



**CT LABOUR**  
H I R E



**CT iWorkforce**  
M A N A G E M E N T

# Employee Handbook

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# Employee Handbook

## TABLE OF CONTENTS

**EMPLOYMENT CONDITIONS AND SAFETY INFORMATION.....3**

Employment..... 3

Your Responsibilities ..... 3

If You Are Injured..... 3

Stick to the Rules..... 4

Know Your Way Around ..... 4

The Right Attitude..... 4

Workplace Health & Safety Policy ..... 5

Drug, Smoking & Alcohol Policy ..... 7

Equal Employment Opportunity (EEO) & Anti Bullying Policy..... 8

**GENERAL HEALTH & SAFETY INFORMATION .....12**

Boots ..... 12

Compressed Air..... 12

Confined Spaces ..... 12

Demolition..... 13

Dust and Fumes ..... 13

Electrical Equipment ..... 13

Emergency Evacuation ..... 14

Explosive Powered Tools ..... 14

Exposure to Sunlight..... 14

Eye Protection ..... 14

Fire Extinguishers ..... 14

First Aid ..... 14

Floor Openings ..... 14

General Training..... 15

Gloves ..... 15

Harnesses ..... 15

Hazardous Chemicals MSDS ..... 15

Hazardous Environments ..... 16

Hearing Protection ..... 16

Heat Stress..... 16

Housekeeping..... 16

Ladders..... 17

Manual Handling..... 17

Mobile Scaffold ..... 18

Oxy-Acetylene Work: Welding, Cutting, Heating..... 19

Personal Protective Equipment..... 19

Plant and Equipment ..... 19

Portable Electrical Equipment..... 20

Private Cars..... 20

Respiratory Protection ..... 20

Scaffold..... 20

Smoking..... 21

Tag Out Procedures ..... 21

Tools – Tradespersons ..... 21

Trenching and Excavation ..... 21

Safety Helmets ..... 22

WHS Consultive Arrangements ..... 22

Work Plans or JSA's (Job Safety Analysis) ..... 23

Working at Heights and Temporary Work Platforms..... 23

**ACKNOWLEDGEMENT OF EMPLOYMENT CONDITIONS.....25**

**EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT .....26**



# Employee Handbook

## EMPLOYMENT CONDITIONS AND SAFETY INFORMATION

### Employment

All offers of employment with CT Labour Hire Pty Ltd (“the Employer”) and/or CT iWorkforce Management Pty Ltd (“the Employer”) are to be considered casual positions unless duly noted and documented by a “Letter of Offer” or such documentation as required by Law.

Should an authorised officer of the Employer offer you a position/assignment with a client/host employer and you accept that assignment then you will be considered a casual employee of the Employer until such time you verbally or in writing resign. Please note that upon commencement of your assignment it will be taken that you have accepted the terms and conditions contained within your Application to Register, General Induction and this Employee Handbook.

Please read this guide carefully and refer to it whenever you have a question. If the information is not covered in the guide, or you have any additional queries, please contact the Employer.

### Your Responsibilities

Your responsibilities in maintaining a safe working relationship with the company include the following:

- follow all prescribed work policies, procedures and rules at your work environment. Make safety a priority in the work environment;
- report all accidents, injuries, near misses and unsafe conditions direct to the Employer’s Senior Management and get prompt first aid for all injuries no matter how minor;
- exercise due care in the performance of your duties to prevent accident and injury to yourself, fellow employees, the public and company property;
- fulfil your duties in a safe manner at all times. If you’re asked to perform a task which seems unsafe to you, or you are asked to perform work which was not part of your initial job description, call your Employer Manager.

### If You Are Injured

You have an obligation to comply with the following requirements to ensure safe working conditions for yourself and your fellow workers. You must:

- know the safe practices for the work area and for your job;
- comply with safe work practices;
- wear personal protective equipment when required to do so;
- notify the Employer of any changes in your duties if they differ from the original job descriptions; and
- report any injuries or near-misses.

If you are injured whilst on assignment, notify (or arrange to have someone else notify) both a host employer supervisor and CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd immediately, **even if medical assistance is not required.**

**It is your responsibility to report ALL accidents immediately to your on-site supervisor AND to CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd.**



# Employee Handbook

## Stick to the Rules

Rules are meant to protect everyone – including you. So it is in your own interest to follow them. You must always work in accordance with:

- the provisions of all relevant health and safety legislation;
- site health and safety instructions, which can include a work plan or safety management plan;
- in addition to the general safety and health induction you will receive when you register with the Employer, you will also be given a site specific induction by your host employer in most cases. It is very important to familiarise yourself with the unique workplace health and safety issues that are present for each site you visit;
- if host employer does not provide a site or factory general safety and health induction you must report this to the Employer.

## Know Your Way Around

Get to know where people and facilities are as soon as possible. In an emergency, make sure you know where to go.

- ask questions during the site specific induction;
- locate all access points;
- know who is responsible for Health and Safety and First Aid;
- know where the First Aid station is located;
- know the evacuation procedures;
- find out where the fire fighting equipment is and how to use it;
- find out communication points (phone, two-way, intercom, etc.).

## The Right Attitude

The most elaborate rules, regulations, legislation, plans and procedures are useless if individuals in the workplace have a poor personal attitude to health and safety. When it comes down to it, you must want to work safely, in a safe and healthy environment. Don't accept the argument that injuries and illness are just part of the job.

Incidents can be avoided. Be aware of situations, conditions and people on the job. If you see something is wrong, fix it or report it. Don't look at health and safety as someone else's problem!

Remember, apart from it making sound common sense, you have legal obligations to work and act in a way that does not endanger the health or safety of yourself or others at the workplace.

**Please Note: A copy of CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd's Health and Safety Management Plan is available to all employees upon request.**



# Employee Handbook

## Workplace Health & Safety Policy

The Employer is committed to providing all workers, contractors, and visitors with a safe and healthy work environment in line with relevant WHS legislation, Codes of Practice and Australian Standards.

The Employer will exercise its due diligence through the implementation of robust risk management frameworks. Our goal is to prevent injuries and illnesses in the workplace.

The Employer will achieve this through:

- Developing and implementing safe systems of work including plant and equipment maintenance via an effective WHS Management System.
- Assessing, identifying and reducing the risks associated with work activities that have the potential to cause injury or illness.
- Measuring and evaluating the WHS performance through regular review throughout all levels of the organisation.
- Providing instruction, training and supervision to improve understanding of workplace hazards, including safe work practices and emergency procedures.
- Involving employees, clients and contractors in health and safety matters and consulting with them on ways to recognise, evaluate and control workplace hazards.
- Applying effective rehabilitation measures for employees who suffer work related injuries.
- Ensuring that everyone (including visitors and contractors) complies with appropriate standards and workplace directions to protect their own and others' health and safety at work.

It is the responsibility of all employees, contractors, visitors and any other persons to:

- Follow all company safety requirements and relevant codes of practice.
- Maintain a clean and orderly work area.
- Report all hazards, near misses, incidents, injuries and illnesses.
- Actively participate in safety improvement activities.
- Maintain a duty of care for their own actions as well as for the health and safety of all others with whom they are in contact in the workplace.

This Policy will be monitored and reviewed every two years or as required by legislation changes by our management team in consultation with employees. The Employer will conduct audits of our management system, and review and measure our WHS performance.

CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd and its employees are committed to working together to meet health and safety objectives and to create a safe work environment for everyone.

*Tim Nisbet*  
Company Director

*2 January 2019*



# Employee Handbook

## **Rehabilitation / Injury Management Policy**

The Employer is committed to providing all workers, contractors, visitors and other persons with a safe and healthy work environment, under the requirements of the relevant state and territory legislation, Codes of Practice and Australian Standards.

Our goal is to prevent workplace injuries and illnesses.

At times, work injury/illness may occur and the Employer is committed to providing support to workers who are injured due to a workplace incident at our workplace or one of our client's workplaces or any place where work is conducted.

Where a worker injury or illness prevents immediate return to their pre-injury position, modified/alternative duties consistent with medical opinion will be provided where possible.

The Employer's rehabilitation program is to return injured or ill workers to their pre-injury position. Where the degree of the injury prevents a worker returning to full duties, every effort will be made to place workers into constructive work with clients or within the organisation consistent with their physical capacity, skills and abilities. In order to provide an effective rehabilitation plan to injured workers, communication between the treating medical practitioners, management, return to work coordinator and the worker will occur.

Participation in a rehabilitation program will not itself prejudice an injured worker in either job security or promotion and all documentation regarding the process will be treated confidentially. The Employer may utilise an external rehabilitation provider to coordinate any rehabilitation and return to work program.

We are dedicated to our Rehabilitation and Injury Management System and this Policy will be monitored and reviewed every two years by our management staff as part of our commitment to continuous improvement.

*Tim Nisbet*  
*Company Director*

*2 January 2019*



# Employee Handbook

## Drug, Smoking & Alcohol Policy

The Employer is committed to providing a safe working environment by eliminating conditions and work practices that could lead to illness or injury or property damage. All employees are expected to behave in a responsible manner and present themselves to work in a fit and healthy state. This policy applies to all persons employed by the Employer.

The purpose of this policy is to minimise health and safety risks attributable to employees being under the influence of alcohol and other drugs. All Personnel should become familiar with this policy. This policy sets our requirements with respect to alcohol and other drugs so that all employees are aware of what is expected of them. The objectives of this policy are to:

- Provide a safe working environment by minimising risks associated with the use of alcohol or drugs;
- Provide assistance through a range of educational measures;
- Ensure that the Employer meets its obligations to its employees and;
- Ensure that employees that are unfit for work as a result of alcohol or drug use are dealt with consistently and fairly.

Employees should notify their supervisor of any prescription medication they may be taking that may adversely affect their performance or safety at work or in the advent of any positive test relating to these medications.

Testing for alcohol and drugs is completed via site requirements - some work sites may operate a mandatory random drug testing program. When working on a Client's site, their procedures must be adhered to in relation to Drug and Alcohol limits. Any employee that appears to be under the influence of alcohol or other drugs may be tested and if positive results are returned, employees will face suspension and disciplinary action.

*Our Drug and Alcohol limits are zero - on all sites and work areas*

Any employee who returns a positive test will be regarded as unfit for work and will not be allowed to continue at work until a subsequent test (or confirmatory test) demonstrates that he/she is at the threshold level. Positive drug or alcohol readings in excess of the legal or site limits may result in termination of employment.

Employees are not permitted to bring illicit drugs onto the Employer's premises or a Client's workplace. Any employee found distributing illicit drugs at a workplace will be instantly dismissed and reported to police. Alcohol is not to be brought into the workplace or consumed in the workplace without permission of management.

The Employers and its host work sites are also restricted smoking environments. Smokers will be asked to take any cigarette breaks outside buildings. This policy is to protect the health and safety of all the Employers employees. Smoke breaks shall be taken in approved break periods or time taken for smoke breaks is to be made up. Arrangements for smoke breaks are to be approved by your supervisor.

All employees of the Employers whilst on client sites must abide by the Client's own Alcohol and Drug Policies and Procedures in addition to the CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Drug, Smoking and Alcohol Policy.

*Tim Nisbet*  
Company Director

*2 January 2019*



# Employee Handbook

## Equal Employment Opportunity (EEO) & Anti Bullying Policy

It is the intention of CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd to provide a workplace that is fair and equitable for all employees, and where all individuals and groups will be treated with respect and equality. We recognise that any distinction, exclusion or preference which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation constitutes an offence under the Australian Human Rights Commission Act.

This policy applies to all staff including contractors and covers all work-related functions and activities sponsored by CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd.

The objective of CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd's Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

## Discrimination, Sexual Harassment and Bullying

CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

### Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Queensland law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.





# Employee Handbook

CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation. They include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this policy to achieve the goals and objectives of this policy



# Employee Handbook

## **Procedure:**

### To make a complaint

If an employee believes they are being, or have been, discriminated against, sexually harassed or bullied, they should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against company policy and should stop (if the employee does not feel comfortable enough to approach them directly, they should speak to their manager). Keep a written record of the incident(s).
2. Contact your Manager/Recruitment Consultant or the CT Labour Hire Pty Ltd or CT iWorkforce Management Pty Ltd office for support if the unwelcome behaviour continues.
3. If this is inappropriate, the employee does not feel comfortable, or the behaviour persists, contact another relevant senior Manager.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

### To receive a complaint

When a Manager/Recruitment Consultant receives a complaint or becomes aware of an incident that may contravene CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd EEO policies) then the manager should:
  - act promptly
  - maintain confidentiality
  - pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.



# Employee Handbook

## To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd.
11. If resolution is not immediately possible, refer the complainant to more senior management.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

## Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

*Tim Nisbet*  
Company Director

01 January 2018



# Employee Handbook

## GENERAL HEALTH & SAFETY INFORMATION

### Boots

Safety footwear is the most common means of foot protection on site. Even a minor foot injury can put you out of action and cost you wages. Don't wear thongs on site. Good work boots give long service life and the best protection. They are an essential form of PPE.

Some tips for footwear:

- footwear should have strong uppers, resilient and rigid soles, and comfortable and protective steel toecaps;
- approved joggers with built-in steel to caps are permissible in some situations;
- damaged or worn-out footwear must be replaced;
- check the grip on the soles regularly.

### Compressed Air

Under no circumstances is compressed air to be used to clean down dusty work clothes, nor directed at the body, face or hands of yourself or any other persons. Only use compressed air for the function it has been supplied for. Compressed air has the potential to cause serious injury. Make sure you stick to the following basic rules when using compressed air:

- do not ever direct air jets against yourself or other people;
- always wear safety eye protection;
- before connection, check hoses and equipment for damage such as broken retainers, switches, guards, etc. and if any part is damaged or defective DO NOT use it;
- ensure hoses are correctly connected;
- use only approved joiners, clips, pins and chains to join hoses;
- fit anti-lash feature on the supply line;
- check that hoses are not crimped or tied;
- check that hoses are protected and clear of walkways, doorways, vehicle access, etc.

### Confined Spaces

A confined space means an enclosed or partially enclosed space that is at atmospheric pressure during occupancy and is not intended or designed primarily as a place of work. Examples of confined spaces include vats, tanks, pits, pipes shafts, trenches or other similar enclosed or partially enclosed structure.

Confined spaces are particularly hazardous because the dangers may not be apparent. For example, atmospheric contaminants may be odourless and cause almost instantaneous death. There have been numerous cases of double fatalities where a person has entered a confined space to rescue another person and have themselves died.



# Employee Handbook

Workers entering a confined space must have received training on confined spaces. This training must include management of all risks associated with the type of confined space that the worker is entering. Training must include emergency response procedures and rescue procedures. Competency must be re-assessed at regular intervals and records of training and competency must be provided.

Because of the hazards associated with confined spaces strict procedures must be followed. Prior to entry the following conditions **must** be satisfied:

- **The Employer must provide written authorisation;**
- The person must be trained in confined space entry and emergency and rescue procedures; and
- A Confined Space Entry Permit must be completed and all controls identified in the permit must be in place.

All employees must comply with the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Confined Spaces Procedure*.

## Demolition

All demolition work must comply with the Demolition Work Plan for the particular project. Ensure you know the requirements of the Demolition Work Plan before you begin work. Ensure you know the current regulatory requirements for demolition.

## Dust and Fumes

Fumes from welding can be hazardous and the welder should be made aware of this. Respirators must be worn if you are working in dusty areas, spray booths, or any place where the air is contaminated. Material safety data sheets (M.S.D.S.) warn the user of the required precautions that must be taken before handling any chemicals.

## Electrical Equipment

Defective or carelessly used electrical gear can kill. To help you prevent injury or electrocution you must observe the following:

- before connecting to the power source, all leads, plugs, connectors, guards, cases, accessories, switches, etc., must be checked for damage, defects and that they are not past their maintenance expiry date (i.e. Should have a current inspection tag). Any electrical equipment that does not comply with these requirements must not be used;
- ensure a safety switch protects the appliances;
- piggyback leads and double adaptors are not to be used;
- all leads must be out of the way of possible damage;
- leads passing through doorways must be protected from potential damage;
- minimise length of lead from sub-boards.

All employees must comply with the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Electrical Safety Procedure*.



# Employee Handbook

## Emergency Evacuation

Upon arrival at a new worksite, ensure that evacuation procedures are clearly detailed, including assembly points, access/egress doors and reporting procedures. ENSURE THAT IN THE EVENT OF A FIRE YOU LEAVE THE BUILDING/WORKSITE IMMEDIATELY and follow the instructions of the Host Employer/Supervisor. When on CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd premises, all employees should be aware of, and comply with the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Emergency Management Procedure*

## Explosive Powered Tools

When using explosive powered tools the following guidelines apply:

- to be used only by a person who has received instruction for its safe use;
- approved warning signs are to be displayed around the area you are using them;
- the safe operation of the tool is to be checked before using it.

## Exposure to Sunlight

The effects of sun exposure take years to surface and we are just becoming aware of how serious it can be. Under the Work Health and Safety Act 2011, the Employer and the person in control of a workplace are responsible for minimising your risk of injury and disease, therefore a shirt with a collar, (preferably with long sleeves) is a minimum requirement. Shirts with the sleeves removed are not permitted. Wear block-out lotion/sun screen on any exposed body part, and use the appropriate personal protective equipment (long sleeve shirt, long pants, wide-brimmed hat, UV Protective safety glasses).

## Eye Protection

Permanent eye damage means a permanent limit to your abilities to work, so take precautions. Eye protection is required where indicated by signs, when instructed by the supervisors, or whenever the risk of eye injury is present.

## Fire Extinguishers

If any fire extinguishers are used (even a 5 second squirt), they must be handed to the supervisor to be re-charged. Make sure the correct fire extinguisher is selected in the event of a fire. If you are unsure how to use a fire extinguisher ask your supervisor or notify the Employer.

## First Aid

First aid is to be attempted only by qualified first aid persons. Every workplace must have a complete First Aid Kit. As a worker it is your responsibility to know the location of these kits and be able to identify who the first aid officer is. Refer to *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd First Aid Procedure*.

## Floor Openings

Where any opening in flooring exists, the following precautions must be taken:

- clearly display "DANGER – HOLE UNDER" warning signs;
- securely fix a covering in place in the approved manner;
- provide a barricade and toe board around the opening.



# Employee Handbook

## General Training

All workers are to show certificates of training to do the task allotted to them in accordance with the Workplace Health and Safety Act. All qualified training will be registered in the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Training Register*.

*Do not operate any machine without receiving appropriate training, or holding the applicable licence.*

## Gloves

Gloves shall be worn where there is any possibility of damage to your hands. These may include cotton gloves, leather gloves for general factory work or gauntlets for welding/foundry work. Non-porous gloves/gauntlets should be used when handling any chemical/liquids. Get some, keep them handy and use them. Be sure to check that the gloves you are using meet the Australian Standards as required for the tasks you will be performing.

## Harnesses

When you are working above ground level there is always the possibility of falling. Wear an approved, tested harness and attach the other end of the lifeline to a tested anchor point. You should also put on a harness when entering confined spaces and station an observer at the anchor end of the lifeline to help you if necessary.

*You must have appropriate training to work at heights and to work in confined spaces.*

- ensure the harness is in good condition and tested by a competent person;
- adjust it so it fits comfortably;
- check the lifeline is not frayed or chafed.

## Hazardous Chemicals MSDS

If you are not absolutely certain about the chemicals you are about to handle, FIND OUT. Many of the substances used on construction sites or in workplaces are potentially hazardous. Read the instructions and warnings on the packaging and get a copy of the Material Safety Data Sheet (MSDS) for guidance on handling these materials. Under new legislation these are now called Safety Data Sheets (SDS).

If safe handling is not clear to you from the package instructions or MSDS, ask your employer or the principal contractor about the recommended methods of applying materials and the procedures for protecting yourself and others from hazards. As a general guide, the following points need to be considered:

- what are the effects of the material on the body – and the associated first aid treatment (e.g. from inhaling vapour, skin contact or penetration, eye contact etc.)?
- is ventilation adequate?
- what type of protective clothing is needed?
- how do you dispose of waste?
- how is unused material stored?
- ensure you are aware of the location of spill kits and how to use them.



# Employee Handbook

MSDS will generally show the personal protective equipment required. Read the instructions and warnings on packaging or MSDS and wear the recommended protective clothing. While they can be uncomfortable in hot weather, protective aprons, coats or body suits will minimise the risks of being seriously injured by hot, poisonous or corrosive liquids or solids. Refer to the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Hazardous Chemicals Management Procedure*.

## Hazardous Environments

In some workplaces there will be areas which are notoriously high-risk environments – such as silos, vats, pipelines, trenches, pits and crawl spaces. The risk of injury or death from a wall or rock collapse, suffocation, toxic or flammable fumes is very real. Do not enter these areas unless fully trained, instructed by a supervisor, and only when all safety requirements and safe work assessments have been addressed.

## Hearing Protection

It doesn't take a lot to PERMANENTLY damage your hearing. The noise level of a common power saw (110 decibels) is enough to cause damage. It can take as little as two minutes a day of unprotected exposure to a power saw cutting metal to permanently reduce your hearing.

Obtain some approved protective earplugs and earmuffs and make a habit of using them. Attach them to your hard hat so they're always handy. (As a rough guide, if you need to raise your voice in conversation, then you need to limit the noise level or reduce your exposure to the noise). **Always wear hearing protection when signage tells you to.**

## Heat Stress

Although rare, excessive heat can be a problem on some of our sites, particularly in confined spaces, in the sun or outside. Please ensure a suitable amount of appropriate fluids are consumed if the task involves a significant loss of body fluids (sweat). Talk to your site supervisor if you feel conditions are unreasonably hot or humid and notify the Employer if you feel the job is beyond your capabilities.

## Housekeeping

It stands to reason that a clean workplace is generally a safer workplace. So do your bit and keep your area clean. Housekeeping is the responsibility of all personnel in the workplace. If you spill any liquids, make sure the site in question is safe until such time as the area is cleaned. This can be done by placing wet floor signs or barricading the area off.

If someone is injured as a consequence of a spill caused by you (and not properly contained or cleaned up), you could become liable for prosecution. Keep your own work-site free from rubbish and combustible materials, and the floor free from items other people could trip over. Ensure rubbish bins are emptied on a regular basis. Employees are required to properly dispose of litter from lunches, etc. as scrap food attracts vermin into the workplace. Any workers noticed littering on job sites will be expected to clean up in their own time.

- keep shared amenities, such as showers, change rooms, fridge's, urns and lunchrooms clean;
- put rubbish, scraps, etc. in bins;
- stack and store materials in a safe place;
- replace lids and caps of containers immediately after use;
- wipe up spills;
- remove rubbish as you go;





# Employee Handbook

- keep walkways, stairs and access points clear;
- de-nail timber or ply as you go;
- remove or barricade off protruding objects such as pipes, etc.;
- bend or cover steel starter bars.

## Ladders

Ladders are to be of an industrial type and Australian Standard approved. All ladders when in use are to be secured both at the top and bottom before use. The ladder must at all times extend at least one metre past the landing platform. Utmost care is to be exercised when transporting ladders, as any damage will make them unsuitable to be used on work-sites. Only non-conductive ladders are to be used for electrical work. **Never use a ladder that has been painted, or has damaged foot rungs.**

## Manual Handling

The Employer is committed to its Workplace Health and Safety and Environment responsibilities and the reduction of risks associated with employees engaged in manual handling activities.

The Employer will endeavour whenever possible to prevent the occurrence and/or reduce the severity of injuries resulting from all manual handling activities. Ongoing procedures will be maintained to ensure a high degree of safety awareness at all times by all employees.

Employees will also continually be reminded to advise supervisors and the Employer of any manual handling tasks they perform that may prove to become a risk to themselves or others.

Observe the following points when doing manual handling:

- do not lift more weight than you can handle comfortably;
- lift correctly with the load close to the body;
- lift with the legs – not the back;
- cease lifting if pain is experienced – change approach to task at hand.

The prevention of accidents is best achieved by being observant and having the correct attitude of lifting materials by manual methods.

The risk of injury increases if the load is above shoulder or below mid-thigh height. Lifting low-lying objects should be avoided where possible. Unfortunately this is not always practical and a safe lifting technique should be adopted.

The most preferred lifting technique for low-lying objects is the “semi-squat”, commonly known as the power lifter’s squat. It requires you to:

- incline your trunk;
- bend your knees to approximately 90 degrees;
- lift with your legs, not your back.



# Employee Handbook

While this is preferred, no particular lifting style should be used in isolation because no one lifting technique can be applied to all lifting tasks.

Some helpful hints for lifting are:

- plan the lift to determine the best lifting technique;
- choose a comfortable posture that keeps your back straight;
- avoid jerking movements;
- get a secure grip on the object;
- avoid twisting your back by turning your feet, not your hips or shoulder;
- handle heavy or awkward objects as close as possible to your body;
- avoid lifting excessive weights.

Accidents can be avoided by the following:

- plan your path – make sure it is free of obstructions;
- squat down, bend your knees and lift with your legs, not your back. Keep your back straight and avoid jerky motions;
- grasp the object firmly, making sure your grip or footing won't slip and keep the load close to your body;
- ask for help or use a mechanical aid, if you don't think you can move the object yourself. Or if the load will block your vision.

Alternate heavy handling tasks with lighter work. Don't do all the heavy lifting in one period.

Refer also to the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Manual Handling Procedure*.

## Mobile Scaffold

When working with mobile scaffold the following guidelines apply:

- people and all unsecured tools and equipment must be off and clear of mobile scaffold prior to moving;
- access to and from the mobile scaffold is to be by internal ladders through approved landing with hinged hatches;
- handrails are to comply with the relevant manufacturer's instructions;
- wheels are to be locked before use;
- a mobile scaffold is not to be tied or connected to another mobile or stationary scaffold;
- mobile scaffolds are not to be erected and used over the stairs, ramps, walkways, gantries etc.;
- damaged or defective equipment is not to be used;
- Only use mobile scaffold if you have been instructed in its use;
- height of mobile scaffold to be no more than three times the least base dimension;
- must be constructed and assembled by a *competent trained person*.



# Employee Handbook

## **Oxy-Acetylene Work: Welding, Cutting, Heating**

Only competent operators should handle the equipment associated with this type of work, and the following precautions should be taken:

- protection screens must be placed to isolate the work area;
- approved warning signs must be posted;
- flammable liquids and gases and other combustible material must be moved a safe distance from the work area;
- electrical equipment must have current tagging and/or safety switches;
- check all gauges, hoses, connectors, torches, etc., for damage or defects;
- replace or repair any item that is not in good order;
- fit flash back arresters;
- secure gas bottles in their trolley;
- ensure properly charged and tested fire extinguishers are immediately available and you know how to use the extinguishers;
- leave the keys in the bottles;
- wear protective face shields or goggles, clothing and gloves;
- ignite gases with flints only. DO NOT use an open flame.

## **Personal Protective Equipment**

This is another area in which you can keep the odds in your favour. Basically, there are three things to remember about Personal Protective Equipment (PPE):

- have it with you every day;
- use it where signage and working tasks require it;
- keep it in good order (replace it if it's faulty or damaged).

PPE includes hard hats, sun protection, safety glasses, ear muffs and plugs, gloves, masks, face shields, safety boots, clothing, high visibility vests and harnesses.

## **Plant and Equipment**

Vehicles and other “driver operated” equipment can only be moved or used by people who have an appropriate permit, licence or certificate issued by a recognised Authority.

Operator Responsibilities:

- look for overhead restrictions, such as walkways and power lines;
- look for trenches or pits;
- beware of poor or unstable surfaces and steep gradients;
- watch out for projecting objects;
- be aware of other people in the area;
- be aware of other machinery and vehicles.



# Employee Handbook

During Repairs and Maintenance:

Wheels, hoppers, bins, etc. should be chocked to prevent rolling, collapsing, trapping or catching the operator or others. Lock out Tag out should be used to achieve a zero energy state for plant being repaired.

## Portable Electrical Equipment

All workers using personal portable electrical equipment at any client's sites are to ensure that all such equipment is kept in a safe working condition, tested, tagged and logged in a logbook before they use them on sites. Refer to *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Electrical Safety Procedure and Tool Register Test and Tag*.

## Private Cars

Workers are required to park their personal vehicles as instructed by site management. Workers who fail to observe these requirements cannot expect to make any claims against the Employer or the client, should any damage occur to the vehicle.

## Respiratory Protection

Fumes from many common construction chemicals, fixatives, solvents and finishes can damage the membranes in your nose, the air passages in your throat and your lungs.

Other real dangers for the respiratory system are the dust and fine fragments from sawing and drilling which become airborne and are inhaled.

In most cases you may only need an approved disposable mask suitable for the task. If a more sophisticated respirator is needed, make sure one is available, it is correctly fitted, you are trained to use it and that you use it when indicated.

## Scaffold

Before using scaffolding, some of the main points to check are:

- scaffold plan is on site;
- sole plates are founded on a sound base;
- where vehicles or moving plant operate, protect uprights by bumpers and bunting;
- access to and from work platforms is by ladders, steps or access towers only;
- decks are fully planked;
- handrails, guardrails and kick boards are in place;
- approved mesh is fitted to exterior when required;
- the scaffold is not over-loaded;
- scaffold above 4 metres is to be erected by an approved person (i.e. ticketed scaffolder);
- scaffold tag to be fitted and signed.



# Employee Handbook

## Smoking

The National Occupational Health and Safety Commission has resolved that, given the proven health risks of smoking, a tobacco smoke-free work environment should be the objective for Australian workplaces. The Employer actively promotes these principles.

As a general rule the following areas will be designated as NON SMOKING areas:

- any office.
- any training room.
- any area containing flammable liquids.
- any area in which chemicals are stored.
- any confined areas, cars, trucks or caravans where requested.
- any area used for food preparation.
- any First Aid area.
- any toilet.
- any stairway, corridor or passageway.
- any area that displays “No Smoking” signage.

Refer also to the *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Drugs, Alcohol and Smoking Policy*.

## Tag-Out Procedures

A tag-out procedure must be followed when removing any safety guarding from plant and/or machinery, or climbing in, on, under or over any machinery, whether it starts manually or automatically. Refer to *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Plant Isolation and Tag Out Procedure*. As different procedures exist between worksites, it is important the site tag-out procedure is explained to you by the supervisor/leading hand. Make sure the plant/machinery cannot be started or operation by someone else while you are working on it.

## Tools – Tradespersons

You are expected to supply your normal tools of trade that would enable you to complete the task required. Your tools should be in good working order with all safety switches and guarding operable and electrical testing and tagging in date. Refer to *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Electrical Safety Procedure*. Specialist tooling will be supplied by the client. It will be your responsibility to ensure tooling etc., is returned to the clients store upon completion of its use (or at the completion of each day) in a clean and working condition. Failure to do so may result in having to reimburse the Employer to the full value.

## Trenching and Excavation

Trenching and excavation work shall not be commenced where a fall or dislodgement of earth or other material is likely to occur from a height of 1.5m or more. Shoring or battering the sides of the trench shall be designed by a competent person prior to construction. Trench safety is paramount and anyone found cutting corners in this type of construction will face disciplinary action by management. Most accidents in trenches and excavations are preventable. There are to be NO trenches dug within two (2) metres of any scaffold, building or lifting equipment without the prior consent of management.



# Employee Handbook

## Safety Helmets

The hard hat is one of the most common pieces of personal protective equipment in a construction workplace. Surviving one bad knock on the head will more than make up for any inconvenience of wearing it. Some simple tips on using and maintaining your hard hat:

- replace the harness inside the hard hat as per Australian Standard requirements;
- adjust the headband so it fits snugly and comfortably. (Test this by touching your toes. If your hard hat falls off, it's too loose);
- attach a chinstrap to keep it on in high wind conditions or whilst working at heights;
- get a new hard hat every three years (replace immediately if it gets damaged), or as per Australian Standards;
- check it meets required Australian Standards;
- always wear it when signage indicates. Conditions on site can change quickly. There is no such thing as a "hazard free" zone on a construction site.

## WHS Consultive Arrangements

The purpose of consultation is to improve decision making by bringing workers and management together in a co-operative approach that utilises experience at all levels to resolve safety issues.

WHS legislation requires that employers consult when:

- Identifying or assessing workplace hazards and risk;
- Making decisions on how to control risks;
- Introducing or altering procedures for monitoring workplace safety risks;
- Making decisions regarding the adequacy of facilities for the welfare of workers (such as toilets) at each site;
- Proposed changes to the workplace, including systems of work, methods of work, or plant or substances used for work which may affect the health and safety of workers;
- The membership of any HSC is being determined;
- The arrangements for the training of members of any HSC or any HSR is being determined;
- The process for electing HSRs is being determined or amended;
- Determining the relationship between any HSC and any HSRs;
- The arrangements or procedures for meetings of any HSC or any HSRs are being determined or amended;
- The arrangements for communication between any HSRs and the workers they represent are being determined or amended;
- Decisions are made about the procedure for consultation; and
- Deciding on a procedure for resolving health and safety issues at the workplace.

Consultation on health and safety issues is achieved by a number of means. A Person Conducting a Business or Undertaking "PCBU" needs to discuss with their workers the procedures for consultation that best suits the needs of the particular workplace. This can be achieved by:



# Employee Handbook

- Establishing a HSC and involving the committee in the determination of appropriate consultation procedures and processes;
- Inviting HSRs to provide input on the consultation procedure and process;
- Documenting and circulating procedures for resolving health and safety issues in the workplace;
- Establishing working parties to view and provide advice on specific projects;
- Unit meetings/toolbox meetings where health and safety issues are discussed;
- Allowing review of policies and procedures before implementation; and
- Ensuring HSC minutes are easily available to all workers via distribution listing or the intranet.

## Work Plans or JSA's (Job Safety Analysis)

The Work Health and Safety Regulation 2011 requires principal contractors, employers and self-employed people (sub-contractors) to have a workplace health and safety plan in place before construction work starts. JSAs should also be used in non-construction work where the task involves high risk work such as work at heights, work in confined spaces or hot works.

Work plans identify the types of hazards likely to be found at the particular construction site and set control measures needed to minimise or prevent health and safety risks. Work plans should be reviewed and revised to account for any new risks that may arise after work commences.

The principal contractor is required to have a work plan for the workplace and the employer or sub-contractor is required to have a work plan for the type of work they are to carry out.

The principal contractor, employer and sub-contractor are obliged to provide everyone working on the site with all parts of the work plan relevant to their work activities.

Workers should keep abreast of the contents of their employer's workplace health and safety plan. If there are any parts that are unclear, workers should have them explained. Refer to *CT Labour Hire Pty Ltd and/or CT iWorkforce Management Pty Ltd Hazard and Risk Management Procedure*.

## Working at Heights and Temporary Work Platforms

As a general rule any work performed at a height where a fall could result in injury is considered "working at heights". If there's any possibility of people or objects falling from perimeters, ramps, stairs, etc., proper protection must be provided. NEVER remove protective equipment unless you have the approval of the person in control of the area. When working at heights where there are no barriers to prevent a fall, harnesses should be worn and these should be affixed to a tested anchor point. **Employees working at heights must be trained in working at heights, hold a current training certificate and the Employer must provide written authorisation prior to the commencement of work.** When working at height, the design of the work platform must be such as to prevent falls of persons or objects such as tools from the structure.

Temporary work platforms include scaffolds, elevating work platforms, work boxes, building maintenance units or any fabricated platform that provides a working area and is designed to prevent falls. In most cases, working platforms should only be erected by persons holding the appropriate certification. Scaffolding or working platforms must not be erected without first determining if a certified person is required. Scaffolding over 4 metres must be erected and inspected at regular intervals by a licensed person. Safe access to and from working platforms must be provided.



# Employee Handbook

If in any doubt about the safety of a ladder, scaffold or work platform, talk to the supervisor immediately and do not go up.

NOTES

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# ACKNOWLEDGEMENT OF EMPLOYMENT CONDITIONS

- Personal Protective Equipment (PPE) is my responsibility. I must use it at all times where necessary.
- I will report **all** unsafe work areas/practices/concerns to the Employer as necessary.
- I will report **all** work related accidents or near misses to the Employer, regardless of whether time off work is required or not.
- I have a current Blue Card/White Card as required by law.
- I have a current Australian Drivers Licence and I will inform the Employer if my licence is cancelled or suspended.
- I understand all Host Employers must perform a WH&S induction on first day of placement. If this does not take place I will inform the Employer.
- I have been showed the correct procedure to complete timesheets. I am aware timesheets must be authorised by the Host Employer and submitted to the Employer prior to **9.00am** every Monday. Failure to do so may result in my pay not being processed until the following week.
- I have been advised of my pay rate and wage related entitlements have been explained (i.e. superannuation, allowances, overtime etc. where applicable).
- If a situation arises where I will be absent from work I will advise the Employer and the Host Employer. Allowable absences include; if I am genuinely sick or leave that has been pre-arranged with both the Host Employer and the Employer. Absences without explanation will not be tolerated.
- I agree to provide to the Employer at least 4 hours' notice of intention to resign from a placement. If notice is not given to the Employer 4 hours pay may be deducted from my earnings.
- I will not accept direct/indirect employment with any Host Employer within 12 months of placement end unless written consent from the Employer has been granted.

Remove for CTLH Records

Employee Name	Signature	Date

**This page is to be returned to the Employer.**



# EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I acknowledge the receipt of a copy of the Employer’s Employee Handbook.

I have read and understand the company policies, relevant procedures, requirements and rules and agree to abide by them.

I acknowledge that I have received the general safety induction and viewed the *10 Commandments of Safety* video presentation.

Employee Name	Signature	Date

Inductor Name (The Employer)	Signature	Date

**This page is to be returned to the Employer.**



Remove for the Employer Records







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