

Workplace Health and Safety

2023



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INTRODUCTION

Commercially successful companies often excel at health and safety management, precisely because they apply the same efficient business expertise to health and safety as to all other aspects of their operations.

While the quality management of products or services and environmental protection, principally protect physical phenomena, health and safety management in the workplace involves protecting people.

There are considerable similarities between the approaches to health and safety and those advocated for effective quality management. For example, quality management systems promote continuous improvement in all aspects of an organisation's activities. They are founded on a continuous process of:

- identifying the key processes
- setting performance standards
- measuring achievement against these standards
- taking corrective action
- identifying opportunities for improvement

This is a living document and will be reviewed annually and amended continuously as dictated on a needs basis.

FENIX WORK COVER

Fenix subscribes to Work Cover for its employees through Gallagher Bassett Work Cover.

WORK COVER AND INDEPENDENT CONTRACTORS

It is expected that all independent contractors have their own work cover, sufficiently scoped to cover their full organisation, as defined by Work Safe Victoria.

As agreed in the IC Agreement, Fenix will ask and IC for evidence of Work Cover compliance from time to time.

ACCIDENT AND DANGEROUS INCIDENT REPORTING

To understand whether or not an incident is notifiable and how to report it, view the details at the following link:

<https://www.worksafe.vic.gov.au/report-incident>



WORKPLACE SAFETY

Working with Cleaning Products

Refer to pages 13-14 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

- Know what the MSDS are
- Know where to find the MSDS

In Case of Fire

Refer to pages 16-17 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

- Don't panic but act swiftly

Working at Heights

Refer to pages 10-12 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

- Don't work alone when using a ladder

Working with Electricity

Refer to pages 19-20 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

Manual Handling

Refer to pages 3-5 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

- Also be careful to use the correct PPE when manually handling equipment or chemicals and when loading and unloading rubbish from Fenix mobile skips and trailers

Noise

Refer to pages 26-27 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1



Asbestos

Refer to pages 28-29 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

Slips, Trips and Falls

Refer to pages 6-7 of Ed No 3 of Work Safe Victoria's "A Handbook for Workplaces - 12 Ways to Make Small Business Safer" – see Appendix 1

WORKING WITH SPECIALIST EQUIPMENT

Steam Cleaner

PPE

- Closed toed, non-slip shoes or boots

Caution

- Don't trip over or get entangled in the electrical cords, or solution and vacuum hoses
- Don't tread on the solution and vacuum hoses
- Take extra care when lifting the steam cleaner into or out of a vehicle
- Take extra care when taking the steam cleaner up or down stairs
- Always wrap hose and cords neatly and store safely

High Window Cleaner (Water-fed Pole)

PPE

- Non-slip, waterproof boots
- Head covering (if working for extended periods outside in sunny conditions)

Caution

- Take care not to put strain on the connections
- Take care not to bend or dent the extendable pole



- Always wrap hose and cords neatly and store safely

High Pressure Cleaner

PPE

- Non-slip, waterproof boots
- Waterproof trousers and jacket
- Safety goggles
- Robust safety gloves
- Head covering (if working for extended periods outside in sunny conditions)

Caution

- Take care not to put strain on the connections
- Always treat the wand and attachments with care
- Follow all operating instructions verbatim
- Always operate externally unless by express permission by MD or OS
- Do not point output end of the wand at people, animals or property other than job target
- Always wrap hose and cords neatly and store safely

Disinfection Cleaning (incl. Fogging)

PPE

- Closed toed, non-slip shoes or boots
- Loose fitting coveralls
- Full-face mask
- Disposable gloves

Caution

- Take care not to put strain on the connections
- Follow all operating instructions verbatim
- Always wrap hose and cords neatly and store safely

Mould Cleaning

PPE

- Closed toed, non-slip shoes or boots
- Surgical mask
- Disposable gloves
- If fogging - see Disinfection Cleaning above

Caution

- Take care if using a ladder
- Take care not to breath-in air-borne spores
- If fogging - see Disinfection Cleaning above

Generator

PPE

- Closed toed, non-slip shoes or boots
- Safety goggles (when operating the machine i.e. starting and stopping)

Caution

- Take care not to put strain on the connections
- Follow all operating instructions verbatim
- Always operate externally unless by express permission by MD or OS
- Always wrap hose and cords neatly and store safely

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Gloves

There are three types of gloves routinely used at Fenix:



- Disposable gloves for general cleaning and disinfection cleaning - these should be replaced after cleaning toilets and after each disinfection clean
- Robust safety gloves for rubbish removal and gardening – these can be obtained for \$10-\$15 per pair from Bunnings or for \$20-\$40 per pair specialist tradesman gloves
- Waterproof safety gloves for high-pressure cleaning – these can be obtained from specialist safety equipment shops or online and range from \$40-\$70 per pair for full gauntlet style gloves

Masks

There are two types of masks routinely used at Fenix:

- Disposable surgical masks used at any time to prevent transmittable diseases including during general cleaning tasks, and, used during mould cleaning – these masks are usually purchased by the box and are available in a box of 50 for about \$6-\$7 per box
- Full-face masks used during disinfection cleaning especially when done in conjunction with fogging, or, for mould cleaning when fogging is used



Coveralls

Coveralls, either disposable or reusable, are used during disinfection cleaning – disposables can generally be purchased for under \$4 per set while reusables will be between \$20-\$40 per set – reusables last longer but need to be laundered after each job.

Waterproof Coverings

A good quality Hi-Viz waterproof jacket is recommended for high-pressure cleaning jobs and these can have at a minimum, the following advantages:

- Lined with fleece to keep the wearer warm
- Waterproof and fully seam sealed
- Breathable
- Reflective panels to increase visibility
- Concealed hood
- Storm flap with chin guard
- Waist pockets with zip closures
- Mobile phone pocket



Sun protection

A good quality sun block is recommended when working outdoor for extended periods (longer than 30 minutes) as is a broad-rim hat.

Signage

Cleaners should always carry at least two “A-frame” signs with them at all times as part of their safety kit – they should be placed at areas where the public may walk and experience hazards such as hoses and cords or hazards such as wet and slippery floors




First Aid and First Aid Kits

Refer to pages 18 of Ed No 3 of Work Safe Victoria’s “A Handbook for Workplaces - 12 Ways to Make Small Business Safer” – see Appendix 1

Fire Extinguishers

While there are a few different types of fire extinguishers (water, foam, carbon dioxide, wet chemical), we recommend using dry chemical powder extinguishers (ABE) in your personal or works vehicles. They have good performance against different types of fires and are a great multi-purpose fire extinguisher well suited for all types of vehicles.

	Class A Flammable Materials (eg: paper & wood)	Class B Flammable Liquids (eg: paint & petrol)	Class C Flammable Gases (eg: butane & methane)	Class D Flammable Metals (eg: lithium & potassium)	Class E Electrical Equipment (eg: computers & generators)	Class F Cooking Fats and Oils (eg: fryers & chip pans)
 Dry Chemical Powder ABE	✔	✔	✘	✘	✔	✘

UNACCEPTABLE BEHAVIOURS

Bullying

What is Bullying?

Bullying in the workplace can be described as a repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work which could reasonably be regarded as undermining the individual’s right to dignity at work. An isolated incident of the behaviour described in this



definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

Examples of behaviour that may constitute bullying include:

- Purposely undermining someone
- Targeting someone for special negative treatment
- Manipulation of an individual's reputation
- Social exclusion or isolation
- Intimidation
- Aggressive or obscene language
- Jokes that are obviously offensive to one individual by spoken word or email
- Intrusion by pestering, spying, and stalking
- Unreasonable assignments to duties which are obviously unfavourable to one individual
- Repeated requests with impossible deadline or impossible tasks

Bullying as a Health and Safety Issue

Bullying is a health and safety issue in so far as bullying has been identified as hazardous or dangerous as it can lead to both safety problems and health problems. Fenix have a Duty of Care to all employees, to ensure they are both mentally and physically safe at work and that their health is not adversely affected by work. This Duty of Care means Fenix do not tolerate bullying in any form and will act according to ensure it does not occur in the workplace.

Violence

What is Violence?

An aggressive or violent act can be physical, such as spitting, or use of force against a person; for example, pushing, hitting, punching a person or attacking a person with a weapon or object. It can also be non-physical, such as verbal abuse, threats or gestures.

Violence as a Health and Safety Issue

Work-related violence and aggression is the third highest cause of injuries reported to the Health and Safety Authority from the healthcare sector. Work-related violence and aggression threatens the safety and wellbeing of service-users and employees and can cause both immediate and long-term effects. A person who directly experiences a violent or aggressive incident can suffer physical and/or psychological harm or injury.

They may also experience anxiety, fear, depression or develop stress-related health problems which may lead to long-term sick leave. In addition, employees who don't directly experience



the violence but work in the area or witness the violent act can also suffer psychological effects, such as reduced morale, increase in fear, anxiety and feelings of insecurity.

As with any other potential hazard, Fenix takes seriously it's duty to ensure, so far as is reasonably practicable, that both employees as well as others in the workplace, who are not their employees, are not exposed to risks to their safety, health and welfare due to acts of violence.

Sexual Harassment

What is Sexual Harassment?

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

The *Sex Discrimination Act 1984* (Cth) defines the nature and circumstances in which sexual harassment is unlawful. It is also unlawful for a person to be victimised for making, or proposing to make, a complaint of sexual harassment to the Human Rights and Equal Opportunity Commission.

Examples of sexually harassing behaviour include:

- Unwelcome touching
- Staring or leering
- Suggestive comments or jokes
- Sexually explicit pictures or posters
- Unwanted invitations to go out on dates
- Requests for sex
- Intrusive questions about a person's private life or body
- Unnecessary familiarity, such as deliberately brushing up against a person
- Insults or taunts based on sex
- Sexually explicit physical contact
- Sexually explicit emails or text messages

A working environment or workplace culture that is sexually permeated or hostile will also amount to unlawful sexual harassment.

Sexual Harassment as a Health and Safety Issue

The Sex Discrimination Act makes sexual harassment unlawful in many areas of public life, including in employment situations, educational institutions, the provision of goods, services and accommodation and the administration of Commonwealth laws or programs.



A person who sexually harasses is primarily responsible for the sexual harassment under the Sex Discrimination Act. However, in many cases, employers and others can be held responsible under the Sex Discrimination Act for acts of sexual harassment done by their employees or agents. For further information see [Chapter 3](#) of *Sexual Harassment in the Workplace: A Code of Practice for Employers*.

Employers may limit their liability if they can show that they took all reasonable steps to prevent the sexual harassment occurring. Reasonable steps may include policies and procedures designed to create a harassment-free environment. It could also include procedures to deal with allegations of discrimination made by employers or customers. To be effective, policies must be well implemented, including through the provision of ongoing training, communication and reinforcement.

ATTACHMENT 1 – 12 WAYS TO MAKE SMALL BUSINESS SAFER

