



**COMPLETE
TREE
MANAGEMENT**

ABN 61 066 720 107



COMPANY

WH & S

POLICIES

87 Beaconsfield Road
MACKAY QLD 4740
PO Box 1841, MACKAY QLD 4740
Ph. 07 4942 4788
Fax. 07 4942 4744

Table of Contents

WORK HEALTH AND SAFETY POLICY 3

ANTI-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY POLICY 4

HAZARDOUS CHEMICALS MANAGEMENT POLICY 5

CONSULTATION, COOPERATION & COORDINATION POLICY 6

COMPLIANCE EVALUATION 7

CONTRACTOR MANAGEMENT 8

DRUG AND ALCOHOL POLICY 9

ENVIRONMENTAL POLICY 10

EMERGENCY MANAGEMENT POLICY 11

FIRST AID POLICY 12

INCIDENT REPORTING POLICY 13

INTERNET AND E-MAIL USAGE POLICY 14

LEGISLATIVE CHANGE POLICY 15

MANAGEMENT REVIEW POLICY 16

HAZARDOUS MANUAL TASKS POLICY 17

OBJECTIVES AND TARGETS POLICY 18

WORKPLACE BULLYING POLICY 19

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY 20

PLANT AND EQUIPMENT POLICY 21

PRIVACY POLICY - COMPANY 22

PRIVACY POLICY - WORKER 23

PURCHASING POLICY 24

RECORDS & DOCUMENT MANAGEMENT POLICY 25

REMOTE OR ISOLATED WORK 26

REPORTING POLICY 27

RETURN TO WORK POLICY 28

RETURN TO WORK POLICY - CONTINUED 29

RISK MANAGEMENT POLICY 30

ROLES, RESPONSIBILITIES & ACCOUNTABILITIES POLICY 31

SMOKE FREE WORKPLACE POLICY 32

STRESS POLICY 33

SUN SAFETY POLICY 34

TRAINING, COMPETENCY AND AWARENESS POLICY 35

GLOSSARY 36

GLOSSARY- CONTINUED 37

WORKER POLICY AGREEMENT 38

This Policy Manual provides a template for organisations to utilise to create the basis for their own WHS Management System.

The content of this Policy Manual has been aligned with key elements from:
AS/NZS 4801; OHSAS 18001; Model WHS Act and Regulations 2011

WORK HEALTH AND SAFETY POLICY

Complete Tree Management recognises its moral and legal responsibility to provide a safe and healthy work environment for workers, contractors and employees of contractors, clients and visitors to site. This commitment extends to ensuring that operations do not place the local community at risk of injury, illness or property damage.

Our WHS objective is to actively work towards elimination of injuries and fatalities.

Responsibilities

Management are committed to:

- Integrating WHS into all aspects of Complete Tree Management operations
- Compliance with legislative requirements, current industry standards and co-operation with Regulatory bodies, as far as is reasonable.
- Exceeding legislative requirements and aiming for best practice systems of work
- Measurable targets to ensure continued improvement reflected in accountability/key performance indicators at all levels.
- Provision and maintenance of a work environment that is safe and without risks to health.
- Consultation with employees and other parties to improve decision-making on WHS and environmental matters.
- Development, implementation and review of written safe work procedures
- Distribution and communication of safety information and safe work procedures
- Information, training and supervision to workers contractors, clients and visitors to ensure safety
- Support and assist employees in effective injury management and rehabilitation.
- Review and assessment of WHS policies

Employees are expected to:

- Take reasonable care for the health and safety of themselves and others at work;
- Co-operate with Complete Tree Management to enable compliance with WHS legal obligations
- Participate in consultative arrangements
- Assist management to meet WHS targets/key performance indicators
- Participate in return to work programs

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Work Health and Safety: Consultation, Cooperation and Coordination Code of Practice.

Document No. P5.3.12.01

ANTI-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY POLICY

Aim

Discrimination is unlawful under State and Federal legislation and Complete Tree Management is committed to the principles of equal employment opportunity and to putting procedures into place to effectively deal with complaints of discrimination.

Policy

Complete Tree Management will meet its obligations under the legislation by implementing procedures to ensure that no persons are discriminated against because of the following:

- Sex
- Marital or parental status
- Race
- Age
- Impairment
- Religion
- Political belief or activity
- Trade union/industrial activity
- Lawful sexual activity
- Pregnancy or breastfeeding
- Physical features
- Direct or indirect discrimination against someone who is associated with any of the above

Complete Tree Management will not tolerate unfavourable treatment because of a protected personal characteristic including:

- Refusing employment
- Setting unfair terms of employment
- Denying or limiting access to promotion, transfer, performance bonus pay, training or any other benefits
- Sacking, retrenchment or demotion
- Unreasonable workplace policies/practices that are difficult for an employee to comply with because of their personal characteristic compared to other workers.

COMPLETE TREE MANAGEMENT will ensure prompt action, observe the principles of natural justice, is taken if any worker feels they have been discriminated against.

Non-compliance with this policy will result in disciplinary action and workers may be legally liable for breaches of State and Federal Anti-discrimination/Equal Opportunity laws.

Managing Director: _____ **Date:** ____ / ____ / ____

References:

Model WHS Act and Regulations 2011

WorkSafe Victoria – Anti-Discrimination and EO Sample Policy

Equal Opportunity and Human Rights Commission – Information for Employers

Document No. P5.3.12.02

HAZARDOUS CHEMICALS MANAGEMENT POLICY

Aim

Complete Tree Management is committed to providing a safe environment for workers, contractors, visitors, members of the public and the environment in relation to hazardous chemicals.

Objective

Complete Tree Management will ensure that hazards associated with the use, handling, generating, storage and disposal of hazardous chemicals are identified, assessed and controlled as far as reasonable.

Policy

Complete Tree Management will ensure a systematic approach to managing health and safety risks associated with hazardous chemicals. Consideration will be given to the properties of the chemicals, physical reactions and health effects, nature of work and other plant or structures that may cause adverse reactions with the hazardous chemicals.

Complete Tree Management will implement a system to manage all hazardous chemicals to include:

- Register of hazardous chemicals
- Legislative requirements for quantities:
 - Manifest
 - Placarding
- Consultative approach to risk assessments
- Suitable storage facilities
- Substitution with less hazardous chemicals where possible
- Access to Information:
 - Correct Labelling
 - Safety Data Sheets (accessible and current – within 5 year issue date)
 - Safe Work Instructions
 - Results of risk assessments
 - Training and Supervision
- Responsible persons
- Health monitoring
- Suitable Personal Protective Equipment
- Regular audits of system

Complete Tree Management will ensure risk controls are reviewed if there are changes to Safety Data Sheets, health monitoring results indicate exposure, atmospheric monitoring reveals concentrations have exceeded the exposure standard for the chemicals and at least every 5 years.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011
Australian Dangerous Goods Code, 7th Edition, 2008
ASCC (NWHSC) List of Designated Hazardous Substances

Document No. P5.3.12.03

CONSULTATION, COOPERATION & COORDINATION POLICY

WHS legislation requires PCBU'S to consult with their workers and other relevant duty holders on matters that will or are likely to directly affect their health and safety. Complete Tree Management recognizes the benefits that regular and effective communication/consultation can produce and is committed to fulfilling this duty.

Objective

Ensure formal consultation, cooperation and coordination methods are established so employees and other duty holders, such as contractors (and employees of contractors) are aware of health and safety matters relevant to them.

Policy

Complete Tree Management will establish the following AGREED consultative arrangements in line with State legislative requirements:

- Health and Safety Committees and regular meetings
- Work Groups
- Elected Health and Safety Representatives
- Regular toolbox/safety meetings with WHS as a standing agenda item

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

- Formal Inductions
- Training
- Information on hazards and the existing WHS Management System
- Emergency Response
- WHS meeting minutes displayed
- Incident investigation and corrective actions
- Results of WHS evaluations including audits, non-conformances
- Review of WHS objectives
- Safe Work Procedures, Safe Work Method Statements
- Risk Assessments, Risk controls and feedback regarding long-term controls.
- Safety Data sheets, product safety sheets, operating manuals etc
- Reporting and keeping records in line with legislative requirements

Complete Tree Management will make every effort to ensure that the above information will be modified for languages other than English and persons with learning disabilities as relevant.

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

Managing Director: _____ **Date:** ____ / ____ / ____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Work Health and Safety: Consultation, Cooperation and Coordination Code of Practice

Document No. P5.3.12.04

COMPLIANCE EVALUATION

Complete Tree Management is committed to the development and implementation of a WHS Management System and understands the importance of evaluating the WHS Management system to ensure it is effective.

Objective

Complete Tree Management will establish an annual audit program to identify any areas for improvement and embrace any legal obligations that may arise from inspections undertaken by Regulatory bodies.

Policy

Complete Tree Management will implement the following:

- In-house inspections as required
 - Pre-operational
 - Daily
 - Weekly
 - Monthly
 - 6 monthly
 - 12 monthly
- Routine maintenance programs
- Internal audits
- External audits
- Health Surveillance Monitoring where required
- Resourcing for Inspections by Regulatory bodies.

Audits to evaluate compliance will be undertaken in line with:

- Legal obligations
- Complete Tree Management WHS policies and procedures
- AS/NZS 4801: Occupational Health and Safety Management Systems
- OHSAS 18001:2007 Occupational Health and Safety Management Systems Requirements

Results of audits/inspections will be analysed, corrective actions identified and rectified in a timely manner.

Results of audits, inspections and any corrective actions will be communicated to employees and relevant contractors.

Regular meetings will take place with Senior Management to report on progress of Corrective Actions and to identify trends/areas for improvement.

Managing Director: _____ **Date:** ___/___/___

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.05

CONTRACTOR MANAGEMENT

All contractors, sub-contractors and employees of contractors, engaged to perform work on Complete Tree Management premises or other nominated locations, are required to comply with relevant Legislation, Standards, Codes of Practice, Complete Tree Management's health and safety policies, procedures and programs and to maintain current public liability and workers compensation insurance.

Objective

To incorporate WHS requirements into every stage of contractor selection, approval, work processes and completion.

Policy

Complete Tree Management will allocate responsibilities as follows:

- Complete Tree Management Contract Managers:
 - Review WHS considerations for job
 - Review contract to ensure WHS requirements are met, including any additional controls.
- Complete Tree Management Site Management:
 - Induction for contractors
 - Permits to work
 - Licenses, competencies
 - Safe Work Method Statements
 - Hazard identification, risk assessments and risk controls
 - Supervision
- Contractor:
 - Evidence of WHS management system in place
 - Evidence of licenses, training and competency to perform work
 - Development and implementation of Safe Work Method Statements and hazard identification, risk assessments and risk controls
 - Compliance with above
 - Compliance with WHS legislation, site rules and participate in government inspections where required.
 - Participate in site WHS/toolbox meetings and site consultative arrangements

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Work Health and Safety: Consultation, Cooperation and Coordination Code of Practice

Document No. P5.3.12.06

DRUG AND ALCOHOL POLICY

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

Objective

A work environment in which the safety and performance of workers is not adversely affected by the use of alcohol or other drugs.

Policy

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

Work duties include:

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

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

On occasion, Complete Tree Management will host social functions, where the Managing Director may permit limited alcohol consumption.

Where a worker presents for duty and appears not to be in a fit state to carry out their normal duties Complete Tree Management reserves the right to remove the worker from the work site and seek advice from a medical practitioner on the employee's fitness for duty.

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

Confidentiality is to be strictly observed in these matters.

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

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.07

ENVIRONMENTAL POLICY

Aim

Complete Tree Management is committed to conducting our business in an environmentally aware and responsible manner. We seek the co-operation of our workers and business partners in ensuring our organisational practices are conducted with minimal environmental impact.

Objective

To work with workers, contractors, visitors and business partners to achieve compatibility between economic development and the maintenance of the environment to minimise harm.

Policy

Complete Tree Management will endeavour to minimise impact on the following:

- Atmospheric emissions
- Site contamination and spills
- Noise Emission
- Damage to flora and fauna
- Storm water management
- Unnecessary energy consumption

To fulfil this commitment, Complete Tree Management, will observe all environment laws and promote environmental awareness among all workers to increase understanding of environmental matters.

Complete Tree Management will actively take part in the following:

- Assess Eco-footprint to identify environmental impacts and move towards more sustainable practices
- Identify waste streams and options for effective waste management
- Improve purchasing (buy recycled materials, reduce waste, use less harmful/volatile chemicals)
- Improve storage (reduce quantity, waste and spills, Reduce odours by keeping containers closed)
- Conserve energy (eco-friendly lights, turn lights off, emergency efficient equipment, greener fuel sources –such as LPG and methane).
- Conserve water (install water saving accessories, repair leaks)
- Preserve water ways (clearly mark and protect storm water drains)
- Emergency planning and spill response
- Seek appropriate licenses/permits from State Environmental Protection Agencies and other relevant Authorities.
- Improve education/awareness
- Notify relevant authority in the event of a major environmental impact.

Managing Director: _____ **Date:** ____ / ____ / ____

References:

Model WHS Act and Regulations 2011
EPA Victoria – ECO footprint – Managing Impact on the Environment
EPA Victoria – Sustainable Business and Industry
WorkSafe Victoria – Sample Environmental Policy

Document No. P5.3.12.08

EMERGENCY MANAGEMENT POLICY

Aim

Complete Tree Management has an obligation to provide and maintain a safe environment for all people at the workplace, whether they are workers or not. Complete Tree Management is committed to the development of an Emergency Management Plan (EMP) to ensure an effective response to an emergency.

Policy

Complete Tree Management will determine likely emergency situations and develop and implement an EMP for action in the event of an incident or situation that could pose a threat to life, health or property. Including:

- Fire and/or explosion
- Dangerous chemical release
- Medical Emergency
- Bomb Threats
- Violence or Robbery
- Other relevant matters based on the nature of the work, hazards, size and location and number and composition of persons at the workplace.

The EMP will ensure the health and safety of persons by including the following:

- Written instructions to ensure emergency service organisations are contacted at the earliest opportunity
- Written instructions for specific emergencies
- Site Plan displayed and accessible to all persons on site
- Evacuation procedures and assembly points clearly marked
- Alert /Warning Alarms/Systems
- Emergency Exits well lit and clear of obstructions
- Fire Protection that is accessible and in working order
- Safety Data Sheets for all chemicals accessible and current
- Trained First Aid personnel and First Aid equipment
- Roles/Responsibilities, such Area Wardens
- Specialised training
- Specific procedures for mobility impaired persons
- Contact details for Emergency Services
- Reliable and functional communication equipment
- Instructions for notifying relevant Authorities
- Involvement with Emergency Response Organisations and neighbours as relevant

The EMP will be reviewed and tested at least 3 MONTHLY to ensure its effectiveness.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.09

FIRST AID POLICY

First aid is the provision of initial care for an illness or injury and generally consists of a series of simple and in some cases, potentially life-saving techniques that can be done with minimal equipment. Complete Tree Management has a moral and legal obligation to provide first aid services to workers, contractors and visitors.

Aim

To minimise the negative effects of an incident/injury by providing First Aid resources and trained First Aid Officers (FAO's).

Policy

Complete Tree Management will ensure the provision of a prompt, coordinated First Aid response in the following ways:

- Meet and/or exceed legislative requirements
- Identify and assess the potential for an injury/incident occurring by:
 - Observing tasks/work performed/work environment
 - Consulting with workers/Health and Safety Representatives/Officers
 - Reviewing near misses and past injury reports
 - Reviewing Safety Data Sheets for hazardous chemicals
 - Other means as necessary
- Determine suitable resources based on the nature of the work, hazards, size and location and number and composition of persons at the workplace.
- Specify minimum requirements based on risk. Example:
 - Type, contents and number of kits
 - Number and location of FAO (including remote locations)
 - Provision of First Aid rooms and specialist kits
- Advertise location of First Aid Kits, Rooms
- Advertise location and contact details for FAOs
- Regularly audit contents of kits and contact details
- Document all treatment, injuries and illness
- Appointing, training and replacing FAO as required
- Ensure FAO's:
 - Receive adequate training from Registered Training Organisation
 - Able to perform First Aid duties
 - Willing to provide First Aid treatment as required

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011
SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice
St John's Ambulance – First Aid Information

Document No. P5.3.12.10

INCIDENT REPORTING POLICY

Complete Tree Management is committed to reducing the impact and severity of incidents in the workplace.

Objective

Complete Tree Management will identify and record all WHS incidents, whether or not these cause injury or damage, to ensure potential for harm is minimised and to prevent reoccurrence.

Policy

An incident can include injury, illness, fatality, near miss or dangerous occurrence.

Complete Tree Management will ensure the provision of coordinated Incident reporting by implementing documented procedures for:

- Emergency Response and harm minimization action
- Notification to relevant Authorities for serious incidents/dangerous occurrence
- Incident reporting
- Responsible persons
- Incident investigation
- Consultation with relevant persons (confidential where applicable)
- Identification of root causes
- Corrective and Preventative Actions
- Review of effectiveness of corrective/preventative actions
- Regular review of all incidents to identify any trends
- Report and action identified trends.
- Meet legislative requirements for record keeping

Comprehensive Incident Reporting and Incident Investigation forms will be provided.

Managing Director: _____ **Date:** ____/____/____

References:

WHS Accident Compensation Legislation

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.11

INTERNET AND E-MAIL USAGE POLICY

Aim

Complete Tree Management relies on Internet and Electronic Mail (Email) to increase our efficiency and enhance communication. Workers are requested to use good judgement and integrity when using the services provided by Complete Tree Management. Abuse of the Internet and Email system can lead to threats to company security, privacy of staff and legal liabilities.

Objective

To prevent misuse or abuse of Internet and Email services and provide a workplace free of harassment and violation of Equal Opportunity legislation.

Policy

This policy is to be implemented in conjunction with Anti-discrimination and Harassment, and Code of Conduct Policies at Complete Tree Management.

Administrators have access to everything on the computer network, even when passwords are used. All emails, sent and received, remain the property of Complete Tree Management.

The following activities are prohibited when using Internet and Email services provided by Complete Tree Management:

- Promoting personal, business and commercial gain not related to Complete Tree Management
- Sending/receiving or accessing illegal or offensive materials (including pornography, profanity, violent, or other materials that constitute harassment under the Human Rights and Equal Opportunity Commission).
- Any materials that violate copyright laws
- Anything that interferes with ability of others to perform their work duties
- Sending/uploading sensitive information under Freedom of Information Act
- Chain letters, anonymous messages (threatening or otherwise)
- Downloading files without the express permission of Management/IT

If a worker receives prohibited materials, they must:

- Inform Management
- Reply to sender to inform them of the breach of company policy and ask that no further such material is to be sent.

Complete Tree Management randomly monitors Internet and Email activities. Evidence of misuse will be recorded and reported to Management.

Any worker who does not comply with this policy will be subject to disciplinary action and possible termination of employment.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

Australian Government – Office of Privacy Commissioner – Guidelines on Workplace Email, Web Browsing and Privacy

Document No. P5.3.12.12

LEGISLATIVE CHANGE POLICY

Complete Tree Management is committed to providing a safe and healthy workplace for workers, contractors and visitors that embraces opportunities to improve knowledge about new legislation and best practice solutions.

Objective

Complete Tree Management will proactively seek out advice, education and industrial knowledge to foster continual improvement in WHS systems and updates of relevant legislation.

Policy

Complete Tree Management will endeavour to manage legislative change by:

- Assigning responsibilities for researching legislative changes with State and Federal Authorities
- Participate in learning opportunities such as information sessions provided by Industry Stakeholder Groups, Unions, and relevant Authorities.
- Seek advice from suitably qualified persons where required (such as Occupational Consultants).
- Attending conferences, trade shows etc where possible.
- Ensuring refresher training is undertaken where required
- Liaising with local Authorities as required

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.13

MANAGEMENT REVIEW POLICY

Complete Tree Management recognizes the importance of reviewing the adequacy and effectiveness of the WHS Management System and objectives to identify opportunities for improvement.

Objective

Establish a Management Committee to review the WHS Management System and identify areas for improvement.

Policy

Management meetings will be held at regular intervals and will include the following agenda items:

- Review of internal and external audit results, inspection and other compliance programs
- Evaluation of legal compliance issues
- Results of participation and consultation from all levels - management, workers and contractors
- Performance evaluation of the WHS management system and objectives.
- Status of incident reports, investigations, corrective and preventive actions
- Communication from interested parties, complaints - action taken status and suggestions
- Management of change
- Corrective Actions, Accountability and Timeframes.
- Follow-up on previous management reviews.

Meeting intervals/timeframes will be determined on a risk basis.

Meeting minutes will be recorded and results of these will be provided to Senior Management/ Directors/ Board Members.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.14

HAZARDOUS MANUAL TASKS POLICY

Complete Tree Management is committed to preventing injuries caused by manual tasks through the identification of hazardous manual tasks and implementation of suitable risk controls.

Objective

Complete Tree Management will endeavour to eliminate or reduce the number and severity of musculoskeletal injuries (MSD) through implementing a systematic approach to managing hazardous manual tasks.

Policy

Complete Tree Management will take a consultative approach to manage risk associated with hazardous manual tasks. Steps include:

Identifying hazardous manual handling tasks:

- Discomfort surveys
- Observing tasks
- Breaking tasks down where required
- Seeking worker input
- Hazardous tasks can include use of force (high or sudden, repetitive, or sustained), repetitive movement and sustained or awkward postures.
- If risk is well known and controls are generally accepted and available, a risk assessment will not be undertaken.
- If a risk assessment is required, it will be documented and take the following risk factors into account:
 - Duration and frequency
 - Forces exerted
 - Sources of risk (such as layout of workplace, loads, tools, systems of work, environment)
- Implement controls using a hierarchy of controls. Example:
 - Eliminate task
 - Substitute for less hazardous options
 - Isolate persons from risk
 - Use engineering controls
 - Develop procedures and administrative controls
 - Provide Information, training and instruction.
- Review risk controls whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Where requested by employees or Health and Safety Representative

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Hazardous Manual Tasks: Code of Practice

Document No. P5.3.12.15

OBJECTIVES AND TARGETS POLICY

Complete Tree Management is dedicated to providing a workplace that is free of injury and illness and promotes a culture of safety first. Complete Tree Management is committed to making WHS an integral part of decision making in all operations.

Complete Tree Management will measure objectives based on the following:

- Reduction in Lost Time Injury rate annually
- Reduction in Lost Time Injury – average days lost
- Inspections/audits completed within specified timeframes
- Corrective Actions completed within specified timeframes
- Legislative Requirements met
- Emergency Management Plan practices undertaken within specified timeframes
- Employee satisfaction survey
- Review of consultative arrangements

Performance targets will be set specific to the workplace and incorporated into Position Descriptions and Performance Evaluation for individuals and organisation.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

Document No. P5.3.12.16

WORKPLACE BULLYING POLICY

Complete Tree Management recognises the risk to worker health and safety from exposure to bullying and has adopted a ZERO tolerance policy.

Policy

Bullying is defined as “repeated, unreasonable behaviour, directed toward employees, who may create a risk to health and safety in the workplace”

Bullying can include:

- Verbal abuse and/or harassment
- Humiliation
- Intimidation
- Deliberately:
 - Assigning meaningless tasks
 - Unrealistic volume of tasks
 - Withholding information that prevents persons from working effectively
 - Changing rosters to inconvenience person

Complete Tree Management will engage a 3-part approach to bullying.

1. Prevention:
 - Training employees about what constitutes bullying behaviour
 - Creating awareness of the health and safety risks associated with bullying
 - Encouraging reporting
2. Investigation:
 - All reports will be investigated by suitably trained persons
 - All cases will be investigated in a fair, unbiased manner following set guidelines
3. Control
 - Control strategies will be put in place that include (where relevant):
 - Re-assigning tasks/shifts/work locations
 - Mediation (internal or external)
 - Counselling
 - Disciplinary action that could result in termination of employment

Responsibilities

Principal Contractors/Management:

- Be familiar with bullying policy and investigation procedure
- Remain impartial and treat all cases fairly
- Manage each case in a confidential and timely manner
- Respond to all reported cases
- Ensure prompt referral to support/mediation
- Over see controls and follow-up as required

Employees:

- Report bullying to supervisor and/or complete bullying report form

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.17

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

The purpose of PPE is to protect the workers of Complete Tree Management from exposure to workplace hazards. Complete Tree Management will provide workers with suitable PPE for the site or where required for certain tasks at no cost to the worker.

PPE is not a substitute for more effective controls and it will only be considered when other means of protection are not reasonably practicable.

Objective

Complete Tree Management will endeavour to provide protection from workplace hazards by developing a system to manage the selection, use and maintenance of PPE where required.

Policy

Complete Tree Management will:

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

Workers of Complete Tree Management are required to wear PPE as instructed, not misuse or deliberately damage PPE, and inform management of any damage, defect or contamination of PPE that may render the PPE unusable.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.18

PLANT AND EQUIPMENT POLICY

Complete Tree Management recognises its responsibility to provide and maintain a safe workplace, including the identification of hazards and control of risks associated with plant.

Objective

Complete Tree Management will take a consultative approach to ensure risks associated with plant, whether owned, leased or hired, are eliminated or reduced as far as practicable, and injuries to workers, contractors and visitors are minimised.

Policy

Complete Tree Management will endeavour to prevent injury and eliminate hazards associated with plant by ensuring:

- No plant is bought onto site and commissioned unless health and safety risks are controlled
- Plant is installed/commission by competent persons and risks during these activities are monitored
- Plant is used only for its designed purpose unless an assessment has been carried out by a competent person for any other proposed use
- Plant complies with WHS legislative requirements for guarding, operator controls, cleaning, maintenance and testing and other requirements as required
- A documented system is developed and implemented to identify hazards, conduct risk assessments where required, and select suitable controls for installation, commission, use, cleaning/maintenance and decommission/dismantling. Risk controls will be selected following a hierarchy of control:
 - Elimination
 - Substitution
 - Engineering Controls
 - Isolation
 - Administrative Controls
 - Safe work procedures
- Adequate training, information, instruction and supervision as required
- All persons obtain Licenses to Perform High Risk Tasks where required
- Risk controls are reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Where requested by employees or Health and Safety Representative
 - As per manufacturer's instructions

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011
SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice AS 4024 Series, 2006 – Safety of Machinery

Document No. P5.3.12.19

PRIVACY POLICY - COMPANY

Aim

Complete Tree Management is committed to the protection of personal privacy. Our commitment to privacy is demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

The personal information we collect is for the administration of providing you with our goods and services and to enhance and develop our relationship with you. The information we collect typically consists of contact details and job title or position.

Policy

Complete Tree Management will collect only information that is relevant and necessary and will collect the information in an unobtrusive manner. The information will not be used for any purpose other than that for which it was collected. From time to time we may need to disclose your information to service providers, agents, contractors and strategic partners to help us provide and market our services to you. If we do this we require these parties to protect your information the same way we do.

You are not required to provide us with any personal information when dealing with us. However, you need to be aware we may not be able to notify you in the event of any product recalls, or any product delivery issues.

Complete Tree Management will use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from misuse, loss or unauthorised use or disclosure.

The Internet is not a secure environment. If you send us information, including your email address, via the internet, it is sent at your own risk.

You have a right to access the personal information we hold about you. Please contact us to ask for access to your information or if you have a complaint concerning the privacy of your information. If you would like more information about our approach to privacy please contact us at:

Complete Tree Management:

Company address:

Privacy Officer:

Managing Director: _____ **Date:** ____/____/____

Reference:
Commonwealth Privacy Act 1988

Document No. P5.3.12.20

PRIVACY POLICY - WORKER

Aim

Complete Tree Management is committed to the protection of personal privacy.

Our commitment to privacy will be demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

Policy

Complete Tree Management will only collect information that is relevant and necessary. The information will be collected in an unobtrusive manner directly from employees. We will also collect information from referees in the initial hiring phase of employment.

Applicants for positions

Applicants will be asked to provide certain personal details. They will at no stage be obliged to provide details. However, omission of certain details may mean we are unable to assess their suitability for the job.

Information held will only be used to assess applicant's suitability to the position. It is required so that we can organise remuneration and so we can provide appropriate care should you fall ill at work. The information will not be used for any purpose other than that for which it was collected and will only be disclosed to our insurers, the relevant banking institutions, and government bodies.

Workers

The information held for each worker will be as follows: name, date of birth, address, career details, references, tax file number, bank account details, any medical conditions or allergies, any other details relevant to the position.

Workers will at all times be allowed access to their file, which holds the personal information Complete Tree Management holds. We will endeavour to always hold accurate, up to date and complete information. Should employees find any errors, or need to update their personal details they will be able to have the information corrected.

Worker files are to be kept locked to ensure confidentiality.

Should employees have any complaints about the privacy of their personal information discussions can be held with the General Manager.

Managing Director: _____ **Date:** ____/____/____

Reference:
Commonwealth Privacy Act 1988

Document No. P5.3.12.21

PURCHASING POLICY

The most effective way of reducing risks to health and safety in the workplace is through elimination. Complete Tree Management is committed to eliminating hazards before they are introduced into the workplace by the implementation of a WHS purchasing policy.

Objective

Complete Tree Management will ensure suitable consideration is given when purchasing equipment, materials, facilities, substances or contractors which may have an adverse impact on health and safety.

Policy

Complete Tree Management will implement a purchasing policy that incorporates the following:

- Specific guidelines for any person who purchases, leases or hires goods and services
- Training provided for any person responsible for the above
- Consideration of the following:
 - Consultation
 - Specify WHS requirements with supplier before purchasing
 - Determine WHS risks
 - Conduct risk assessments
 - Obtain WHS information, manuals, instructions, design specifications
 - Compliance with legislation, Australian Standards etc
 - Worker capability/training/licensing requirements
 - Appropriate risk control strategies in place for use, transport and storage
 - Choosing best practice/least hazardous options
 - Review purchased item prior to accepting admission into workplace
 - Adequate documentation/records are kept
 - Documentation for the hiring of contractors or labour hire workers must include reference to site specific WHS risk, provision for WHS inductions, and records for the review of WHS performance.

Managing Director: _____ **Date:** ____ / ____ / ____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.22

RECORDS & DOCUMENT MANAGEMENT POLICY

Complete Tree Management is committed to the provision of a written WHS management system and keeping records that meet legislative requirements.

Objective

To provide direction for the implementation of WHS document and record control at Complete Tree Management to ensure all legislative requirements are met and that all persons are using the latest WHS documentation.

Policy

Complete Tree Management will establish the following for the generation and management of WHS documents and records:

- Create an administration system (such as TRIM files) to contain documents
- Create a record control register to capture the following information:
 - TRIM (or other file system) number
 - Document number
 - Document title
 - Initial issue date
 - Current version number
 - Current version issue date
 - Next review date
 - Responsible officer

All printed documents are considered uncontrolled.

Documents are approved by the Managing Director and only nominated people shall have the authority to create and modify documents

External documents such as Law Guides, Standards and Legislation are controlled through subscription to on-line databases, which maintain up-to date versions of all documents.

Health and safety records are controlled in accordance legislative requirements. Nominated persons shall have responsibility for holding, storing, retaining and disposition of WHS related records.

Complete Tree Management will ensure records are kept in line with specific legislation requirements for health monitoring data, injury records, Safe Work Method Statements, Notifiable Incidents and other specified matters. Records will be kept for the required timeframe and will be accessible for review by Regulatory bodies and/or Health and Safety Representatives as appropriate.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.23

REMOTE OR ISOLATED WORK

Complete Tree Management has an obligation to manage risks to health and safety for their workers, including remote or isolated workers. Remote or isolated workers include those workers who may not have the adequate assistance from rescue or emergency service workers or medical treatments whilst performing duties for Complete Tree Management.

Aim

Complete Tree Management is committed to the development of a system to ensure an effective risk management for workers who may be at increased risk with working remotely or in isolation.

Policy

Complete Tree Management will develop a system to:

- Identify persons/tasks working remotely or in isolation.
- Assess the risk to persons working remotely or in isolation. Consideration will be given to the following:
 - Duration of task
 - Time
 - Existing communication systems
 - Location
 - Proximity to medical treatment facilities and emergency responders
 - Nature of work
 - Skills and Experience of workers
- Suitable controls will be selected for remote/isolated workers:
 - Reducing time spent working remotely/in isolation wherever possible
 - Develop list of tasks that are considered too risky for working in isolation
 - Provision of effective and functional communication equipment
 - Provision of distress alarms/beacons or other equipment as necessary
 - Mobile phones
 - GPS locators
 - Reporting /checking-in procedures
 - Other equipment specific to the tasks as required.
- All controls will be reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Requested by employees or Health and Safety Representative

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Managing the work environment and facilities: Code of Practice

Document No. P5.3.12.24

REPORTING POLICY

Complete Tree Management is committed to the provision of a functional and effective WHS management system and as such, understands the value in seeking feedback on certain elements of this.

Objective

To provide direction for nominated persons to provide feedback via reports submitted to Senior Management on selected WHS management system elements.

Policy

Complete Tree Management will select nominated persons to report on the following:

Legislative:

- Injury reporting
- Notifiable incidents
- Health Monitoring
- Other legislated matters as relevant (such as Asbestos Removal Process, Plant registration etc)
- Reviews of risk controls
- Consultative arrangements

Non-legislative:

- WHS performance
- Results of audits
- Incident reports and investigation
- Corrective Actions
- Lost Time Injuries rates and times
- Return to Work statistics
- Hazard Identification
- Risk Assessments
- Safe Work Method Statements
- Preventative actions

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.25

RETURN TO WORK POLICY

Complete Tree Management realises that workers are its greatest asset. Complete Tree Management is committed to assisting injured workers to return to work as soon as medically appropriate and work with the medical community to help injured employees regain quality of life.

Objective

Complete Tree Management will develop a program to ensure injured workers return to work in a timely and safe manner.

Policy

Complete Tree Management will undertake the following in the case of a workplace injury:

- Ensure the injured worker's right to confidentiality of medical information.
- Ensure that no information will be used to discriminate against the injured worker.
- Nominate a Return to Work (RTW) Coordinator who has
 - Authority and time to adequately consult, liaise and make decisions with the relevant parties, subject to this policy and procedure,
 - Ability to communicate across cultures, including ethnicity, gender and age,
 - No function in the role of a claims manager,
 - Has required training (two day RTW Coordinator training (approved by State Authority) within three months of their appointment.
- Establish a return to work group, which will comprise the RTW coordinator, the injured employee (where medically able), the Health and Safety Representative and the union delegates.
- Ensure RTW plans are completed within the legal timeframes.
- RTW plans will:
 - Commence as soon as possible after the likely time off work is known,
 - Be based on the advice of the employee's own treating health practitioner/doctor, and the occupational rehabilitation provider,
 - Be developed with regard to the health and safety of co-workers,
 - Be developed in adherence to the risk management plan,
 - Be in compliance with the relevant legislation and agreed consultation procedures,
 - Be written using the Return to Work plan agreed format and provided to the employee and their health care provider,
 - Be regularly evaluated, monitored and updated by the RTW Group.

Complete Tree Management will ensure the employees early return to work where it is safe to do so. Options for a RTW plan shall be in accordance with the following preferred order:

- Original duties within work area/shift, with modification of workstation and equipment where required.
- Modified duties, hours, and/or work area.
- Alternative duties with appropriate training.
- Retraining or further training and/or education.

RETURN TO WORK POLICY - CONTINUED

Employees of Complete Tree Management must participate in RTW by:

- Contacting the employer as soon as possible after injury/illness
- Maintaining communication
- Assisting to identify suitable modified duties
- Accepting modified duties where agreed/reasonable

Complete Tree Management will:

- Maintain a register of acceptable modified duties
- Make offers for modified duties in writing and provide these to the injured worker and healthcare practitioner. Written offers will be made using the State Authority approved Offer of Suitable Employment forms.
- Not terminate the employment of an injured worker by reason of their injury or reasons that include their injury
- Educate employees in relation to the causes of the injury and subsequent risk controls
- Keep records as required by State Authority.
- Display an "If you are injured" (or similar) poster for employees
- Ensure all employees are aware of responsibilities and rights in relation to RTW through training and education.
- Manage disputes through agreed procedures and legislative requirements.

Managing Director: _____ **Date:** ____/____/____

References:

COMCARE Safety, Rehabilitation and Compensation Act 1988

COMCARE Safety, Rehabilitation and Compensation Regulations 2002

Document No. P5.3.12.26

RISK MANAGEMENT POLICY

Risk is inherent in all Complete Tree Management functions. All Complete Tree Management personnel are responsible for managing the risks that relate to their particular area of work. Risks should be managed in a way that derives the best outcomes for Complete Tree Management and its stakeholders.

Objective

To embed principals of effective risk management into existing practices all levels of the organisation.

Policy

The following structure for risk management will apply:

- Where specific Regulations require certain controls, Complete Tree Management will ensure compliance with those matters.

In consultation with relevant persons (including Duty Holders/Contractors):

- Hazard Identification:
 - Identify reasonably foreseeable hazards that may pose risks to health and safety
- Manage risk
 - Where risk cannot be eliminated, it will be minimised so far as is reasonably practicable
- Evaluate risks where required
 - Compare estimated levels of risk against pre-established criteria (such as a risk matrix) and consider the balance between potential benefits and adverse outcomes.
- Implement risk controls
 - Selection of controls will follow a hierarchy:
 - Substitution with less hazardous options
 - Isolate persons from the hazards
 - Use of engineering controls
 - Where risk still remains:
 - Implement administrative controls
 - Where risk still remains:
 - Use of Personal Protective Equipment
 - Any one or combination of these controls will be used as appropriate.
- All controls must be fit for purpose, suitable for the nature and duration of task and installed, set-up and used correctly
- Risk controls will be reviewed whenever:
 - Control is no longer effective
 - Before any change likely to introduce new or different hazards that current controls will not adequately address
 - A new hazard or risk is identified
 - Results of consultation indicate a review is needed
 - Where requested by employees or Health and Safety Representative

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.27

ROLES, RESPONSIBILITIES & ACCOUNTABILITIES POLICY

Successfully managing health and safety in the workplace relies on commitment, consultation and co-operation. Everyone in the workplace needs to understand the need for health and safety, what their role is in making the workplace safer, and how they can fulfill their responsibilities and duties

Policy

Complete Tree Management allocates the following responsibilities:

PCBU – Officer (Board Member, Managing Director or other):

- Approval of WHS documentation
- Communication of WHS policies and objectives
- WHS Leadership
- Allocating sufficient WHS resources
- Reviewing WHS performance
- Providing direction for increasing WHS performance
- Establishing and promoting an WHS culture
- Legal obligations to provide and maintain a safe workplace

PCBU - Management:

- Integration of WHS into all decision making
- Consult with workers and other duty holders/contractors
- Plan, develop, implement, monitor and review WHS policies and programs
- Control risks
- Support WHS Committees
- Provide WHS Communication
- Discuss WHS at toolbox meetings
- Identify training needs and enable training as required
- Reporting and recording
- Liaise with relevant Regulatory Authorities
- Legal obligations to provide and maintain a safe workplace

All workers:

- Comply with WHS policies, procedures and programs
- Work in a manner that is safe and does not create risks to themselves or others
- Report and assist to rectify hazards
- Participate in consultative arrangements
- Legal obligations to not endanger others by their acts or omissions

WHS Committees

- Develop, monitor and review WHS policies and procedures
- Monitor and report on WHS performance
- Monitor changes in legislation
- Review Corrective Actions
- Provide WHS information to employees

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.28

SMOKE FREE WORKPLACE POLICY

Under Work Health and Safety legislation an employer must ensure that the working environment is safe and without risks to health. Smoking and passive smoking pose serious health risks, therefore Complete Tree Management is committed to providing a smoke-free work environment.

Objective

To achieve a smoke-free workplace to protect all workers, contractors and visitors from the effects of environmental cigarette smoke.

Policy

Smoking is prohibited on the premises including:

- Enclosed or partially enclosed areas
- Work vehicles
- Near doorways, windows or vent ducts

Persons who wish to smoke during work hours must only do so outside the workplace and in their scheduled breaks or other approved times.

Complete Tree Management may promote quit programs, provide assistance with advice and information to quit smoking.

Adherence to this policy is a condition of employment. Workers who breach this policy will face disciplinary action and in some cases, prosecution under the State Tobacco Acts and relevant WHS legislation.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

SafeWork Australia (2011) Managing the Work Environment and Facilities: Code of Practice

National Occupational Health and Safety Commission's Guidance Note on Elimination of Environmental Tobacco Smoke in the Workplace (NWHSC: 3019 (2003))

Document No. P5.3.12.29

STRESS POLICY

Complete Tree Management is committed to protecting the health, safety and welfare of our workers. We recognize that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Objective

To identify and reduce risks in relation to stress and to manage the negative impact of stress.

Policy

Complete Tree Management will:

- Identify sources of workplace stressors
- Determine risks by describing the circumstances and exposure to risk and the potential effects
- Control risks by implementing risk controls to eliminate or reduce risks in relation to stress
- Consult with industry stakeholders, State Authorities, Health and Safety Representatives and workers in relation to stress risk controls
- Promote recognised stress management techniques
- Provide awareness raising and training for appropriate management of employees
- Establish reporting, issue and conflict resolution guidelines
- Recognise and support workers who may be experiencing work related stress
- Ensure injured workers receive treatment and assistance they require to return to work
- Reviewing systems work and risk control measures regularly, and in the event of an injury report in relation to stress.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

WorkSafe Victoria, Guidance Notes - Preventing stress Series

Document No. P5.3.12.30

SUN SAFETY POLICY

Australia has the highest incidence of skin cancer in the world - more than 380,000 people are treated for the disease every year. Complete Tree Management has a legal obligation to ensure the health and safety of all their workers, and that includes any worker who may be placed at risk when working outdoors.

Objective

Minimise the harmful impact of UV radiation when performing work outdoors.

Policy

To reduce the risk of injury from exposure to UV radiation, Complete Tree Management will develop a sun safety program to:

- Organise work to avoid the UV peak of the day wherever possible
- Provide natural or artificial shade wherever possible
- Provide appropriate protective clothing (covering as much skin as possible, UPF rating of 30+, protective glasses, broad-brimmed hats or caps with neck-flaps)
- Ensure all protective equipment meets sun protection factors/Australian Standards
- Provide sunscreen
- Develop training and awareness programs to include:
 - Health effects of exposure to UV radiation and why outdoor workers are a high risk group.
 - Factors affecting levels of UV radiation.
 - Correct use of sun protection measures, and
 - Early detection of skin cancer.

Managing Director: _____ **Date:** ____ / ____ / ____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

AS/NZS 1337 - 1992: Eye protectors for industrial applications

AS/NZS 1067 – 2003: Sunglasses and Fashion

WorkSafe Victoria 2004 Guidance Note: Sun Protection for Construction and other outdoor workers

Document No. P5.3.12.31

TRAINING, COMPETENCY AND AWARENESS POLICY

Training is vital to assist workers to perform their work safely. Complete Tree Management will arrange training which covers health and safety issues related to tasks being performed, as well as training in the overall approach to health and safety taken by our organisation.

Objective

To provide training to all workers and contractors to ensure they have the skills and competencies to work in a manner that is safe and without risks to health.

Policy

Complete Tree Management will:

- Conduct training needs analysis across the organisation
- Develop formal training needs and competencies for position requirements at all levels, including management.
- Provide formal induction programs for new and transferred workers and contractors
- Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers
- Ensure training is competency based
- Record all training
- Review effectiveness of training
- Provide training for languages other than English and other relevant learning barriers

Training will include:

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

All managers and supervisors will be provided with additional training to ensure that they are aware of their responsibilities under the WHS Management System. This training includes legislative responsibilities for managers and supervisors, health and safety representatives training plus training in the principles of risk management.

Managing Director: _____ **Date:** ____/____/____

References:

Model WHS Act and Regulations 2011

SafeWork Australia (2011) How to Manage Work Health and Safety Risks: Code of Practice

Document No. P5.3.12.32

GLOSSARY

Act

A law (legislation) passed and enacted by a state or territory parliament, also commonly known as an Act of Parliament. Acts are the principal pieces of law covering, in this case, health and safety in the workplace.

Approved Code of Practice

An approved code of practice provides practical guidance to meeting legislative obligations required by Acts and Regulations. It should always be followed unless there is another solution which achieves the same or a better standard of health and safety in your workplace.

AS/NZS 4801

The joint Australian and New Zealand standard for Occupational health and safety management systems – Specification with guidance for use, published by Standards Australia International Ltd and Standards New Zealand.

Contractor

A contractor is any person (other than an Complete Tree Management employee) or a company performing work for, or on behalf of Complete Tree Management

Controlled document or record

Any document for which distribution and status are to be kept current by the issuer to ensure that authorized holders or users have available the most up to date version.

Corrective Action

Action to eliminate the cause of a detected nonconformity or other undesirable situation.

Hazard

A hazard is a source or a situation with a potential for harm in terms of human injury or illness, damage to property, damage to the environment, or a combination of these.

Hierarchy of Control

A hierarchical structure of actions that can be used to control risk, listed in order of effectiveness.

Incident

An incident is any unplanned event resulting in, or having a potential to result in injury, ill health, damage or loss.

Lost Time Injury (LTI)

An injury or illness that occurs in the workplace as a result of an activity, or exposure to a hazard and results in at least one full days absence from work.

LTI Average Days Lost Rate

The average days lost per LTI.

LTI Incident Rate

The rate of LTI injuries or illnesses expressed as per 100 employees

GLOSSARY- CONTINUED

Manifest

Document detailing the quantity, types and location of dangerous goods on the site.

Safety Data Sheet

Information containing data regarding the properties and effects of a particular substance that must be provided by the manufacturer, supplier or importer of the hazardous substance/dangerous good. Safety Data Sheets must be current – within 5 years of the issue date and meet specific legislated format requirements

OHSAS 18001

International audit tool system intended to audit WHS management systems and provide international WHS benchmarks.

PCBU

PCBU stands for “Person who conducts a business or undertaking”. The definition of a PCBU is similar to an employer, however it is termed PCBU to ensure other relevant relationships (such as someone who commissions work, or a landlord) are recognised under the WHS legislation. PCBU’s can include an Officers of an organisation (including Member of the Board, Director or Secretary who have substantial decision making power), and management at all levels.

WHS Documents

Include, but not limited to policies, procedures, guidelines, programs, agreements, forms, checklists, templates, risk assessments and safe work procedures.

WHS Records

Include, but not limited to audit reports, workplace inspections, risk assessments, safe work procedures, training plans and registers, WHS meeting minutes, emergency evacuation reports, health monitoring reports, document control registers, inspection testing and monitoring reports and corrective action registers.

Placard

Label identifying substance (hazardous chemicals) for transport or storage.

Regulations

Regulations are law that is created under the authority of an Act. Regulations are subordinate to an Act and are the secondary level of law covering, in this case, health and safety in the workplace.

Risk

Risk is a combination of the likelihood and consequences of any injury or harm occurring.

Document No. G5.3.12.01

WORKER POLICY AGREEMENT

I _____ (Worker's name) have read and agree to abide by the policies and procedures in the Complete Tree Management Policy Manual. I have raised any questions or issues that required clarification with my employer. I am aware that breaches of these company policies will be subject to disciplinary action.

Worker's Signature _____ Date _____

Witnesses Name _____ Date _____

Witnesses Signature _____