supervisor where an injury, illness, mental condition, drugs or alcohol they have taken is likely to compromise their ability to work in a safe manner, and/or where they consider that in the event they are tested, they would return a positive test result for drugs or alcohol.
- Notify their Supervisor immediately where there are concerns regarding the fitness of other persons. If the other person is a Supervisor they should notify another Supervisor or the General Manager.



Situations where fatigue may occur include:

- Working extended hours is the major cause of fatigue in the workplace.
- Emergency call out.
- Staff shortages.
- Meeting rigorous production schedules.
- Meeting deadlines for completing a job.
- Demanding shift rosters.



The potential impact of fatigue is:

- Ill health (e.g. gastro-intestinal symptoms, sleep deprivation, depression and aggravation of pre-existing diseases). This is exacerbated by disruption to healthy lifestyle habits such as regular exercise and a well balanced diet.
- Stress through the demands of remaining alert and trying to balance family life with work.
- Increased potential for injury due to poor concentration.
- Social disruption where a person is unable to fulfil family and other commitments due to the workload.
- Increased exposure to workplace hazards as a result of longer work hours in contact with the hazard, e.g. noise, fumes, chemicals.
- Communication problems as a result of a lack of normal contact with the workplace, e.g. inability to attend meetings, loss of contact with fellow employees.
- Training and instruction opportunities may be missed.
- Involvement in activities such as OSH committees, tool box meetings and consultative committees may be impossible.

DRUGS AND ALCOHOL

In order to meet Flexi Staff's commitment to provide a safe, healthy and productive workplace for **employees, contractors and visitors**, Flexi Staff does not permit their employees to work whilst under the influence of drugs or alcohol.

Alcohol

Remember, the average time it takes between the last drink and the point at which blood alcohol concentration peaks ranges from 30 to 90 minutes.

Alcohol diminishes:

- Environmental awareness;
- Response to sensory stimulation;
- Cognitive function; and
- Physical activity.



NOTE: After a night of drinking even if you have a BAC of 0.00%, you may be suffering from fatigue, as a result of a 'hang-over' e.g. drowsiness both from alcohol consumption and/or lack of sleep.

DRUGS AND ALCOHOL CONTINUED

Drugs		
THC: Cannabis, Marijuana, Pot, Weed	Stimulants: Cocaine, Methamphetamines (Speed), Ecstasy	Heroin
<p>Effects:</p> <ul style="list-style-type: none"> • impacts on memory; • difficulty in focusing attention; • loss of motivation; and • loss of spatial ability. <p>Clearance times are:</p> <ul style="list-style-type: none"> • one time use; 2 – 7 days • 3 times a week; 2 weeks • daily use; 3 – 6 weeks • very heavy use; 6 – 11 weeks 	<p>Effects:</p> <ul style="list-style-type: none"> • reduces fine motor skills; • reduces dexterity; • paranoid delusions; • hallucinations; • loss of concentration, coordination; and • A loss of reality with serious safety implication <p>Clearance times are:</p> <ul style="list-style-type: none"> • Cocaine – For first time users it can be detected in urine and blood for up to 48 hours and for up to 2 weeks for chronic users • Methamphetamines - In general, clearance times will vary between 2 to 5 days dependant on the drug and dosage 	<p>Effects:</p> <ul style="list-style-type: none"> • mental confusion; • drowsiness and sometimes sedation; • dizziness; • constriction of pupils ('pinpoints'). <p>Clearance times are:</p> <ul style="list-style-type: none"> • Between 1 and 14 days and/or 6 to 12 hours from time of intravenous administration. • Very heavy use; 6 – 11 weeks.
<p>Testing for drugs or alcohol may occur:</p> <p>Pre-Placement - Testing for the presence of alcohol or drugs may form part of Flexi Staff's pre-placement screening.</p> <p>Random Testing - Flexi Staff shall conduct random alcohol and/or drug testing on any randomly selected day, at any time during the day.</p> <p>For Cause Testing - Flexi Staff reserves the right to conduct testing for substance use in the event of a serious incident (actual or potential) occurring.</p>		

Fitness for Work Policy

FLEXI STAFF PTY LTD is committed to the requirement that all employees and contractors present for work in a state (physical, mental and emotional) which enables them to perform their assigned tasks competently and in a manner which does not threaten the safety or health of themselves or others. A person's capacity to perform assigned tasks competently may be limited as a result of the consumption of alcohol, the effect of drugs (prescription, pharmaceutical or illicit), fatigue and stress.

This commitment is achieved through:

- Complying with relevant legislative requirements, codes, standards and guidelines;
- Ensuring all individuals undertaking work are fit to undertake the designated tasks;
- Clearly defining roles and responsibilities for managing fitness for work; and
- Clearly defining management and disciplinary procedures related to fitness for work.

Management Responsibilities:

- Provide all employees with necessary information and training so that issues associated with fitness for work include fatigue, stress, medical conditions and the misuse of drugs and alcohol, can be managed effectively;
- Ensure that employees who are found to be unfit for work are managed in a fair and effective manner; and
- Comply with client fit for work policies which may include pre-engagement medicals and random drug and alcohol testing.

Employees Responsibilities:

- Report situations where fellow work colleagues may not be fit for work;
- Maintain a level of personal fitness required to meet the requirements of their position;
- Present for work in a state that does not limit their ability to meet their position requirements and complies with this policy;
- Advise before commencing work of any factor that may influence their fitness for work;
- Ensure that Flexi Staff is advised if they are taking any prescription drug or pharmaceutical product that contains any of the following warnings:
 - The product may cause drowsiness
 - Caution should be exercised in the operation of machinery or equipment
 - Any other precautionary measures
- Advise at any time whilst performing work if they believe that they are unfit to continue for any reason.



Company Director

29th October 2013
Date

Fatigue Policy

FLEXI STAFF PTY LTD is committed to the health and safety of all employees including reducing the exposure of individuals to fatigue. We recognise that fatigue may affect aspects of an individual's life including their home, work and social lives.

This commitment is achieved through:

- Complying with relevant legislative requirements, codes, standards and guidelines;
- Ensuring all individuals undertaking work are fit to undertake the designated tasks; and
- Clearly defining roles and responsibilities managing workplace fatigue and extended work hours.

Management Responsibilities:

- Responsible for the effective implementation of the company Fatigue Policy;
- Implementing controls and guidelines to assist in reducing exposure to workplace fatigue;
- Ensuring employees are trained and have the skills required to assist them in assessing levels of fatigue and to implement procedures to manage their fatigue;
- Consulting with clients regarding extended working hours; and
- Ensuring work is structured to allow enough time for quality sleep between shifts.

Employees Responsibilities:

- Present for work in a state that does not limit their ability to meet their position requirements and complies with this policy;
- Advise at any time whilst performing work if they believe that they are unfit to continue for any reason.



Company Director

29th October 2013
Date

Drug and Alcohol Policy

FLEXI STAFF PTY LTD is committed to ensuring that none of their employees or contractors are permitted to work whilst under the influence of drugs or alcohol. Drug and alcohol abuse compromises the working environment and places everyone at risk.

This commitment is achieved through:

- Complying with relevant legislative requirements, codes, standards and guidelines;
- Ensuring that no individual is permitted to enter site or continue working onsite if adversely affected by drugs or alcohol;
- Clearly defining roles and responsibilities for managing drug and alcohol abuse in the workplace; and
- Clearly defining management and disciplinary procedures related to drug and alcohol abuse.
- The intent of this policy is to assist all individuals to in fulfilling their responsibility of maintaining a safe working environment and to managing the risks associated with the use or abuse of alcohol and other drugs. This requires a cooperative approach from all parties.
- Flexi Staff values its work force and recognises that drug and alcohol dependencies are treatable conditions. Through education, awareness and, if necessary, disciplinary procedures, Flexi Staff will eliminate the risk with drugs and alcohol in the workplace.

Management Responsibilities:

- Responsible for the effective implementation of the company Drug and Alcohol Policy;
- Observe, implement and fulfil its responsibilities under relevant legislation;
- Provision of information, instruction, training and company procedures for employees related to drug and alcohol abuse; and
- Complying with company disciplinary procedures.

Employees Responsibilities:

- Maintain a safe working environment by ensuring that they are “fit to work” at all times;
- Report if any drugs or alcohol that they have taken are likely to compromise their ability to work in a safe manner and/or where they consider that in the event they are tested, they would return a positive test result for drugs or alcohol;
- Maintain a level of personal fitness required to meet the requirements of their position
- To report any use of “over the counter” medication or prescription medications that may inhibit an employee to carry out their duties in a safe manner.


Company Director

29th October 2013
Date



PLEASE COMPLETE MODULE TWO – FITNESS TO WORK...PLEASE COMPLETE

MODULE THREE: INCIDENT MANAGEMENT AND RETURN TO WORK AFTER AN INJURY

Flexi Staff is committed to the safety and health of all of their employees and contractors, this commitment extends to ensuring that if an incident does occur the staff member involved is provided with prompt medical care, if required, and the incident is investigated to ensure that it does not re-occur.

WHAT DO I DO IF AN INCIDENT OCCURS?

An incident is any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss. If you are involved in an incident, you must

- Secure the area to prevent further injury or harm to yourself or others
- Report the incident to your Supervisor immediately
- Report the incident to Flexi Staff

Following an incident Flexi Staff will conduct an investigation to determine the causal factors of the incident. Causal factors are conditions or events that if corrected, could have prevented the incident from occurring or would have significantly reduced its consequence and can include:

- Characteristics of the activity/task being performed
- Work situation
- Physical and social environment
- Physical and emotional state of person(s) involved



WHAT HAPPENS IF I AM INJURED?

If you are injured, Flexi Staff will direct you to attend the nearest General Practitioner (GP) or hospital (if urgent medical attention is required). You will be issued with a First Medical Certificate stating when you can return to work, what restrictions need to be in place to allow you to return to work and what treatment you require. You are required to provide Flexi Staff with this medical certificate following the appointment, either via fax or dropping it into one of our offices. A return to work programme will be developed based on the medical restrictions outlined in your medical certificate.

DO I GET PAID?

Under the Western Australian Workers Compensation and Rehabilitation Act 1984, you are entitled to compensation for both medical expenses and wages, if you are injured during the course of work. To lodge a claim for workers compensation you must complete a Workers Compensation 2B form and provide Flexi Staff with a copy of your First Medical Certificate. Once Flexi Staff receives these documents they will be submitted to our insurance company. The insurance company will decide whether the claim will be accepted and if accepted, they will determine the wage entitlement.

Injury Management and Return to Work Policy

FLEXI STAFF PTY LTD is committed to assisting injured workers to return to work as soon as medically appropriate and will adhere to the requirements of the Workers' Compensation and Injury Management Act 1981 in the event of a work related injury.

This commitment is achieved through:

- Complying with legislative requirements;
- The provision of support and assistance to all employees who sustain a work related injury or illness;
- Aiding recovery, through the provision of suitable duties, whenever possible, which comply with the injured worker's medical restrictions.

Management Responsibilities:

- Effective implementation of the company Injury Management Policy;
- Provision of information, instruction and training on Injury Management and Return to Work Procedures;
- Provision of guidance and assistance throughout the lifecycle of the injury;
- Possessing workers' compensation (including common law damages) insurance cover for all employees;
- Providing the worker's completed claim form and medical certificates to your insurer within three (3) working days;
- Providing weekly payments, if injured, as per legislative requirements; and
- Developing and implementing a return to work program if a treating medical practitioner indicates it is needed for an injured worker.

Employees Responsibilities:

- Active participation and cooperation in the Injury Management process, including liaising with Flexi Staff and medical practitioners in the development of a return to work program


Company Director

29th October 2013
Date



COMPLETE MODULE THREE – INCIDENT MANAGEMENT AND RETURN TO WORK...

MODULE FOUR: HAZARD MANAGEMENT

Hazard management involves a four step cyclical programme which includes:

- Hazard Identification
- Risk Assessment
- Risk Control
- Review

HAZARD IDENTIFICATION

Identifying a hazard is the first step in improving workplace safety. It involves deciding, “Does doing this task represent a risk to my safety or health or the safety or health of others?”

Three approaches can be used for hazard identification:

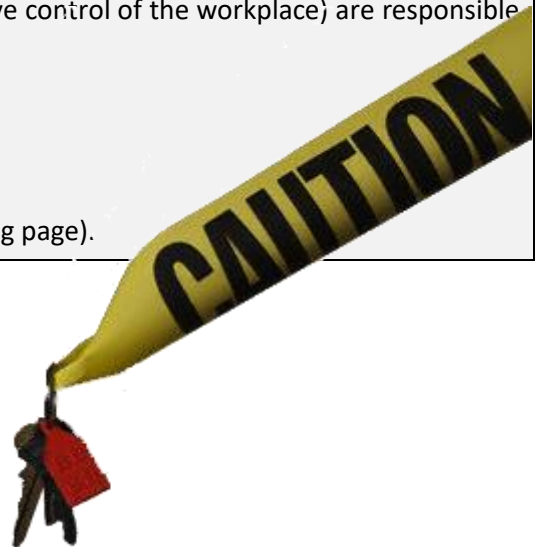
- Direct observation or inspection of the task or work area;
- Consulting with employees; and
- Reviewing workplace incident records (if any).

A hazard is defined as: A source of potential harm. Reference: AS/NZS 4360. In relation to a person, it means anything that may result in injury or illness to that person.

All employees, including those on contract, are responsible for identifying and reporting hazards. Following risk assessment, employers (those who have control of the workplace) are responsible for implementing appropriate risk control measures.

If you spot a hazard:

- Report it to your Supervisor immediately;
- Complete a Hazard Report Form (see following page).



HAZARD REPORTING

PART A – To be completed by person reporting hazard.

Reported By:	<input style="width: 80%;" type="text"/>
Client Details: (if applicable)	<input style="width: 80%;" type="text"/>
Location:	<input style="width: 80%;" type="text"/>

Description of Hazard – Include area, task, equipment, tools, people involved risk score.

RISK SCORE =

LOW	MOD	HIGH	EXT
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Immediate Corrective Action Taken – What did you, or others do?

Suggested Method of Rectification – Do you have any suggestions for fixing the problem?

Signature: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
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PART B – To be completed by OSH Manager

Action taken – OSH Manager to identify actions to rectify hazard

Action	Responsibility	Completion Date

Feedback has been provided to the person who reported the hazard. <input type="checkbox"/>	Date: <input style="width: 80%;" type="text"/>
Client OSH Representative: <input style="width: 80%;" type="text"/>	Signature: <input style="width: 80%;" type="text"/>
Flexi Staff OSH Manager: <input style="width: 80%;" type="text"/>	Signature: <input style="width: 80%;" type="text"/>

RISK ASSESSMENT

Risk Assessment is the assessment of tasks to determine the specific factors that may cause injury and rank the risk. Once the risk is assessed, control measures are assigned to reduce the risk.

Risk Assessment:

- Ensures all steps in a task are considered;
- Prioritises the steps that require controls; and
- Assists in assigning controls to eliminate or reduce injuries or harm to the environment or assets.

When assessing the risk consider:

- The number of risks associated with a task;
- The severity of injuries associated with that task; and
- How frequently that task is carried out.

The process of risk assessment should be methodical. A copy of the Risk Matrix used for Risk Assessment at Flexi Staff is included below:

Consequence	Safety & Health	Environment	Community / Media / Government	Loss / Damage
LOW	No medical treatment E.g. cuts, bruises, no measurable physical effects.	Limited damage to area or low significance.	Public concern restricted to local complaints.	\$0-\$1K
MINOR	Medically Treated Injuries from which recovery is likely. E.g. burns, broken bones, severe bruises, cuts.	Minor short-term damage to environment / heritage.	Minor, adverse local public or media attention and complaints.	\$1K-\$10K
MODERATE	Moderate permanent effects from injury or exposure. E.g. serious burns, serious internal and/or head injuries, gassings that require hospitalisation.	Moderate effects on environment / heritage.	Attention from media and / or heightened concern from community.	\$10K-\$100K
MAJOR	Single fatality and/or, severe permanent injury, paralysis, brain damage, life threatening exposure to a health risk.	Significant environmental / heritage damage.	Significant adverse national media/public attention.	\$100K-\$1M
CRITICAL	A multiple fatality and/or, significant irreversible exposure to a health risk that effect greater than 10 people.	Severe damage to environment / heritage with long-term effects.	Serious public or media outcry.	\$1M +

Likelihood	Description	Frequency at Location
ALMOST CERTAIN	Is expected to occur in most circumstances.	History of, or projected, occurrence with frequency greater than once per year.
LIKELY	Will probably occur in most circumstances.	History of, or projected, occurrence with frequency of once per 1 to 10 years.
POSSIBLE	Will probably occur once during the plan, strategy or Project.	History of, or projected, occurrence with frequency of once per 10 to 100 years.
UNLIKELY	Could occur during the plan, strategy or project.	History of, or projected, occurrence with frequency of once per 100 to 1000 years.
RARE	May occur, but only under exceptional circumstances.	History of, or projected, occurrence with frequency of once per 1000 to 10,000 years.

Likelihood ↓	Consequence (Severity) →				
	Low (1)	Minor (2)	Moderate (3)	Major (4)	Critical (5)
Almost Certain (5)	High (6)	High (7)	Extreme (8)	Extreme (9)	Extreme (10)
Likely (4)	Moderate (5)	High (6)	High (7)	Extreme (8)	Extreme (9)
Possible (3)	Low (4)	Moderate (5)	High (6)	Extreme (7)	Extreme (8)
Unlikely (2)	Low (3)	Low (4)	Moderate (5)	High (6)	Extreme (7)
Rare (1)	Low (2)	Low (3)	Moderate (4)	High (5)	High (6)

RISK CONTROL

The final step in risk management is to “Fix the problem” – or, in other words, control the risk. Risk Control is the process of eliminating or reducing the assessed risk factors associated with hazards that have been recognised. The hierarchy of controls is used when determining controls for a particular activity. The hierarchy of controls involves:

- **Elimination** – removing the hazard completely
- **Substitution** – using an alternative product with less risk
- **Engineering** – modifying the task, modifying the workplace or using equipment
- **Administration** – signs, rostering, training or supervision
- **Personal Protective Equipment** – acts as a barrier between you and the hazard to reduce injury risk

It is your employers’ responsibility to set in place systems or “Make the Changes” to minimise the risks of injury or harm to all personnel. It is your responsibility to apply the strategies that have been set up to address these risks.

RISK REVIEW

An important step in hazard management is to regularly review workplace hazards and controls implemented.

If you have an idea on how to assist to control a workplace hazard, let your Supervisor know.



PLEASE COMPLETE MODULE FOUR – HAZARD MANAGEMENT...

MODULE FIVE: COMMON WORKPLACE HAZARDS

MANUAL HANDLING

Manual handling of materials is the largest single cause of industrial injuries. Everyone moves or lifts objects at some point, either at work or at home.

Manual handling issues include: Lifting, pushing, sliding, pulling, carrying, stacking...

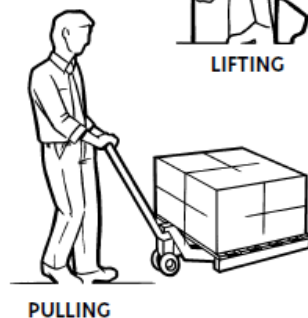
Types of manual handling injuries include: Amputations of fingers, muscle strains and joint wear, crushed limbs, abdominals hernias, damage to the spine, back muscles and ligaments.

Back Injuries

Back injury is the most common type of Manual Handling injury. Back problems are rarely caused by a single event and are usually from years of repeated stressing of the body through poor posture, bad habits, reduced flexibility and poor physical fitness.

There are three main types of back stress damage:

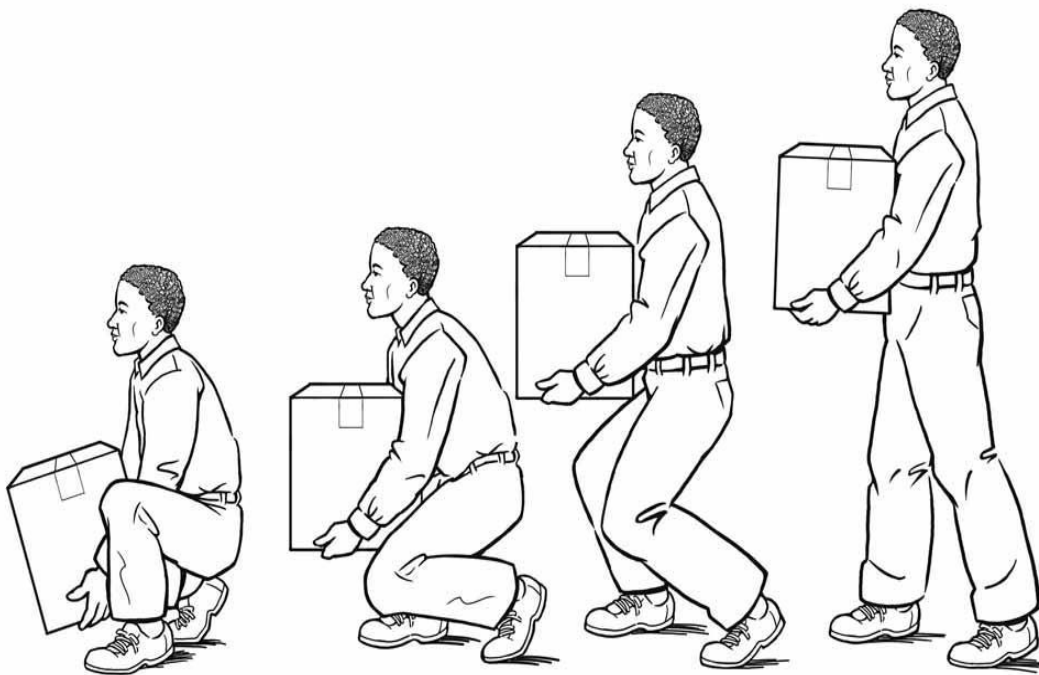
- Consecutive stress which can be caused by repetitive lifting, bending or twisting, high forces, repetitive movements or extreme postures
- Continuous stress which can be caused by poor posture or maintaining awkward positions
- Sudden stress which can be caused by impact or a single occasion of heavy lifting or lifting incorrectly



Basic Principles of Lifting

There are seven basic principles to follow when lifting:

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
Assess the Load	Position of Feet	Straight Back	Correct Grip	Tuck Chin In	Elbows in to Side	Use Body Weight
Ensure you assess size, weight and characteristics (sharp, smooth, cold, hot, etc) of the load prior to attempting to move the object.	To ensure you maintain your balance during the lift, position your feet apart, about as wide as the hips, with one foot forward.	Lift with the leg muscles, these are stronger and better suited for the job. Avoid twisting or bending.	Use the base of the fingers and palms of the hand. This reduces stress in the arms.	Avoid turning the head to the side. This helps to lock the spine and reduces stress in the shoulder and back muscles.	Reduces stress on the shoulders.	To supplement or take the place of muscular effort.



NIOSH (2007) - <http://www.cdc.gov/niosh/docs/2007-122/materials.html>

Basic Principles of Pushing

There are seven basic principles to follow when pushing:

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
Assess the Load	Position of Feet	Straight Back	Correct Grip	Tuck Chin In	Use Body Weight	Avoid Pulling
Ensure you assess size and weight of the load before starting to push.	You should stand at 50% of your reach distance from the load. With your feet apart (about as wide as the hips), with one foot forward, thrust forward with your back foot to gradually build up momentum.	Use the leg muscles to push; these are stronger and better suited for the job. Avoid twisting or bending of the spine.	Attempt to grasp the object you are pushing at a height just above your waist.	Avoid turning the head to the side. This helps to lock the spine and reduces stress in the shoulder and back muscles.	To supplement or take the place of muscular effort. Gradually build up momentum to test the load and when stopping gradually, provide counterforce to slowly cease motion, which will avoid unnecessary strain on your body.	Pulling requires you to twist your spine to look where you are going so should be avoided where possible. If you are required to pull, stand at 50% of your reach distance and grasp the object just below waist height.



Basic Principles of Preventing Manual Handling Injuries

Follow these principles to reduce your risk of injury:

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
Assess the Load	Use Equipment	Minimise Bending or Twisting	Working Equipment	Keep it Clean	Apply Manual Handling Principles	Maintain good Posture
'Do I need equipment?' 'Do I need assistance?' 'Is this safe?'	Minimise the amount of manual handling you are required to undertake by using equipment	Reduce / minimise bending and twisting of the spine in all tasks you perform by moving your feet and standing up straight when performing lifting or carrying tasks	Ensure all equipment is in good working order . If the equipment is not functioning correctly report it to your Supervisor immediately	Keep the <i>workplace environment</i> safe by cleaning up after yourself. Do not leave items lying around and clean up any spills immediately	Apply the principles of manual handling you have learnt in training to your day- to-day practices	Ensure you maintain a good posture ("straight back") throughout the tasks Adjust the height of the task , if required



PLEASE ANSWER QUESTIONS 16-18 OF MODULE FIVE – WORKPLACE HAZARDS

SLIPS, TRIPS AND FALLS

Slips, trips and falls are a very simple way in which serious injuries have occurred in the workplace. The constantly changing workplaces in which employees are exposed present the potential for slips, trips or falls to occur at any time. Modifying and monitoring the work environment is the most effective way of reducing the risk of falls.

The risk of slips, trips and falls may be reduced by:

- Staying **aware of the surroundings**, particularly any changes brought about by inclement weather conditions and especially when working at heights. Always be careful of:
 - Hot handrails in the heat – wear gloves to ascend or descend machinery;
 - Wet and slippery paths, rungs, steps and handrails in the rain;
 - Climbing or working at height in very windy conditions.
- Cleaning up spills immediately (including mud, oils, grease or water) and erecting warning signs if there is a spill or if floors have been freshly mopped.
- Wearing the correct safety footwear for the conditions, particularly on rough surfaces. Ensure the laces are done up to the top to provide stability and prevent rolling an ankle.
- Keeping all pedestrian areas free of tripping hazards.
- Where practicable, ensuring all pedestrian surfaces are non-slip and kept clean.
- Ensuring the edges of walkways, stairs etc., are clearly visible to pedestrians.
- Complying with all trenching regulations, e.g. providing barricades around excavations or trenches where a person may fall.
- Complying with all scaffolding regulations (e.g. erecting scaffolding where a person may fall 2m or more from a working platform) or using safety harnesses and safety lanyards where a person may be injured from a fall and it is not practicable to provide guardrails, mid-rails or edge protection and a level platform.
- Providing and maintaining adequate hand and foot holds for access to vehicles or machinery.
- Ensuring that all ladders are well maintained and used correctly, particularly with respect to surface anchoring.
- Ensuring clear paths and good visibility where tandem carrying of goods, materials etc. is necessary.

ANSWER QUESTIONS 19-21 OF MODULE FIVE – WORKPLACE HAZARDS



ELECTRICAL

Safe Work Procedures (SWP) are required when working with or near electrical equipment due to the potential risk of electric shock which may result in a fatality, burns, fire and explosion.

Electric shock can be caused by:

- Failure to isolate electricity correctly
- Damaged/exposed electrical leads
- Faulty electrical equipment

Medical attention must be sought for any electric shock suffered and the incident reported to your Supervisor, Flexi Staff and Electrical Authorities.

Never attempt to operate a piece of electrical equipment if you are worried about the electrical safety e.g. exposed wires, burning smell, excessive heat.

If you are worried about a piece of electrical equipment you should report the fault to your Supervisor and tag the item out of service.

Report all electrical incidents to Site Supervisor immediately and Flexi Staff as soon as practicable.



PLEASE ANSWER QUESTIONS 22-23 OF MODULE FIVE–WORKPLACE HAZARDS

CHEMICAL / HAZARDOUS SUBSTANCES

The Standard for Hazardous Substances Control requires employers to possess Material Safety Data Sheets (MSDS) for all chemicals. MSDS covers all the appropriate details relating to those hazardous substances which are being used.

The MSDS cover the following matters in relation to individual hazardous substances:

- The determination and classification of a hazardous substance
- Control of hazardous substances
- Storage, placarding and handling of hazardous substances
- Emergency notes
- Additional statutory requirements and site specifics
- Product index and additions
- Material Safety Data Sheets

The general principals set out below should be followed, with reference to the Material Safety Data Sheet Manual as a first point of referral.

Main Chemical Hazards

The main chemical hazards are as follows:

- **Physical Contact:** All chemicals can have some effect on the body and some are particularly dangerous. You could come into contact with chemicals via ingestion, inhalation, skin contact or eye contact. Poisoning can occur by swallowing, breathing of fumes, and in some cases, simply by skin contact. Poisons that are absorbed through the skin, or affect the skin, will be more hazardous when in contact with wet tissues such as the eyes, nose and mouth, due to the sensitivity of such tissues.
- **Fire and Explosion:** Some chemicals may be flammable, and some of these may be capable of producing explosions. In a fire situation, it is important to remember that chemicals become more mobile, and may vaporise, or melt and flow. Some chemicals will undergo decomposition in a fire and may become significantly more hazardous.
- **Environmental:** Most chemicals will have some detrimental environmental effect.



General Chemical Handling

By referencing the MSDS, the appropriate personal protection for handling the particular chemical may be determined. Signs advising of the requirement for Personal Protective Equipment (PPE) are displayed where appropriate within client's workplaces. Personal Protective Equipment for hazardous substances, as outlined by the Code of Practice for Personal Protective equipment (2002), may include:

Area of Exposure	Risks	Protection Required
Head	Splashes, burns to the face	Face shields
Eyes	Burns, splashes, irritation	Face shields, goggles. Irritation to the eyes from harmful vapours may be effectively controlled by changing work methods to isolate harmful chemicals from workers.
Hands	Burns, dermatitis, absorption into body tissue and blood	Impervious safety gloves
Feet	Burns	Safety footwear, impervious footwear
Whole body	Respiratory vapours, inhalation, ingestion Burns, absorption into body tissue and blood	Respirators, breathing apparatus Impervious, hazardous chemical suit

Spillages

All spillages of chemicals must be cleaned up immediately, and significant spillages should be dealt with as detailed on the MSDS.

First Aid

First Aid procedures are detailed on the relevant MSDS. The first aid supplies should contain recommended antidotes for chemicals used on site.

PLEASE ANSWER QUESTIONS 24-25 OF MODULE FIVE – WORKPLACE HAZARDS

MODULE SIX: INDUSTRIAL SPECIFIC WORKPLACE HAZARDS

WORKING IN EXTREME TEMPERATURES

Working in extreme conditions (hot or cold) has an impact on how you conduct your work in a safe manner. All personnel should take into account the environmental conditions that they are working in and prepare appropriately.

Working in Hot Conditions

Body temperature is a balance between heat generated internally or taken in from the environment, and heat lost through evaporation of perspiration.

It is important to keep the balance between internal heat and heat loss to avoid a rise in core body temperature. Core body temperature for an adult is generally around 37.5°C.

When increased heat production occurs through heavy or intensive work or staying outdoors for long periods in high temperatures, body heat must be lost through sweating. If this fails to occur, heat illness may occur.

Heat illness ranges from mild to severe and can include heat rash, heat cramps, sunburn, heat exhaustion and heat stroke.

First aid and medical treatment must be provided immediately. If you are suffering from heat illness report this to your Supervisor and Flexi Staff immediately and present to your nearest medical centre.

Remember for hot conditions:

- Hydrate every 30 minutes or as required
- Ensure that you wear sunscreen, hats and long sleeve shirts and pants when working in the sun

Police Clearance

Some hospitality clients may require a police clearance prior to working at their site. Please discuss with Flexi Staff if you are required to complete obtain a police clearance.



Working in Cold Conditions

The colder the environment, the more adverse the health effects observed. Cold stress, like heat stress, impairs the ability to carry out both manual and mental tasks. As the temperature drops, the sensitivity and dexterity of fingers lessen. At lower temperatures still, deeper muscles are affected, reducing muscle strength and stiffening joints. Cold-related discomfort also affects mental alertness. For these reasons, incidents are more likely to occur under cold working conditions.

The health effects of cold can be divided into two categories:

- Those affecting the body's extremities - frostnip, frostbite, immersion foot and trench foot.
- Those that affect the body's core – this is characterised by first feeling cold, then pain, then increasing numbness develops, and the sense of pain decreases. The next symptoms to develop are weakness and drowsiness, which usually occur when the core temperature drops below 33°C. This condition is called "hypothermia". Additional symptoms of hypothermia include a cessation of shivering, diminished consciousness and dilated pupils. When the temperature reaches approximately 26-27°C, unconsciousness occurs.

The risk of cold injury can be minimised by the provision of properly designed work environment, equipment, protective clothing, safe work practices and regular intake of food.

If you are suffering from cold stress report this to your supervisor and Flexi Staff immediately and present to your nearest medical centre.



PLEASE COMPLETE QUESTIONS 26-29 OF MODULE SIX – JOB SPECIFIC HAZARDS

RSA (RESPONSIBLE SERVICE OF ALCOHOL)

Flexi Staff requires all of our hospitality staff whose position involves the service of alcohol to possess a current RSA certification. This ensures that Flexi Staff are meeting the Department of Racing, Gaming & Liquor's (DRGL) mandatory training requirement.

A RSA certification can be obtained through numerous providers, including:

PROVIDER	ADDRESS	TELEPHONE	WEBSITE
Australian Hotels Association (WA)	PO Box 660 West Perth WA 6872	(08) 9321 7701	www.ahawa.asn.au
Aveling Online	33 Hanwell Way Bassendean WA 6054	(08) 9355 0100	www.avelingonline.com.au
Perth School of Hospitality and Tourism	14 th Floor Carillion Centre 207 Murray Street Perth WA 6000	(08) 9322 1919	www.perthinstitute.com.au
Training Course Professionals	Suite 5 3 Aberdeen St Northbridge Perth WA 6000	(08) 9225 5122	www.tcptraining.com

did you know?



All the above contain the same amount of absolute alcohol!



Spotless Inductions

Spotless requires a separate online induction to be completed prior to working at some of their sites. Please discuss with Flexi Staff if you are required to complete this induction.

PLEASE COMPLETE QUESTION 30 OF MODULE SIX

FOOD SAFETY

Bacteria

Pathogenic (disease causing) bacteria (e.g. e.coli, listeria and salmonella) can be present in food. Food poisoning bacteria such as these can cause serious illness and death in vulnerable people.

At the right temperature (between 5-60°C), bacteria thrive on the moisture and protein found in food so there are key principles to maintaining the safety of food.

Key Principles to Food Safety

1. Ensure that the temperature is kept below 5°C or above 60°C;
2. Ensure personal hygiene.

Tips for Food Safety

1. Don't wear jewellery or nail polish;
2. Keep fingernails short and clean;
3. Wash your hands thoroughly with soap before any contact with food;
4. Do not sneeze or cough over food;
5. Cover all cuts;
6. Make sure all hair is covered by a hair cover;
7. Do not work with food if you have a communicable disease;
8. Change your gloves after task;
9. Food storage, preparation and serving areas need to be rigorously cleaned;
10. Cover all food with lids, foils or plastic wrap. Do not cover food with trays, paper tray covers, tea towels or blankets;
11. Wash raw fruit and vegetables thoroughly;
12. Food prepared in a cook-and-chill system should be cooled rapidly (i.e. down to 21°C in 2 hours and then down to below 5°C in a maximum of 4 hours);
13. Sandwiches should be stored below 5°C immediately after they are received or made.

NOTE: Some clients will request that employees possess a Safe Food Handling Certificate, prior to placement.

PLEASE COMPLETE QUESTIONS 31 OF MODULE SIX – JOB SPECIFIC HAZARDS

BIOLOGICAL HAZARDS

Biological hazards (biohazards) are infections agents or micro-organisms, such as viruses and bacteria that can occur in the workplace.

Infection can be transmitted by exposure to the following (human or animal):

- Secretions
- Blood
- Body fluids
- Waste matter

Exposure to used syringes/needles and other contaminated materials is a huge problem in the healthcare industry. Most potential work-related exposures are unlikely to result in transmission however caution still must be taken to reduce the risk.

Risk of transmission will be reduced by:

- Safe Work Procedures – If you come across contaminated items do not touch the item and refer to safe work procedures to ensure that it is safely removed from the area
- Personal Hygiene – If exposed wash the area immediately; keep hands clean and wounds covered
- Immunisation – Ensure all of your immunisations are current
- Equipment – Use appropriate equipment (tongs etc), including Personal Protective Equipment (PPE)

Area of Exposure	Risks	Protection
Head	Inhalation, ingestion, irritation, needle stick, absorption through cuts, open sores or skin pores	Masks, shields, protective head coverings
Eyes	Splashes, squirts, irritation	Protective eyewear
Hands	Absorption, irritation, needle stick, absorption through cuts, open sores or skin pores	Protective gloves, protective barrier substances (cream/lotion)
Feet	Irritation, needle stick, absorption through cuts, open sores or skin pores	Protective footwear
Whole Body	Inhalation, ingestion, irritation, needle stick, absorption through cuts, open sores or skin pores	Protective clothing, aprons, gaiters

REMEMBER: Wash your hands thoroughly after contact with each patient/resident, after going to the bathroom and before meals to avoid contracting or spreading any infection.



PLEASE COMPLETE QUESTIONS 32 OF MODULE SIX – JOB SPECIFIC HAZARDS

PATIENT HANDLING

Patient handling is a main cause of musculoskeletal injuries in healthcare workers. You should only perform patient handling activities if you have been trained (i.e. Carer, Nurse, etc). If you are working in Catering or Housekeeping and a patient/resident asks you to assist them to move, you should locate a health care professional or carer to assist.

Flexi Staff encourage employees, who are performing patient handling tasks, to adopt the “minimal lifting” or “no lift” policies present at most sites. This means that employees should avoid lifting where possible by using equipment, where possible, to reduce the force required.

To comply with a “minimal lift” or “no lift” policy you should:

- Encourage patients/residents to move themselves by providing them with the necessary equipment (e.g. electric backrests, monkey rings, rope ladders or leg lifters)
- Use hoists for total body lifting
- Use equipment where patient handling cannot be avoided (e.g. Slide sheets, walk belts, slide boards, sit to stand hoists etc)

The basic steps for planning safe patient handling include:

1. Assessment – an assessment of the patients/residents ability to move themselves should have been completed for all tasks. Familiarise yourself with this assessment prior to attempting to move the patient/resident. Tasks assessed should include:
 - Moving in Bed
 - Moving in and out of bed/chairs
 - Moving to and from toilets/commodes
 - Walking (including stairs, slopes and uneven surfaces)
 - Getting in and out of cars
2. Manual Handling Plan – revise the manual handling plan for patients/residents as this will outline the techniques which can be used, the number of people required for the transfer and the equipment that needs to be used.

PLEASE COMPLETE QUESTIONS 33-35 OF MODULE SIX – JOB SPECIFIC HAZARDS

MODULE SEVEN: TAKE 5

The Take 5 procedure is a simple form of hazard identification and risk assessment, where the employee has the opportunity to review the workplace, system of work and work environment immediately prior to starting the task.

A Take 5 is designed to:

- Assess the risks before beginning a task;
- Manage risk through hazard identification and control;
- Think about the task based on environmental conditions at the moment; and
- Recognise when a Job Hazard Analysis needs to be done.

WHEN TO PERFORM TAKE 5

A Take 5 should be performed prior to commencing a task.

For employees performing routine, repetitive, operator type tasks (e.g. operators, forklift drivers), a Take 5 shall be performed at the start of each job, and again if the conditions change during the course of the job/shift. Examples of changes can include weather conditions, new team members, change in equipment, change in task location, other jobs/people in the vicinity etc.

For office – based administration staff, a Take 5 should be performed for non – routine tasks e.g. manual handling, office moves, use of tools or equipment etc.

Two fundamental questions that all personnel should ask themselves are:

- Can others, the environment, the community or I be harmed by performing this task?
- Am I unsure of the task?

If yes – then perform a Take 5



TAKE 5 PROCESS

Conducting a Take 5

Take 5's involve employees thinking through the task in a logical order and are completed using SF4.24.1-1 Take 5 Form. Take 5 forms will be issued to all employees.

3. Hazard Identification

All the hazards associated with the task should be identified. Hazards are recorded in the "Review the Task" section of the Take 5 Form.

4. Risk Assessment

Once the task has been reviewed and consideration given to all the hazards, the risk is assessed using the Flexi Staff Risk Matrix and the score is recorded by circling the relevant letter (E – Extreme; H – High; M – Moderate; L – Low). This Risk Assessment should take into account any existing controls.

If the employee considers the risk of the task to be extreme or high they need to discuss this immediately with their Supervisor and Flexi Staff before proceeding with the task.

5. Risk Controls

Employees are required to ensure the necessary controls are in place prior to proceeding with the task. The Hierarchy of Controls shall be followed:

- Elimination- the complete elimination of the risk.
- Substitute - replace the material or process with a less hazardous one.
- Re-design / Re-engineer - modify the equipment of process.
- Separate / Isolate - isolate the risk (e.g.: guarding, flammables storage, etc).
- Administrative - provide training, procedures, work safe practices, etc.
- Personal Protective Equipment (PPE).

If employees believe there are insufficient controls to perform the task safely they need to see their Supervisor immediately and, if required, report the task to Flexi Staff if the issues cannot be resolved.

6. Review

Account Managers will verify that employees are completing Take 5's during their regular client visits by reviewing completed forms for quality, content and adherence to the Flexi Staff hazard management procedure.

Feedback regarding the resolution of any identified hazards will be provided to the employee.

Flexi Staff and their employees will liaise with clients regarding any task assessed during the Take 5 to have unacceptable levels of risk and assist, where possible, to reduce the level of risk.

TAKE 5 FORM

Take 5 Form: SF4.24.1-1 (Page 1/2)



TAKE 5 FORM

NAME - _____ SIGNATURE - _____

CLIENT - _____ TASK - _____

LOCATION - _____

	Y	N		
REVIEW THE TASK				
Do I understand the scope of work thoroughly?				
Have I read and understood any procedures or work instructions for this task(JHA/SOP/etc)?				
Have I thought the job through step by step?				
Are the tools and equipment in good order?				
Do I have the Correct PPE?				
Have I completed the necessary training/competencies/licences/tickets/etc to complete this task?				
Have I identified the hazards associated with this task (see over)? Hazards: _____				
CONSIDER THE HAZARDS				
Do I need any Work Permits or further Hazard Control Assistance?				
Could I come in direct contact with reagents, electricity, compressed air, flammable gas, liquid nitrogen, moving machinery, effluent or asbestos?				
Could my task harm other people not involved in this task?				
ASSESS THE RISK (see risk matrix)				
What is the risk level (E or H → liaise with Flexi Staff and Client immediately)	E	H	M	L
RESPOND				
Have I established all necessary controls?				
Am I safe to complete this task?				
DO THE TASK SAFELY		←		
SEE YOUR SUPERVISOR		←		

Take 5 Form: SF4.24.1-1 (Page 2/2)

1. REVIEW THE TASK – Understand the task					
<i>Get the right</i> – Information; Procedures; Tools/Equipment; Permits					
<i>Think about</i> – the people/systems affected; Safe access/exists; nearby equipment;					
2. CONSIDER THE HAZARDS – Look Close, Wide, Above and Below					
<i>Will hazards arise due to:</i>					
Electrical	Pressure	People factors	Sharpness		
Vehicles	Weather	Environment	Vibration		
Machinery	Noise	Methods	Radiation		
Tools/Equipment	Chemicals	Materials	Height/Depth		
Access	Dust	Hot/cold objects	Bacteria		
<i>Will I harm myself/others if it:</i>					
Falls/ Slips	Doesn't fit	Ignites/Explodes	Shifts		
Drops	Is too big/ small/heavy	Is incorrectly labelled	Breaks		
Is the wrong one			Sticks/Jams		
<i>Will I harm the environment/heritage if it:</i>					
Leaks/Discharges	Creates Dust/Heat	Disturbs land Creates Waste	Impacts heritage		
<i>What if I am:</i>					
Stuck by	Inhale	Slip/Trip	Get burnt		
Get caught on/in	Need help	Wrong/Confused	Too slow		
<i>What if they:</i>					
Don't understand	Let go	Make an Error	Need Help		
3. ASSESS THE RISK					
Likelihood ↓	Consequence (Severity) →				
	Low (1)	Minor (2)	Moderate (3)	Major (4)	Critical (5)
Almost Certain (5)	High (6)	High (7)	Extreme (8)	Extreme (9)	Extreme (10)
Likely (4)	Moderate (5)	High (6)	High (7)	Extreme (8)	Extreme (9)
Possible (3)	Low (4)	Moderate (5)	High (6)	Extreme (7)	Extreme (8)
Unlikely (2)	Low (3)	Low (4)	Moderate (5)	High (6)	Extreme (7)
Rare (1)	Low (2)	Low (3)	Moderate (4)	High (5)	High (6)
4. MAKE THE CHANGES					
Remove Hazard	Wear PPE	Put systems in place (permits, safe work procedures)	Ensure correct behaviour		
Isolate Hazard					
Barricade Hazard					
5. DO THE TASK SAFELY					



PLEASE COMPLETE MODULE SEVEN – TAKE 5

MODULE EIGHT: EMERGENCY PROCEDURES

FIRE

If you discover smoke or fire you should:

- Remove anyone in the immediate vicinity, if it is safe to do so
- Notify the Chief Warden/Supervisor
- If trained in the use of fire extinguishers, and if the fire or smoke is localised, endeavour to extinguish the fire
- Chief Warden to assess situation and commence evacuation if necessary
- If evacuation necessary, personnel are to move to assembly point
- Wait for Emergency Services
- Await approval from Emergency Services before re-entering building

EVACUATION

Should an evacuation be required you should:

- Cease all work activities
- Turn off equipment if safe to do so
- Follow instructions of Supervisor
- Assist any mobility impaired people
- Assemble at evacuation point
- Remain in evacuation point until further instructed

MEDICAL EMERGENCY

Should a medical emergency (e.g. heart attack or seizure) occur:

- The first person on the scene should assess the situation and contact a First Aid trained person if not trained themselves
- Notify Emergency Services if required
- Apply first aid as trained
- An employee is to meet the ambulance and take them to the emergency
- At least one person is to remain with the ill or injured employee until Emergency Services arrive and take control

SPILL EMERGENCY PROCESS

If a spill occurs you should:

- Identify the substance and obtain the Material Safety Data Sheet
- Do not touch or walk through the substance
- Isolate and contain the spill
- Notify the Chief Warden
- Clean up spill with spill kit and absorbent material
- If the spill is too large to clean up, and the nature of the spill warrants, then evacuation is to occur
- If necessary, contact Emergency Services.

PERSONAL THREAT

If you are involved in an armed or other personal threat, you should:

- Not place yourself or others in danger
- Try to remain calm and follow the requests of the intruder
- Try to contact Emergency Services, or have someone else contact Emergency Services
- Try to observe the physical appearance of the intruder including height, weight, accent, hair colour etc
- Use the armed holdup checklist to record observations.



PLEASE COMPLETE MODULE EIGHT– EMERGENCY PROCEDURES

MODULE NINE: CODE OF CONDUCT

Code of Conduct

FLEXI STAFF PTY LTD This code sets the standard of professional behaviour expected of Employees, Contractors and Stakeholders to promote and maintain confidence and trust in the performance of duties. This code provides an ethical framework for the decisions, actions and behaviours and outlines the principles of conduct expected.

All Employees/Contractors and Stakeholders are expected to perform their duties with efficiency, fairness, impartiality, integrity, honesty and compassion.

Honesty and Integrity

- Act honestly and ethically in all situations involving Clients, Employees/Contractors and Stakeholders.
- Observe the highest standard of honesty and integrity and avoid conduct which might suggest otherwise.

Performance of Duties

- Work is to be carried out efficiently, economically and effectively and the standard of work reflects favourably for both the Employee and Company.

Fairness and Equity

- To treat others fairly and equitably and to make decisions for the common good of Clients, Employees/Contractors and Stakeholders.
- Treat colleagues with respect, courtesy, honesty and fairness and have proper regard for their interests, rights, safety and welfare.
- Consider all relevant information with honesty, fairness and impartiality.

Conflict of Interest

- Employees/Contractors and Stakeholders will ensure that there is no actual (or perceived) conflict of interest between their personal interests and the impartial fulfilment of their professional duties.
- Do not use work time for private gain.
- While employed with Flexi Staff, you will not accept employment with another organisation that is a supplier, competitor or engage in any other employment that could be in conflict with the interest of the company.

Confidentiality and Privacy

- Uphold confidentiality and privacy of information throughout the company and/or its Stakeholders in accordance with our privacy policy

Code of Conduct (continued)

Respect and Laws

- Act in accordance with all legal, statutory and government requirements.
- Adhere to policies, practices and procedures of the company.

Safe Working Environment

- Employees/Contractors and Stakeholders have a duty of care of their own safety and health and others that may be affected by their actions.
- Contribute to a harmonious, safe and productive environment and culture.
- Comply with OSH legislation requirements and both company and client OSH policies and procedures.

Use of resources

- Act in a responsible manner applying diligence when utilising resources, materials, office facilities and equipment.

We expect all Employees/Contractors and Stakeholders of the company to conform to the behaviours identified in this document and to report any occurrences that breach this code. Failure to do so may result in disciplinary actions and/or penalties.



Company Director

29th October 2013
Date

Equal Employment Opportunity Policy

POLICY OBJECTIVES

- To provide a workplace that maximises the talent, potential and contribution of all Employees and ensures equal opportunity for all.
- To prevent bullying, discrimination, harassment and victimisation at all levels of Flexi Staff Pty Ltd's activities, including within the workplace and the provision of goods and services.
- To ensure that Employees comply with the relevant legislation which make bullying, discrimination, harassment and victimisation unlawful.
- To ensure that all Employees are aware that bullying, discrimination, harassment and victimisation are considered to be forms of misconduct which undermine the integrity of the employment relationship.
- To provide avenues for seeking redress, should a claim of grievance be made.
- To provide education to all Employees to ensure they understand the required standard of behaviour expected at Flexi Staff Pty Ltd.

POLICY STATEMENT

Flexi Staff Pty Ltd values its Employees and believes in conducting business ensuring fair, equitable and non-discriminatory employment and operational practices. Flexi Staff Pty Ltd is committed to ensuring a workplace free from bullying, discrimination, harassment and victimisation.

Treating people fairly has a positive impact on staff and customers and enhances our reputation as an employer of choice.

Relevant Legislation

The Equal Employment Opportunity legislation relevant to this Policy includes:

Commonwealth Law

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Western Australian Law

- Equal Opportunity Act 1984 (WA)
- Occupational Safety and Health Act (WA)
- Spent Convictions Act 1988
- Industrial Relations Act 1979

Equal Employment Opportunity Policy (Cont.)

Definition of Unlawful Harassment

Harassment is defined as unwanted, uninvited and inappropriate behaviour based on a person's sex, race or disability. All harassment is deemed unlawful. Flexi Staff prohibits employees from engaging in harassment.

Harassment in the workplace is usually a pattern of unwelcome behaviour however it can consist of one act of a serious nature. There is not a requirement that the harasser intends to offend or harm in order for the act to be unlawful. The law only requires that a reasonable person would consider the person being harassed would be offended, humiliated or intimidated by the behaviour.

The company aims to provide a working environment that is free of workplace harassment or bullying.

Sexual Harassment

Sexual harassment includes, but is not limited to:

- Unsolicited and unwelcome verbal comments, questions or jokes and physical gestures or actions of a sexual nature toward another employee (for example, touching, patting, pinching, indecent exposure or profane jokes, constantly asking someone out/ asking invasive questions about their love life, describing sexual exploits etc.), offensive telephone calls, pictures, emails, reading matter or objects;
- Unsolicited and unwelcome demands or requests for sexual favours or sexual encounters;
- Visually displaying material of a sexual nature such as posters and screen savers etc;
- The explicit or implicit promise of preferential treatment with regard to an individual's employment in exchange for sexual favours or sexual activity; and
- The use of an employee's or applicant's submission to, or rejection of such conduct as the basis of an employment decision (e.g. hiring, firing, promotion, demotion, compensation, benefits or working conditions).

Such sexually related conduct and communication will not be tolerated. Sexual harassment in any form ,to any gender, is prohibited.

Racial Harassment

Racial harassment generally includes threats, abuse, insults, intimidation or taunts directed at an individual because of their race or a characteristic that pertains generally to their race.

Examples of racial harassment include (but are not limited to):

- Telling insulting jokes about particular racial groups;
- Making derogatory comments or taunts about someone's race or religion;
- Threats/abuse/insults towards relatives, neighbours;
- Taunts about dress i.e. head dress etc.;
- Offensive nicknames that are racially motivated.

Equal Employment Opportunity Policy (Cont.)

Vilification

Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, Tran sexuality or HIV/AIDS.

Unlawful Discrimination

Unlawful discrimination is treating a person less favourably on the basis of one of the following characteristics, as provided for by the relevant legislation (this list is not exhaustive):

- Age
- Family responsibility
- Family status
- Gender history
- Disability or impairment
- Marital status
- Political conviction
- Pregnancy
- Race
- Racial harassment
- Religious conviction
- Sex
- Sexual harassment
- Sexual orientation
- Or any other form of victimisation/harassment.

Direct discrimination can occur regardless of the discriminators motive or intent.

Definition of Bullying

Bullying can be defined as behaviour, directed towards a person or group of persons in the workplace, that is repeated, unreasonable or inappropriate and that creates a risk to health and safety. It includes behaviour that intimidates, offends, degrades or humiliates a worker, often in front of, but not limited to, co-workers, clients, contractors or customers. Bullying can take place between various groups and individuals.

Workplace bullying can take various forms. Some examples of workplace bullying are:

- A. Acts of violence;
- B. Loud and abusive language;
- C. Yelling and screaming;
- D. Unexplained rages;
- E. Unjustified criticisms and insults;
- F. Constant humiliation;
- G. Unjustified threats of dismissal or other disciplinary action;

- H. Acts of sabotaging an employees work by withholding information or providing incorrect information;
- I. Hiding documents or equipment;
- J. Constantly changing targets or work guidelines;
- K. Overloading an employee with work and impossible deadlines;
- L. Not providing appropriate resources and training;
- M. Isolating or ignoring an employee on a constant basis; and
- N. Practical joking.

It is important to differentiate between a person's legitimate authority at work and abuse or bullying. Performance counselling is a necessary part of ensuring that employees meet Company standards of work and behaviour.

Discipline

An employee who engages in any conduct that constitutes sexual or other harassment, discrimination, bullying or victimisation in violation of this Policy will be subject to appropriate disciplinary action, which may include termination of employment.

Investigation

Each allegation of sexual or other harassment, discrimination or bullying under this Policy will be investigated promptly by the Company. Investigation will be conducted in a manner to protect the privacy of the parties concerned to the extent possible. Results of the investigation will be discussed with the individuals involved in the alleged incident.

Flexi Staff encourages any employee who feels they have been harassed to contact a Manager or Human Resources whichever is appropriate.

Liability

Employees who engage in harassment, bullying or discrimination:

- May be subject to prosecution personally (including possible criminal proceedings);
- May be personally liable to pay compensation to the person concerned;
- May incur liability for the Company to compensate the person concerned;
- Will be subjected to disciplinary action which may result in summary dismissal.

Complaints Procedure

The complaints procedure that is to be followed is as per the Grievance Policy



Company Director

1st January 2014
Date

Grievance Resolution Policy

Purpose

Flexi Staff supports the right their employees have to lodge an individual grievance with their Manager or with the Human Resources Department. Employees have the right to lodge a grievance if they feel a decision, behaviour or action that affects their employment is unfair or inappropriate.

Flexi Staff aims to provide all employees with access to the process outlined below to enable a resolution of a personal grievance in the work place. Flexi Staff understands the impact on employees who feel they have been unfairly treated. All grievances will be treated in a supportive, fair and impartial manner.

Grievances should be actioned discreetly and will be dealt with promptly.

Process

A grievance is any concern or complaint that an employee has in relation to their work processes or environment.

Flexi Staff encourages all employees to be aware of and try to resolve workplace grievances. An employee can seek assistance from an external statutory body such as the Fairwork Commission, Worksafe or the Human Rights and Equal Opportunity Commission. It is important that when lodging a complaint with an external agency that the employee can demonstrate the matter was not able to be adequately resolved through Flexi Staff's processes.

The following procedure will apply in regard to any individual grievance;

1. If appropriate an employee will attempt to resolve the issue directly with the person/s involved. If the employee does not feel comfortable dealing with the person/s they should report the grievance to their Manager/Supervisor, Human Resource Department or Grievance Officer.
2. Once a grievance has been reported a meeting with the employee will be held to obtain all relevant information relating to the grievance.
3. The Supervisor/Manager may ask the employee to put the complaint in writing. Where this is the case the complaint should outline all relevant detail that will assist in resolving the matter.

Employees are required to keep all matters relating to the grievance confidential to the parties directly involved. Flexi Staff will so far as practical maintain the privacy of the complaint.

Informal Procedure

The actions deemed appropriate will vary on a case by case basis. Possible actions may include but are not limited to:

- the Supervisor/Manager discussing the issue with the person the complaint is made against
- the Supervisor/Manager arranging a meeting between the parties to assist in resolving the issue.

If these steps are not successful in resolving the complaint or the employee does not feel comfortable with this process, then the formal procedure may commence.

Formal Procedure

If the informal procedure does not resolve the issue, formal procedures may be implemented. This involves a formal investigation and decision on the actions and outcomes that will be initiated. The issue can be raised formally with:

- the employees Supervisor/Manager
- the Human Resources Department
- Grievance Officer

The appropriate person to raise the complaint with will be the choice of the employee as the issue the matter is about may relate to the person they are required to raise the grievance with (for example it may not be possible to raise the issue with their Supervisor if the grievance relates to the Supervisor).

At all times, Managers and Supervisors must take detailed notes. The Manager/Supervisor may seek advice from the HR team to discuss the most appropriate way to deal with a grievance.

The Manager/Supervisor along with the possible assistance from the HR team may conduct mediation discussions in an attempt to resolve the issue if appropriate.

Where a formal investigation is undertaken the person/s that the grievance is made against should be provided with full details of the allegation against them and should have the opportunity to respond before a resolution is sought. Employees are entitled to have a support person present.

In some instances, the person(s) involved may be stood down on full pay whilst the investigation is undertaken. Investigations should be acted upon and undertaken promptly.

The resolution should be communicated to all parties involved and details kept on file.

All procedures must be followed in accordance with employment equal opportunity/anti-discrimination legislation.

If, for any reason the employee wishes to refer the matter to an external statutory body, Flexi Staff will cease any involvement in the matter and assist with any direction given by a tribunal/commission to resolve the matter.

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.


Company Director

1st January 2014
Date

MODULE TEN: EMAIL INTERNET & SOCIAL MEDIA

Email/Internet & Social Media Policy

FLEXI STAFF PTY LTD's employees, contractors and/or stakeholders (Users) that are allocated a computer or access to a computer on Flexi Staffs network are expected to adhere to this policy.

The email and Internet system is the property of the company, any messages composed sent or received on the email or internet system are, and will remain, company property. The company reserves the right to review, audit, intercept, access and disclose all messages created, received or sent via the company's email system and electronic devices.

Usage

The company's email and Internet system is to be used for business related purposes only. Personal use of email and internet system may be permitted during lunch breaks and before/after hours. The computer network remains the property of Flexi Staff and as such, Management reserves the right to access User accounts without prior consent. Flexi Staff provides no warranty or assurance about the confidentiality or privacy of any user disclosed in the course of using the computer network for personal purposes.

Prohibited Conduct

You may not use the system to send, upload, download or access any email or material on Flexi Staffs network that is:

- A. Obscene, offensive or inappropriate. This includes but is not limited to texts, sounds or images. Examples of such material may include material of a sexual nature, indecent or pornographic.
- B. Has the potential to cause insult, offence or humiliation.
- C. Defamatory material or material that could adversely affect Flexi Staffs image.
- D. Is illegal, unlawful or inappropriate.

Users must not use Flexi Staffs network to

- A. violate copyright or intellectual property rights,
- B. in a way that violates Flexi Staffs privacy policy
- C. install software or run software that has not been approved by Flexi Staff
- D. for personal business gain.

Flexi Staff reserve the right to block email or internet access to prevent the delivery of an email or access to an internet site if the content is deemed inappropriate.

If you receive inappropriate material, such as that outlined above, do not forward it to others and immediately delete it from the system.

E-mail or Internet system shall not be used to:

- Solicit or endorse any non-job-related commercial ventures, outside organisations, or religious and/or political causes;
- Send chain mail;
- Store or transmit information of a sensitive, confidential or personal nature;
- Send information to any media outlet – newspaper, TV, radio – without managerial authorisation or;
- Send, store or download offensive or defamatory material

To maintain professional documentation, all e-mails should be checked for spelling and grammatical errors and should contain the company approved signature.

Copyright

Information, software and other materials protected by copyright laws must not be copied or transmitted. Violation of this policy may result in disciplinary action and/or penalties.

Social Media Policies and Guidelines

Flexi Staff Pty Ltd accepts the rights of employees, contractors and stakeholders (Users) to contribute content on websites that are not operated by Flexi Staff, such as social networking sites like Facebook, twitter, Flickr and You Tube. However, inappropriate use of such websites has the potential to cause damage to Flexi Staff and their employees, clients and suppliers. For that reason the following provisions apply to all Users:

- You cannot use employer owned equipment, including computer's or other electronic equipment (i.e. Smart Phones) to conduct personal communication on Social Media platforms such as **Facebook; Twitter; LinkedIn** and **forums**.
- Flexi Staff Users must except with express authorisation from management **not** publish any material that identifies themselves as being associated with Flexi Staff
- You cannot harass, threaten, discriminate or disparage against employees or anyone associated with doing business with the company.
- You cannot post the name, trademark or logo of the company, or any company privileged and copyrighted information or company documents.
- You cannot post photographs of other employees, clients, vendors, suppliers or company services, nor can employees and/or contractors post photographs of persons engaged in the company's business without prior approval from Management.
- You are to contact Management immediately if contacted by media about any post that relates to the company or client's business. We request and strongly urge employees and/or contractors to report any violations or perceived violations.
- At all times Users engaged in the use of social media must make sure their use is consistent with all Flexi Staff policies.
- Employees and/or contractors are cautioned that they should have no expectation of privacy while using the internet. Everything online is traceable and never anonymous.

Users are not permitted to use forms of social media during business hours or any time on company's computers or company supplied devices.

Discipline for Violations

Flexi Staff Pty Ltd investigates and responds to all reports of violations of the Email/Internet & Social Media policy and guidelines. Violation of the policy will result in disciplinary action up to and including termination of employment. Flexi Staff Pty Ltd reserves the right to take legal action where necessary against employees, contractors and/or stakeholders who engage in prohibited or unlawful conduct.



Company Director

29th October 2013
Date

MODULE ELEVEN: PRIVACY

Privacy Policy

FLEXI STAFF PTY LTD is committed to protecting the privacy of the personal information that we collect to comply with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs). The Australian Privacy Principles, in which we are committed, can be found via <http://www.privacy.gov.au/>.

Information Collected

We collect information from an individual when applying for potential employment by the individual completing our registration forms and/or electronic questionnaires. The purpose for which we collect personal information is for considering employment through job applications and other related activities as may be required of us under applicable law as an employer. Where practical, the purpose for which we collect personal information and the consequences of not providing it will be made clear at the time of collection.

Personal information is any information or an opinion about an identified individual, or an individual who is reasonably identifiable from the information or opinion. Personal information collected may consist of your name, contact details, skills or competency information, qualifications, work experience, company or educational affiliations, employment history, references, superannuation and bank account details. Sensitive information may also be collected with your consent. Sensitive information can include health information, details of any criminal convictions, tax file number and documentary proof of your right to seek employment in Australia. With your consent, Flexi Staff Pty Ltd may also collect information from public record and third parties.

If you are a client or potential client and are seeking the services of Flexi Staff, we may ask for financial information about your organisation such as credit history and banking information. With your consent, we may ask for trade references to undertake credit checks with external parties. This information is used to determine appropriate commercial arrangements with you such as payment terms.

Storage and Security

Flexi Staff Pty Ltd takes reasonable steps to keep personal information secure, accurate and up to date. Personal details are stored in a secure and password protected database. The original registration forms and other collected information are kept in locked filing cabinets within our security monitored offices.

We have in place technological and operational security in order to protect your personal information from misuse and unintended disclosure, alteration, or deletion. Only authorised personnel will be provided with access to personal information. These parties are required to treat this information as confidential, and in accordance with this Privacy Policy.

Flexi Staff Pty Ltd strives to ensure the security, integrity and privacy of personal information submitted to our website and periodically updates its security measures in light of current technologies. Flexi Staff Pty Ltd cannot accept responsibility for the security of information transmitted via the Internet. Where we have links to external websites we cannot ensure that your privacy will be protected in accordance with this policy and users should understand the inherent risks. We recommend consulting other websites Privacy Statements and other third parties Privacy Policies.

Access and Amendment

You may access, update and delete personal information that you have provided to us, or request that we change and delete your personal information on your behalf. We may ask you to verify your identity, send you a request in writing or email or ask for more information in order to fulfil your request. Should your request involve deletion of information, you should be aware that we are required by law to retain certain personal information (such as payroll records), or if your file holds information about our clients; such information will not be deleted.

Use and Disclosure of Information

We may use your personal information to fulfil your requests for information and employment opportunities. We may disclose your personal information if, in connection with submitting the information, you consent to such disclosure in the endeavours to find you potential employment, unless authorised or required by law.

We may disclose your personal information in the course of litigation or in avoiding anticipated litigation, but only to the extent necessary to do so.

We cannot control or accept responsibility of the information collection practices of third-parties. We encourage you to review and understand the privacy policies of the relevant third-parties before providing information to them.

Changes to this Policy

As we plan to ensure our Privacy Policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion. Please visit our website periodically to review our Privacy Policy or alternatively contact a Flexi Staff Pty Ltd office.

Complaint

Flexi Staff Pty Ltd is committed to resolving complaints and aims to acknowledge receipt of any complaints made by individuals as soon as practicably possible. Any queries or complaints in relation to this Policy should be directed to the company's Privacy Officer.

The Privacy Officer
Flexi Staff Pty Ltd
5 Stoneham Street
Ascot 6105
Email: Privacy@flexistaff.com.au

You may wish to contact the Australian Information Commissioner (OAIC) at www.oaic.gov.au if you are not satisfied with our response to your complaint. Further information in relation to the Privacy Act, 1988 can also be obtained at this website



Company Director

29th April 2014
Date

MODULE TWELVE: PERFORMANCE MANAGEMENT

Flexi Staff will manage underperformance and/or procedural breaches as per their Employee Management Procedure (**SSOP13.0-1**).

Flexi Staff will:

- deal with the issue as soon as they become aware of it;
- take the time to get the facts;
- listen and seek solutions;
- make their view clear;
- follow a fair process that everyone understands;
- record actions and expectations.

The stages associated with any performance management issues will include:

1. Informal Feedback;
2. Performance Counselling;
3. Discipline; and if necessary;
4. Termination.