



# WORKPLACE HEALTH & SAFETY MANAGEMENT PLAN

**Document Number:** AGA-PLA-HSE-001

**Revision:** 13

Table 1 – Document Revision History

Revision	Reason for Issue	Revision Date	Description of Revision
1	Original Issue	2008	
2	Updated for new legislation	2014	
3	Updated	2015	Adjusted from audit findings
4	Updated	2016	Streamline for industry
5	Updated	2016	Streamline for industry
6	Updated	2016	Streamline for industry
7	Updated	07/03/2017	Streamline for industry
8	Updated	28/02/2018	Restructure Plan
9	Updated	28/04/2018	Update to section 8
10	New document template created	22/10/18	New document template created. Existing HSE Plan transferred to this template
11	Revise	05/04/19	Mandatory annual review update
12	Updated Policy and AGWA certificates	28/4/21	Policy dated 28/4/21 and AGWA Compliance from 2020
13	Updated to WHS references Updated to include subcontractor management	07/09/22	Compliance Tenders Updated to WHS references and relevant sections for WHS Legislation Updated to match PTA SMP

Table 2 – Document Approval

Name	Signature	Date
Prepared By: Tanya Adams		07/09/22
Reviewed By: Debra Kaye		07/09/22
Approved By: Debra Kaye		07/09/22

## Table of Contents

1	Purpose & Scope.....	6
2	Policy.....	6
2.1	Management Commitment.....	6
2.2	Company Rules .....	6
3	Definitions .....	7
4	Responsibilities.....	8
4.1	PCBU .....	8
4.2	Senior Management (Company Officers).....	9
4.3	Management/Supervisors .....	9
4.4	WHS function.....	9
4.5	Employees .....	10
4.6	Subcontractors .....	10
5	References .....	10
6	Organisational chart .....	11
7	Risk Assessment and Control of Risks .....	11
7.1	Hazard Identification .....	11
7.2	Assess Risks.....	12
7.2.1	Risk Rating .....	12
7.3	Control of Risks.....	13
7.3.1	Hierarchy of Controls.....	13
7.4	Review of Controls.....	13
8	Risk Management Tools .....	14
8.1	Purchasing and Design Specifications .....	14
8.2	Safe Work Method Statement.....	14
8.3	Safe Operating Procedures (SOP).....	15
8.4	Job Safety Analysis.....	15
8.5	Take 5 .....	16
9	General safe work practices .....	16
9.1	Work at height- EWP .....	16
9.1.1	General inspection and planning.....	16
9.1.2	Working at height rescue plan.....	17
9.2	Work at height- Mobile scaffold.....	17
9.2.1	General inspection and planning.....	18
9.2.2	General requirements for use.....	18
9.3	Working at height- ladders.....	18

9.4	Worksites and the public.....	19
9.5	Traffic management .....	19
9.6	Hazardous manual tasks.....	20
9.6.1	Risk management .....	20
9.6.2	General manual handling guidelines .....	20
9.7	Barriers .....	21
10	Hazard Reporting Procedures.....	21
11	Personal Protective Clothing and Equipment (PPCE) .....	22
11.1	Mandatory PPCE .....	22
11.2	Task Specific PPCE.....	22
11.3	Damaged PPCE.....	22
11.4	Hearing Conservation .....	22
12	Vehicles, Plant and Equipment.....	22
12.1	Preventative Maintenance .....	23
12.2	Vehicle Inspection Checks .....	23
13	Training.....	23
13.1	Induction.....	24
13.2	Contractor Induction .....	24
13.3	Visitor induction .....	24
13.4	General Construction Induction Training .....	25
13.5	Site Specific Inductions .....	25
13.6	High Risk Work Licence.....	25
13.7	Worker Competency.....	25
13.8	Records .....	25
14	WHS Communications.....	26
14.1	Toolbox Meetings .....	26
14.2	Senior Management Meetings .....	26
14.3	Workplace Health & Safety Communication Board .....	26
14.4	WHS Consultation.....	26
14.5	WHS Issue Resolution .....	27
14.5.1	WHS Issue resolution procedure .....	27
14.6.2	Right of worker to cease work.....	28
15	Workplace behaviour .....	28
16	Incident Reporting and Investigation .....	29
16.1	Notifiable Incident .....	29
16.2	Serious injury or illness.....	29

16.2.1	Serious Injury .....	29
16.2.2	Serious Illness .....	30
16.3	Dangerous Incident .....	30
16.4	Notify Notifiable Incidents.....	30
16.4.1	Notify Regulator .....	30
16.4.2	Notify Client.....	31
16.5	Duty to preserve incident sites.....	31
17	Emergency Preparedness .....	31
17.1	Emergency procedures.....	31
17.2	First Aid.....	31
17.3	Vehicles.....	32
17.4	Working alone .....	32
18	Hazardous chemicals .....	32
18.1	Purchasing .....	32
18.2	Safety Data Sheet (SDS).....	33
18.3	Hazardous chemicals register.....	33
18.4	Hazardous chemicals storage .....	33
18.5	Hazardous chemicals training.....	33
19	Fitness for Work .....	33
19.1	Pre-employment medical assessment .....	34
19.2	Alcohol and drugs .....	34
19.3	Protection from tobacco smoke.....	34
19.4	Fatigue .....	35
20	Subcontractor Management .....	35
20.1	Subcontractor pre-qualification .....	35
20.2	Subcontractor Management .....	36
21	Injury Management .....	36
22	Compliance Monitoring.....	36
22.1	Inspections.....	36
22.1.1	Informal Inspections: .....	36
22.1.2	Formal Inspections: .....	36
22.2	External Audits.....	36
22.3	Corrective Actions .....	37
22.4	Disciplinary Action .....	37
22.4.1	Minor .....	37
22.4.2	Major .....	37

22.5	Safety Performance Measurement .....	37
22.5.1	Leading Indicators.....	37
22.5.2	Lagging Indicators.....	38
22.5.3	Incident Statistics.....	38
22.6	Records .....	38
23	Appendix 1- Occupational Safety and Health Policy .....	39
24	Appendix 2- AGWA Safety Accreditation .....	40
26	Appendix 3- WorkSafe Accreditation .....	42

### 1 Purpose & Scope

Action Glass & Aluminium is committed to Workplace Health and Safety (WHS). We believe that having sound WHS systems in place is good business practice.

The WHS Policy, Management Plan and procedures have been developed with the aim of providing and maintaining a safe work environment for all our employees and clients.

This Plan is intended as a practical document for reference by management and employees to understand and achieve our company safety objectives.

- Provide and maintain a safe work environment and systems of work.
- Identify and manage the risks to our employee's and encourage behaviour that reduces accidents /injury in the workplace.

The company Workplace Health and Safety Management Plan has been designed:

- With input from all staff;
- As a guideline for our work processes;
- To ensure we comply with the relevant legislative WHS requirements;
- To ensure that we comply to relevant Occupational Safety and Health Act 1984 and Regulations 1996 Australian Standards, Codes of Practice and Guidance Notes; and,
- In line with the core elements of the ISO 45001: 2018 & ISO 3100:2009 Risk Management and Safety Management Systems.

### 2 Policy

Action Glass & Aluminium's WHS Policy outlines the commitment to this crucial aspect of their business. This Policy is the guiding document for the Workplace Health & Safety Management Plan. The Safety and Health policy can be seen in Appendix 1.

#### 2.1 Management Commitment

Action Glass & Aluminium's Management is committed to providing and maintaining a safe work environment for all employees, subcontractors and the public. The WHS Policy will be reviewed bi-annually and is signed off by Senior Management.

#### 2.2 Company Rules

Action Glass & Aluminium believes the manner in which employees conduct themselves while working is very important to our business, continued employment and the safety of all employees.

Action Glass & Aluminium will not tolerate the following conduct:

- Working under the influence of alcohol or other drugs;
- Removal, bypass or tampering with safety devices;
- Horseplay or fighting while at work;
- Theft of the Company's, or any other property or equipment;
- Wilful damage or destruction of the Company's, or any other property or equipment;
- Entry into areas that are restricted;
- Not following safe work procedures or standards; and
- Failure to wear, use or maintain correctly personal protective equipment or clothing.

Contraventions to the above list will result in disciplinary action.

### 3 Definitions

<b>Name</b>	<b>Definition</b>
Job safety analysis (JSA)	A job safety analysis (JSA) is a written procedure developed to review work steps and their associated hazards in order to put in place correct solutions to eliminate or minimize the risk of those hazards.
High Risk Construction Work	High risk construction work means construction work that — (a) involves a risk of a person falling more than 2 metres; or (b) is carried out on a telecommunication tower; or (c) involves demolition of an element of a structure that is load-bearing or otherwise related to the physical integrity of the structure; or (d) involves, or is likely to involve, the disturbance of asbestos; or (e) involves structural alterations or repairs that require temporary support to prevent collapse; or (f) is carried out in or near a confined space; or (g) is carried out in or near — (i) a shaft or trench with an excavated depth greater than 1.5 metres; or (ii) a tunnel; or (h) involves the use of explosives; or (i) is carried out on or near pressurised gas distribution mains or piping; or (j) is carried out on or near chemical, fuel or refrigerant lines; or (k) is carried out on or near energised electrical installations or services; or (l) is carried out in an area that may have a contaminated or flammable atmosphere; or (m) involves tilt-up or precast concrete; or (n) is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or (o) is carried out in an area at a workplace in which there is any movement of powered mobile plant; or (p) is carried out in an area in which there are artificial extremes of temperature; or (q) is carried out in or near water or other liquid that involves a risk of drowning; or (r) involves diving work.
PCBU	Person conducting a business or undertaking
Safety Management Plan	Safety Management Plan' is a site-specific document that enables the hazards and risks associated with the work activity to be identified, managed, and mitigated A document outlining the contractor's safety policies, training, risk management process, subcontractor's management continuous monitoring and review.
Safety Management System	A systematic approach to managing safety, including the organisational structures, accountabilities, policies and procedures.
Safe Work Method Statement (SWMS)	Safe work method statement (SWMS) is a written procedure for the high-risk construction work.
Worker	(1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as — (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or



	<p>(g) a student gaining work experience; or  h) a volunteer; or  (i) a person of a prescribed class.</p> <p>The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking</p>
Workplace	<p>A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.</p> <p>Place includes —</p> <p>(a) a vehicle, vessel, aircraft or other mobile structure; and  (b) any waters and any installation on land, on the bed of any waters or floating on any waters.</p>

## 4 Responsibilities

### 4.1 PCBU

The WHS Act requires a PCBU to ensure, so far as is reasonably practicable, the health and safety of: workers engaged, or caused to be engaged by the person

- Workers whose activities in carrying out the work are influenced or directed by the person while the workers are at work in the business or undertaking.

This primary duty of care requires duty holders to ensure health and safety, so far as is reasonably practicable, by eliminating risks to health and safety. If this is not reasonably practicable, risks must be minimised so far as is reasonably practicable.

Under the primary duty of care, a PCBU must ensure, so far as is reasonably practicable: •

- The provision and maintenance of a working environment that is safe and without risks to health, including safe access to and exit from the workplace •
- The provision and maintenance of plant, structure and systems of work that are safe and do not pose health risks (for example, providing effective guards on machines and regulating the pace and frequency of work)
- The safe use, handling, storage and transport of plant, structure and substances (for example, toxic chemicals, dusts and fibres)
- The provision of adequate facilities for the welfare of workers at work (for example, access to washrooms, lockers and dining areas)
- The provision of information, instruction, training or supervision to workers needed for them to work without risks to their health and safety and that of others around them
- That the health of workers and the conditions of the workplace are monitored to prevent injury or illness arising out of the conduct of the business or undertaking
- The maintenance of any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises.

## 4.2 Senior Management (Company Officers)

It is the responsibility of Action Glass & Aluminium Senior Management to:

- Implement the WHS Management Plan;
- Lead by example by promoting WHS practices at every opportunity;
- Formally review the Workplace Health and Safety policy, plans and procedures to ensure compliance with legislative requirements;
- Have processes in place to ensure WHS legislative compliance;
- Ensure that person(s) are employed, taking into account the type of work to be performed, the skills, licences, certificates and qualifications required;
- Ensure that all Action Glass & Aluminium employees understand, accept and carry out their responsibilities for WHS matters and that they are trained and instructed to undertake these responsibilities;
- Review reports and inspections, and following up on recommendations;
- Coordinate WHS meetings and programs; and
- Ensure processes are in place to monitor compliance with the WHS Management Plan, including Safe Work Method Statements.

## 4.3 Management/Supervisors

It is the responsibility of Management and Supervisors to:

- Implement the WHS Management Plan;
- Lead by example by promoting WHS practices at every opportunity;
- Observe all WHS rules and regulations;
- Ensure that all new employees undergo the Action Glass & Aluminium Safety Induction;
- Participate in the planning and design stages of trade activities;
- Ensure that any site-specific requirements are understood by employees and sub-contractors
- Ensure processes are in place to monitor work activities with SWMS and JSA;
- Provide feedback for employee WHS training requirements;
- Ensure employees are only completing tasks that they are trained and competent to perform;
- Help to prepare Safe Work Method Statements for high risk construction activities;
- Investigate hazard reports and ensure that they are completed, and corrective actions undertaken;
- Ensure incidents are promptly reported and participate in Incident Investigations;
- Coordinate incident investigations and reporting to the controller of the workplace and relevant authorities, as required
- Ensure Inspections are conducted in accordance with the inspection schedule
- Liaise with relevant Managers and Supervisors regarding safety performance; and
- Conduct safety and toolbox meetings as appropriate;

## 4.4 WHS function

- Monitor the application of the Action Glass & Aluminium Safety Management Plan, safety policy and procedures to ensure they are relevant to current business activities;
- Monitor and report on Action Glass & Aluminium safety performance;
- Assist with the employee injury management and rehabilitation process; and;
- Obtain advice and support as appropriate to Action Glass & Aluminium management & employees; and
- Co-ordinate WHS processes in accordance with this WHS Plan.

#### 4.5 Employees

It is the responsibility of all employees to look after their own health and the safety and that of other employees. They must also:

- Ensure that work is carried out in compliance with legislation and the safe work procedures;
- Comply with this WHS Management Plan including all WMS and JSA;
- Work in a safe manner without risk to themselves or others;
- Never carry out an activity if unfamiliar with safety procedures or feel unsafe;
- Report any incidents or injuries to their Supervisor as soon as possible;
- Highlight tasks requiring the use of safe work practices prior to undertaking the work;
- Ensure the work undertaken is within your competence, qualification and authorisation;
- Immediately report any hazards identified or created;
- Provide suggestions on how to improve WHS issues;
- Seek assistance if unsure of WHS rules;
- Ensure that the work area is kept clean and tidy; and
- Use all personal protective equipment correctly.

#### 4.6 Subcontractors

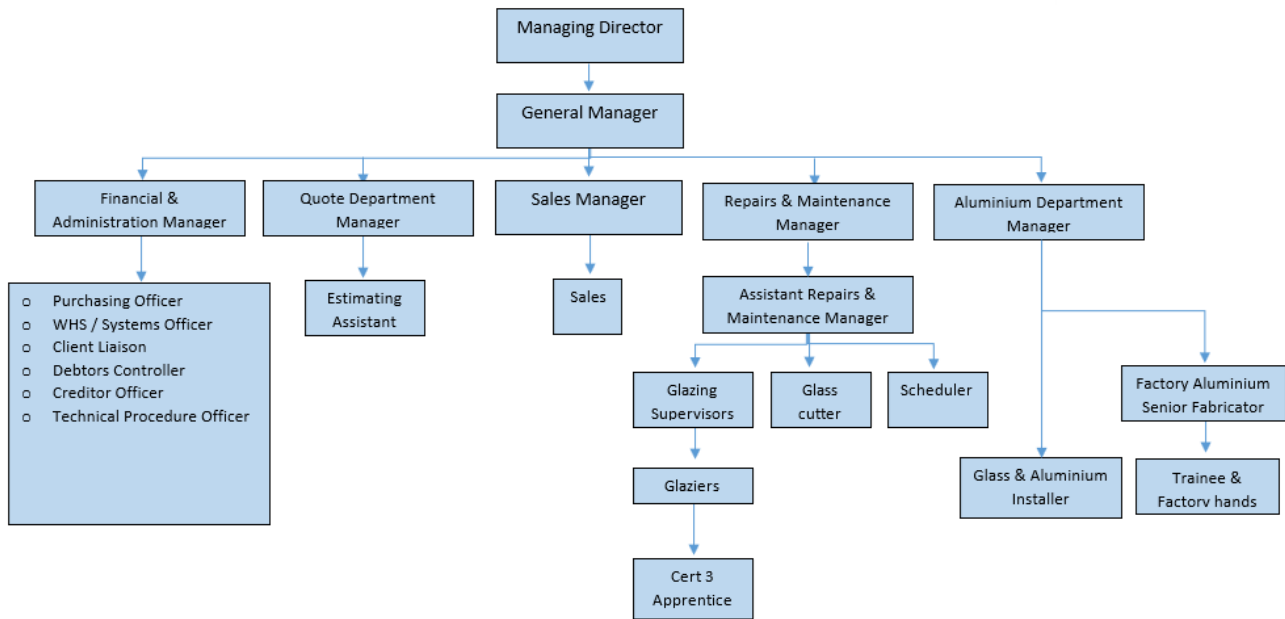
It is the responsibility of any subcontractor to:

- Look after their own safety and health and the safety and health of others;
- Ensure that they carry out their work in compliance with relevant legislation and Action Glass & Aluminium WHS Management Plan and procedures;
- Ensure the work you undertake is within your competence, qualification and authorisation;
- Report any hazard immediately using a hazard reporting procedure;
- Submit MSDS for any hazardous materials used in the work to the Action Glass & Aluminium prior to commencing the work;
- Report any accident or injury to Action Glass & Aluminium as soon as possible and;
- Ensure that the work area is kept clean and tidy.

### 5 References

- WHS Act 2020
- WHS Regulations 2022
- Code of Practice- Hazardous Manual Tasks
- Code of Practice- Managing the Risk of Falls 2022-
- Code of Practice- First Aid in the Workplace- 2022
- Code of Practice – Construction Work -2022
- Code of Practice- How to Manage WHS risks- 2022
- Code of Practice- Psychosocial hazards in the workplace – 2022
- Code of Practice= WHS Consultation cooperation and coordination – 2022
- Code of Practice- Workplace behaviour-2022

## 6 Organisational chart



## 7 Risk Assessment and Control of Risks

Action Glass & Aluminium recognises that hazards cannot be controlled successfully on a reactive basis only.

Hazards will be identified, the associated risks assessed and everything practicable done to control the risk. Dangerous conditions and practices must be eliminated, or at least controlled, through the hierarchy of controls.

Action Glass & Aluminium also recognises the importance of legislation, which places a Duty of Care upon employees to:

- Identify each hazard to which a person at the workplace is likely to be exposed;
- Assess the risk of injury or harm to a person resulting from each hazard, if any, identified under paragraph a); and
- Consider how the risk may be reduced.

### 7.1 Hazard Identification

Action Glass & Aluminium believes the identification of workplace hazards and assessing the risks to employees are essential steps in providing and maintaining a safe and healthy work environment. Identifying hazards in the workplace involves finding things and situations that could potentially cause harm to people. Hazards generally arise from the following aspects of work and their interaction:

- Physical work environment
- Equipment, materials and substances used
- Work tasks and how they are performed
- Work design and management

Hazards will be identified by:

- Inspecting the workplace
- Consulting workers
- Reviewing available information from regulators, industry associations, technical specialists, material safety data sheets, instruction manuals, etc.

The following tools will be used to identify hazards when preparing and undertaking specific tasks:

- Safe Work Method Statement (SWMS)
- Job Safety Analysis (JSA)
- Take 5
- Spot checks

## 7.2 Assess Risks

Action Glass and Aluminium has identified a risk class/ranking for potential workplace hazards by referring to the categories ranging from high to low in a Risk Matrix.

When undertaking a risk assessment of the hazard, consideration will be given to the hazard in its context to gain a deeper understanding of the risk:

- People – who is involved?
- Place – include equipment and environment
- Process – is there a current procedure?

**Probability:** What is the potential of an incident or injury occurring given the current level of controls?

**Impact:** What is the potential consequence of an incident/injury given the current level of controls?

CONSEQUENCE						
LIKELIHOOD		Low	Minor	Moderate	Major	Critical
		First aid treatment Slight injury Short term irritation not requiring treatment	Medical treatment off site	Lost time injury Hospitalization for more than 24 hours Medium term health effects	Major injury or illness Permanent disability	1 or more fatalities Health effects to greater than 5 people
Almost Certain	Expected to happen	High(11)	High(14)	Extreme(20)	Extreme(23)	Extreme(25)
Likely	May easily happen	Moderate(7)	High(12)	High(17)	Extreme(21)	Extreme(24)
Possible	May happen under some conditions	Low(4)	Moderate(8)	High(13)	Extreme(18)	Extreme(22)
Unlikely	The event may occur sometimes	Low(2)	Low(5)	Moderate(9)	High(14)	Extreme(19)
Rare	The event may occur in rare circumstances	Low(1)	Low(3)	Moderate(6)	High(10)	High(15)
RISK CONTROL GUIDE						
EXTREME RISK		Do not proceed, all work is to stop				
HIGH RISK		Do not proceed until an alternative method has been explored, and controls to reduce the risk are put in place. Reassess risk				
MODERATE RISK		Ensure all possible controls have been applied and approval to proceed must come from manager				
LOW RISK		Safe to proceed with appropriate controls in place				

The Risk Matrix is used to determine the level of danger or seriousness (i.e. the impact) of the risk, how likely it is that this risk will occur (i.e. likelihood/probability) and therefore how detailed control measures will need to be to eliminate or minimise the risk.

### 7.2.1 Risk Rating

The intersection of the column and row will determine the Risk Rating. Controls will be implemented and reviewed in accordance with their rating. Proceed with any work that has a low or medium low risk rating. For all work that is a medium risk rating or above, determine and implement appropriate risk controls to reduce the risk, or halt the work. If a “high” risk rating cannot be reduced, halt work until risk can be adequately mitigated.

### 7.3 Control of Risks

The hierarchy of control is used to inform the decision of risk control.

- a) Risk control selection will follow the order of the hierarchy
- b) Selected risk controls will not introduce new (uncontrolled) risks
- c) Any new or changed risk controls will be captured on the risk assessment tool and updated accordingly
- d) Clear responsibilities and timeframes for completion of new risk controls will be established

#### 7.3.1 Hierarchy of Controls

The ways of controlling risks are ranked from highest level of protection and reliability to the lowest.

**Elimination:** Physically remove the hazard in its entirety. (E.g. get rid of the dangerous machine)

**Substitution:** Substituting a safer process or material for the hazardous process/material identified. (E.g. replace the machine with a safer version)

**Isolate:** Isolate the hazard from people. (E.g. keep the machine in a closed room and operate it remotely)

**Engineering:** Designing and/or addition physical safety features to plant or equipment. Involves separating the hazard or hazardous work practice from employees or other work areas. (E.g. attach guards to the machine to protect workers)

**Administration:** Establish systems to control the risk. (E.g. modification of how the task is performed, train workers how to use a machine safely) This is most effective when used in conjunction with the other types of controls.

**Personal Protective Equipment (PPE):** Should only be used when all other control measures are impractical or in conjunction with other more effective control measures. (E.g. wear gloves and goggles when using a specific machine)

Risk control selection will also incorporate layers of control to ensure people, place and process are specifically and adequately addressed.

### 7.4 Review of Controls

Controls need to be reviewed regularly to make sure they are effective. A review of controls measures must be completed when:

- The control measure is not effective in controlling the risk;
- Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the existing control measures may not effectively control;
- A new hazard or risk is identified; and
- If the results of consultation indicate that a review is necessary.

## 8 Risk Management Tools

### 8.1 Purchasing and Design Specifications

Action Glass & Aluminium recognises the importance of WHS in its purchasing decisions.

Relevant Australian Standards and legislative requirements are specified within purchasing and tendering documents. Safety and health criteria within purchasing documentation include, but are not limited to, the following:

- All incoming chemicals are required to be accompanied by the relevant safety data sheets (SDS);
- All plant and equipment will be required to meet ergonomic considerations of the intended users;
- Machinery will be maintained to ensure that it runs as quietly as possible. e.g. noisy machinery will be transferred to other areas or noise barriers or baffles fitted to the equipment; and
- All plant and equipment will be provided with sufficient guarding, labelling of controls and warning signs, where appropriate; and
- All glass complies with relevant Australian Window and Glass Standards (AS1288).

### 8.2 Safe Work Method Statement

The Safe Work Method Statement (SWMS) is a work site / job planning technique conducted by management to identify hazards of planned work and determine hazard elimination, control or mitigation. The SWMS focuses on the relationship at the work site level among work activities, tools, equipment and the work environment.

Where the task involves High Risk Construction Work a SWMS will be developed. High Risk Construction Work (HRCW) is defined by the WHS Regulations 2022 Chapter 6 Construction Work-Part 6.1 Regulation 291 as per the table below which also shows what HRCW tasks may be undertaken by Action Glass & Aluminium.

The SWMS will be prepared by the supervisor in consultation with workers directly involved in the job. The SWMS will be kept at the workplace where the high-risk construction work will be carried out and will also be kept electronically.

WHS Regulations 2022 Chapter 6 Construction Work-Part 6.1 Regulation 291	Action Glass & Aluminium
A risk of a person falling two metres or more	✓
Is carried out on a telecommunication tower	
Involves demolition of an element of a structure that is load-bearing or otherwise related to the physical integrity of the structure;	
Removing or disturbing asbestos involves, or is likely to involve, the disturbance of asbestos	✓
Involves structural alterations or repairs that require temporary support to prevent collapse;	
Is carried out in or near a confined space	
Is carried out in or near — (i) a shaft or trench with an excavated depth greater than 1.5 metres; or (ii) a tunnel;	
Involves the use of explosives	
is carried out on or near pressurised gas distribution mains or piping	
Is carried out on or near chemical, fuel or refrigerant lines	

Is carried out on or near energised electrical installations and lines (whether overhead or underground)	✓
Is carried out in an area where there may be a contaminated or flammable atmosphere	
Involves tilt-up or precast concrete;	
Is carried out on, in or adjacent to roads or railways shipping lane or other traffic corridor that is in use by traffic other than pedestrians	✓
Where there is any movement of powered mobile plant	✓
Is carried out in an area in which there are artificial extremes of temperature	
Is carried out in or near water or other liquids that involves a risk of drowning	
Involves diving	

SWMS will also be developed at the client's request

*Refer: SWMS Template (AGA-FRM-HSE-006)*

## 8.3 Safe Operating Procedures (SOP)

Safe operating procedures are developed to provide clear direction to workers to achieve completion of their job or task in a safe as it relates to each client/customer. The SOPs address the key steps and measures to be implemented or adhered to meet the client's requirements and comply with Action Glass & Aluminium WHS processes.

Once the SOP is approved, all employees involved in performing the job will be trained in the procedure. The safe work procedure will be reviewed regularly and when there are changes to the work environment or the type of equipment used.

## 8.4 Job Safety Analysis

A Job Safety Analysis (JSA) will be prepared for tasks that include additional risks outside of the standard operational requirements. These include:

- Any job that requires two or more workers including shower screen/ mirror, window, sliding door installations;
- Any job working above ground level but less than 2 metres
- Oversize window /door installation at ground level;
- Balustrade removal at ground level or less than 2 metres
- Any other task where the client requires

Activities which are new to workers and seldom performed must be evaluated at minimum using the JSA process.

Completion of the JSA requires that controls will be developed and discussed with the crew at a pre-job meeting prior to commencing work. It will be the responsibility of the supervisor to ensure a JSA is completed and reviewed with the crew prior to beginning the work.

If a JSA has been prepared prior to arriving at the work site it will be reviewed with the workers, updated as required and each worker must complete a Take 5. The Take 5 for these standard jobs with additional risks is included in the JSA template

The JSA template also contains hazard prompts to increase awareness of hazards that may or may not be captured in the JSA and may occur on the day of the works.

*Refer: JSA Template (AGA-FRM-HSE-005)*



## 8.5 Take 5

Certain tasks may increase the risk to workers or property. Completing a Take 5 prior to commencing work will help workers identify hazards so that measures can be taken to properly control or reduce the risk. A Take 5 must be completed for all glazing activities, and for any “non-standard” measures. A “non-standard” measure will include a measure involving work off the ground, where there is a requirement to attend a pre-start meeting prior to access the area, or where there are other considerations to be taken.

## 9 General safe work practices

### 9.1 Work at height- EWP



1 or 2 persons in the EWP – 1 on the ground spotter  
(all 3 competent)

#### 9.1.1 General inspection and planning

- Inspect Scissor Lift before use against Scissor Lift Pre Start Checklist. Ensure:
  - Equipment including labelled controls and safety devices are present and working.
  - Complete logbooks
  - Safe Work Load (SWL) displayed
  - Tyres are not cracked/ damaged, and pressure is adequate
- Assess adverse environmental conditions:
  - Low visibility
  - Overhead obstructions (such as ceilings or electrical cables)
  - Hazardous atmospheric contaminants
  - Confined spaces (carbon monoxide build-up)
  - Heavy rain, high winds
- Note: work should not proceed in winds excess of 12.5 metres per second (or specified by manufacturer). If unsure or in doubt of the wind conditions do not operate the Scissor Lift.
- Ensure ground is not slippery, uneven, or sloped. Out of level limiting switches or alarms should be fitted.
- Ensure work area is barricaded from other mobile plant, members of the public and other trades. Place warning signs.
- Ensure client site managers or other on-site trades are informed of planned EWP work activities and times.
- Ensure work bucket is clear of obstructions and trip hazards; guards are in place and working correctly.
- Ensure suitable fall resistant device is available and properly attached to designated platform anchor points (if required).
- Follow manufacturer’s instructions and SWMS.
- Ensure outriggers/stabiliser are placed as per manufacturer’s instructions.
- Loads must never exceed the SWL. Note: Be aware of pressures created when using

tools and from storage of equipment that may exceed SWL.

- Ensure entry gate is closed before leaving.
- If required, wear approved fall resistant device properly attached to designated platform anchor points.
- Spotters are not required if
  - there is no vehicular traffic
  - the area can be cordoned off with an exclusion zone
  - the area can be signposted
  - the area can be identified with barricading

### 9.1.2 Working at height rescue plan

Where an EWP is being used the following rescue plan will be included in the SWMS.

	EMERGENCY SITUATION	PROPOSED ACTION
STEP 1	Failure of upper control functions while elevated	Where the normal upper control functions fail; the operator will use the upper auxiliary controls to lower the platform safely
STEP 2	Failure of the operator to be able to operate the MEWP functions while elevated due to one of the following reasons: A. Operator incapacitated B. Both normal and auxiliary functions fail to operate from upper control station	Where the operator is incapable of lowering the raised platform using the upper controls; an appointed person (Spotter) familiarised in the use of the ground controls will lower the platform safely using the normal ground controls
STEP 3	Failure of normal ground controls	Where the normal ground controls fail; an appointed person (Spotter) familiarised in the use of the ground controls will use the ground auxiliary controls to safely lower the platform
STEP 4	Failure of ALL normal and auxiliary lowering functions	Where all normal and auxiliary functions have failed a qualified person, emergency services and service technician should be contacted.

### 9.2 Work at height- Mobile scaffold



1 or 2 persons on the scaffold, 1 man on the ground spotter

### 9.2.1 General inspection and planning

- Conduct visual assessment of scaffold and assess for all components in good condition
- Ensure scaffold is on flat level ground
- Ensure emergency response procedures are in place
- Understand what loads the scaffold can safely take safe working load (SWL)
- No unauthorised alterations to the scaffold, such as removing guardrails, planks, ties, toe-boards and braces
- Keep working platforms clear of debris and obstructions along their length
- Never accessing incomplete or defective scaffold
- Immediately reporting defects, if they occur
- Isolating electrical leads from the metal frame of the scaffold with plastic lead hooks or an insulated rubber material where reasonably practicable (to prevent damage to the leads or electrifying the scaffold)
- Never work from a scaffold that has been erected within an overhead electric line's danger zone unless the overhead electric line has been adequately insulated and effectively cordoned off and the worker is authorised to carry out electrical work under the Electricity Act 1945.

### 9.2.2-General requirements for use

- A written safe work method statement (SWMS) is to be developed for any work carried out at or above 2 metres, and
- Workers are trained in their use, including on how to ensure the scaffold:
  - remains level and plumb
  - is kept well clear of powerlines, open floor edges and penetrations
  - is not accessed until the castors are locked to prevent movement
  - is not moved while anyone is on it, and
  - is accessed using an internal ladder (see Figure 8), except for low height platforms where this is not reasonably practicable

Spotters are not required if the following apply:

- If there is no vehicular traffic and the area can be cordoned off with an exclusion zone be signposted
- The indoor area is completely secure from other persons entering – locked doors or the area is cordoned off with an exclusion zone be signposted
- The person on the scaffold has a means of calling for help in an emergency

## 9.3 Working at height- ladders

All ladders must be:

- Of fibreglass or aluminium construction( On PTA sites- fibreglass only)
- Identifiable as being of commercial quality.
- Inspected before use and periodically thereafter.
- Tagged and removed from use immediately if damaged.
- Have non-slip feet and be secured at the top.
- Elevated at an appropriate angle (horizontal distance from the base to vertical plane of support should be one-quarter the ladder height.
- Extend at least one metre above stepping off point.
- Positioned away from powerlines.

When ladders are being used they must have an exclusion zone established around them to prevent unauthorised access. All tools must be secured by way of a tool lanyard.

#### 9.4 Worksites and the public

Where the work is being carried out on a site that is near or adjacent to a property, boundary or to any public place there will be processes implemented to manage the risks to all stakeholders.

Typical hazards that may occur when working close to members of the public, customers and clients include:

- Falling material and debris.
- Plant and equipment.
- Dust vapours or other hazardous substances.
- Noise.
- Vibration.
- Site visitors.

Interface risk from the proposed works with other contractors and the general public will be identified, and suitable controls implemented at various stages in the work.

Controls that may be implemented specific to the Scope of Works include:

- If setting up roadside – comply with local laws and permits.
- Erect an exclusion zone using barriers & signage necessary to keep others safe and aware.
- Ensure sufficient space between workers, no hazardous work in close proximity.
- Any other workers within the exclusion zone are wearing appropriate PPE.
- A standby person (or spotter) should be allocated and used if required.
- Works clear of access ways.
- Unloading must be supervised by a competent person.
- Glass delivery drivers must be met and shown by responsible person where the unloading will be done.
- Well lit, pathways are clearly defined and mechanical lifting equipment operates safely without impeding pedestrians and other vehicles.
- Ensure there are no glass projections that could cause an injury to passing workers or others.

#### 9.5 Traffic management

Traffic Management Plans (TMPs) for roadwork sites provide a means of planning and implementing how all likely road users will be safely and efficiently guided around, through or past a roadworks site and ensure the network performance is not unduly impacted, for the duration of the works.

TMPs are prepared in advance of the works being conducted and developed as part of the projects risk management activities re generally subject to auditing before and/or after implementation.

As part of the planning for the tasks to be conducted on a work site Action Glass & Aluminium nominated representative will liaise with the relevant client/customer representative to determine if traffic management is required and by whom.

Where there is no traffic management required for the works however as a result of a risk assessment completed using the Take 5 the Action Glass & Aluminium Supervisor should be contacted where additional controls are required.

In works where the location of a light vehicles poses a risk to a pedestrian or other vehicles, and a formal traffic management plan is not required the employee / subcontractor will utilise traffic cones and warning signage to alert others of the hazards. These controls will be included in the job specific SWMS or JSA

## 9.6 Hazardous manual tasks

### 9.6.1 Risk management

As defined in the WHS regulations 2022 a hazardous manual task means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing that involves 1 or more of the following —

- Repetitive or sustained force;
- High or sudden force;
- Repetitive movement;
- Sustained or awkward posture;
- Exposure to vibration

Action Glass & Aluminium will identify all hazards, assess the risk and implement controls relating to a musculoskeletal disorder associated with a hazardous manual task.

The hazards, risk assessment and controls are part of the operational risk register and controls will also be included in risk management tools such as SWMS and/or JSA.

The risk assessment will include the following:

- Postures, movements, forces and vibration relating to the hazardous manual task; and
- The duration and frequency of the hazardous manual task; and
- Workplace environmental conditions that may affect the hazardous manual task or the worker performing it; and
- The design of the work area; and
- The layout of the workplace; and
- The systems of work used; and
- The nature, size, weight or number of persons, animals or things involved in carrying out the hazardous manual tasks

### 9.6.2 General manual handling guidelines

General manual handling guidelines include:

- Where possible use mechanical lifting devices in lieu of manually lifting.
- Make certain the load is within your lifting capacity.
- If too heavy, use additional people to lift the object.
- When lifting, the load will not obstruct your vision.
- Ensure your carrying route is clear and well lit.
- Ensure you have a good footing on level firm ground.
- Bend your knees and keep your back straight and perpendicular.
- Grip the object firmly using the whole of your hand, not just your fingers.
- Lift slowly and smoothly keeping your back straight and perpendicular.
- Do not swivel your body at the hips; turn correctly using your feet and legs.
- Do not lean sideways when carrying any load.
- When two people are lifting an object, discuss the lift prior to lifting and ensure only one person gives the lifting instructions.
- If any strain or pain is experienced during a lift, discontinue the lift and seek treatment at the first aid post immediately. Immediate treatment will reduce the severity of an injury.

Additional precautions to be taken include:

- Round loads are to be checked to prevent rolling.
- Gloves to be worn when lifting.
- Do not pick up any object that is above the level of your shoulders.
- Do not lift loads over the heads of other employees.
- Do not ride on any suspended load.
- Keep lifting devices in good condition and do not exceed safe work loads.

### 9.7 Barriers

Barricading is addressed as part of the Take 5 pre start risk assessment (AGA-FRM-OPS-003)

Barricading must be fit for purpose, suitable barricading will be considered to protect the public and staff from hazards/risks identified from the

All barricading used must be in good condition, clean and suitable for the environment installed.

Action Glass & Aluminium will ensure that barriers and barricades are erected and maintained where there is a risk of people or equipment falling or being struck by moving objects or struck by falling objects. The type of barriers/barricade required will be related to the risk of the hazard.

Areas where barriers or barricading are required in accordance with the risks are:

- Overhead work – e.g. cranes or lifting work or personnel working above.
- Interaction between people and mobile plant.

Hard barricading should be used for those hazards identified by the risk assessment as high.

Road safety barrier systems and traffic control systems will be erected in accordance with AS/NZS 3845 and AS 1742.

All barricading erected will ensure that pedestrian and vehicular traffic is not impeded whilst erected.

## 10 Hazard Reporting Procedures

If any employee identifies a safety or health hazard at the workplace and is unable to control it, it must be reported to their immediate supervisor. The Supervisor managing the employee will investigate the hazard and apply suitable controls. The control measures will be documented on the Hazard Identification & Near Miss Report. All Reports will be forwarded to the WHS Officer for review to ensure the corrective action taken or controls are appropriate and effective and to be added to the Corrective Action Log.

If applicable, the site-specific /client reporting procedure is to be followed as well.

Where Action Glass & Aluminium employees are concerned for the management of hazards the details should be referred to the Action Glass & Aluminium Manager for internal review or discussion with the relevant site or client Manager.

If an employee identifies a hazard that poses an immediate and imminent risk to the safety and health of themselves or others that cannot be corrected by the supervisor, the Action Glass & Aluminium Issue Resolution

*Refer: Hazard identification form (AGA-FRM-HSE-019)*

## 11 Personal Protective Clothing and Equipment (PPCE)

### 11.1 Mandatory PPCE

In accordance with WHS Regulations Part 3.2 Division 5 Regulation 44-47 all personnel will be provided with appropriate PPE. As a minimum standard the following shall be worn on all works:

- High visibility orange vest (AS 4602 )
- Safety Footwear (AS/NZS 2210).

The Supervisor of the work group shall determine any additional PPE required for the scope of work relative to the task and client requirements (E.G. PTA: long and longs)

Employees are responsible for ensuring that all PPE will be used, worn, cleaned and maintained as per the manufacturer's instructions. All PPE must meet or exceed the applicable Australian Standard.

Standard personal protective equipment for Action Glass and Aluminium will include:

- Hi Viz Clothing
- Safety Footwear

### 11.2 Task Specific PPCE

Additional PPE will be made available to employees as required by the task SWMS or JSA. This may include but is not limited to:

- Safety Glasses (AS/NZS 1337 & AS/NZS 1338)
- Hearing Protection.
- Gloves
- Gauntlets
- Safety Hard Hat (AS 1801) shall be worn as required by the work or SWMS or JSA.

In addition to the above, specific PPE requirements may differ depending on the locations or job site.

### 11.3 Damaged PPCE

Employees are not to use PPE that is damaged, or where the integrity of the PPE is in question due to impact. Employees are to return their worn or damaged PPE to their supervisor for exchange or replacement.

### 11.4 Hearing Conservation

Personal hearing protection devices complying with the requirements of Australian Standards AS 1269 must be used to reduce noise exposure wherever required.

Where works involve exposure to noise, an assessment will be conducted to determine the noise levels to ensure the exposure standard of 85dbA (Leg) 8hr or 140db Lin Peak is not exceeded.

## 12 Vehicles, Plant and Equipment

The three main components of the Action Glass & Aluminium vehicles plant and equipment program are:

- All vehicles plant and equipment are fit for purpose and used for the purposes intended for the works required.
- Checks are made for the purchase of new vehicles plant and equipment that they are designed and manufactured to meet relevant legislative requirements and Australian Standards.



- Processes are in place for servicing and maintenance vehicles, plant and equipment as required by established standards and manufacturers' specifications
- Noise emanating from fixed plant will be reduced wherever possible. Where required by a noise assessment hearing protection will be used.

### 12.1 Preventative Maintenance

Where Action Glass & Aluminium is responsible for the maintenance of plant, vehicles and equipment they will be maintained in accordance with the Original Equipment Manufacturer's manual, applicable Australian Standards and legislative requirements.

Action Glass & Aluminium carries out regular inspections of all vehicles, plant & equipment and tools. The inspection and maintenance history of each item is documented.

Records of maintenance on light vehicles, is stored in AGA-REG-OPS-003. Records of maintenance on plant and equipment is stored in AGA-REG-OPS-002

Pre-start checks are completed for all equipment and tools. Schedule of maintenance and fault reports are notified to the Supervisor, documented in log books and made available to relevant parties on request.

Where equipment is hired, the same requirements as above apply.

Where fixed plant is required to be registered the records will be maintained on AGA-REG-OPS-002

### 12.2 Vehicle Inspection Checks

Inspections of company vehicles is conducted on a weekly basis using the vehicle inspection checklist (AGA-FRM-OPS-007). These inspections include the following:

- General daily pre starts checks
- Emergency equipment
- Operational checks
- Vehicle stock of required equipment

The scheduled inspection are planned using the Activity Planner (AGA-REG-HSE-003) and once completed the dates included on the planner.

Any corrective actions are recorded on the corrective actions tabs of the Activity Planner (AGA-REG-HSE-003)

## 13 Training

The scope of work being undertaken will determine the training required. Training requirements and delivery mode will be determined by Senior Management. Training may be delivered by someone familiar with the content or may be required to be delivered by a 3<sup>rd</sup> party. This training may include, but is not limited to:

- Supervisor Safety Training
- Drug & Alcohol Program
- Hazardous Materials Management
- Take 5/JSA
- Incident Investigation
- First Aid



The worker's supervisor shall conduct a safety training needs analysis, in consultation with the relevant Action Glass & Aluminium representative, for each employee prior to commencement of work as described in the Training Management Plan. The Safety Training Needs Analysis shall identify skills required by each employee to enable them to perform their designated duties.

### 13.1 Induction

A Safety Induction is provided for all new employees at the time of hiring. The induction must be completed prior to the commencement of any work. The Induction includes a review that covers (at minimum) the topics of:

- WHS Responsibilities
- Fitness for Work
- Hazard Identification, Assessment and Control
- Incident Reporting
- Emergency Procedures
- PPE
- Restricted Work/Injury Management

The induction is delivered by modules as per the table below:

Module Title	Module reference	Applicable to
Employee induction	AGA-TRN-HSE-001	All new employees
Employee induction (Administration)	AGA-TRN-HSE-002	New administration employees
Employee induction( Factory)	AGA-TRN-HSE-003	New factory employees
Employee induction ( Operations)	AGA-TRN-HSE-004	New employees in glazing and aluminium

Induction 001,003 and 004 also include a knowledge-based assessment to verify the employee's understanding of the WHS systems.

*Refer: Employee Induction Procedure (AGA-PRO-ADM-010)*

### 13.2 Contractor Induction

A safety induction will be completed for subcontractors to the factory and office. This Orientation will review the following topics:

- Potential hazards and controls
- Task specific safe work instructions, or review of relevant procedures
- First Aid Procedure / What to do if you are injured
- Emergency Evacuation Procedures
- Personal Protective Equipment requirement

The induction will be recorded on the Contractor Induction form AGA-FRM-HSE-018

### 13.3 Visitor induction

All visitor sot the factory must be wearing hi vis vest/ shirt and safety boots. Visitors will be accompanied at all times by an Action Glass & Aluminium representative

### 13.4 General Construction Induction Training

All factory workers and glaziers and aluminium workers must complete general construction induction training. This is also commonly known as 'white card' training.

### 13.5 Site Specific Inductions

Certain work sites or companies require workers to complete a company or site-specific induction. Workers will complete site specific inductions as required prior to access the specific work location.

### 13.6 High Risk Work Licence

Workers must have a high-risk work licence as required by the WHS Legislation. The HRWL that apply to Action Glass & Aluminium are:

- LF: forklift truck
- WP: Boom type elevating work platforms (boom length 11 metres or longer)

### 13.7 Worker Competency

Action Glass & Aluminium recognises its obligation to:

- Place competent staff;
- Validate qualifications and certificates;
- Monitor employee safety performance; and
- Ensure that all employees are placed in a role that is within their competency, physical ability and experience.

The training needs analysis identifies all skills, training and competency for each role. AGA-REG-ADM-013.

The training records are stored in each employee's personal folder and recorded on the Employee Induction and Training Register (AGA-REG-ADM-003).

Typical worker competency that applies to works for Action Glass & Aluminium are:

- First aid
- Work safely at height
- Asbestos awareness
- EWP ticket of competency
- Glazing Certification

The Factory Supervisor also has the following competencies:

- Electrical equipment test and tag
- Height equipment safety inspection

And will complete other related course as applicable

The experience, work history and qualifications of workers and equipment operators will be considered prior to their being assigned work activities.

### 13.8 Records

All employee induction, training which includes client requirements as well as specified WHS training is maintained in the Employee Induction and Training Register (AGA-REG-ADM-003).

## 14 WHS Communications

Action Glass and Aluminium strive to maintain two-way communication with employees regarding WHS through the following tools:

- Safety/Toolbox Meetings
- Hazard Alerts
- Sharing Learnings from Incidents
- WHS Communication Board

### 14.1 Toolbox Meetings

Toolbox Meetings will be held monthly at the Action Glass & Aluminium Factory and conducted by a member of Management. All factory workers, glaziers and operational staff must attend. Office personnel will be supplied with meeting minutes and they will be discussed during the office meeting.

Toolbox Meetings should briefly discuss upcoming scopes of work to be performed, any potential hazards associated with the work or the worksite, any changes that may be occurring at the site, and other pertinent information.

These meetings shall be documented and a sign off sheet shall be provided for all attending personnel to sign. Meeting minutes will describe the events of the meeting, list any issues raised and related responses or decisions for the issues.

*Refer: Tool box Minutes (AGA-FRM-ADM-011)*

### 14.2 Senior Management Meetings

Action Glass & Aluminium Senior Management meets quarterly, and Health and Safety is discussed as a formal agenda item in these meetings using the template AGA-FRM-ADM-022

Senior Management will review the safety management plan on an annual basis, to incorporate goals for the accident prevention program, strategies to achieve the desired goals and monitoring procedures to ensure the plan is fully implemented.

Results of the annual Health and Safety Audit will be reviewed and discussed to ensure continual improvement of the WHS management systems.

### 14.3 Workplace Health & Safety Communication Board

A WHS Communication Board will be placed in a prominent location that can be accessed by all workers. WHS Information will be available to workers in this area.

Relevant Acts, Regulations, Australian Standards, Codes of Practice, Guidance Notes and other safety-related information will be made readily available to all employees upon request.

### 14.4 WHS Consultation

Action Glass & Aluminium Management will address safety issues raised by employees. The relevant Supervisor will follow up any issues, or to undertake follow-up action.

Within the WHS System, there are processes for managing internal communication on a project site. All internal communication will be documented with workers performing the works on site. This communication may take the form of a documented prestart /toolbox meeting. A prestart / toolbox meeting shall also be undertaken and documented at each shift change.

Consultation with all parties is the key to successful management. We believe in working closely with both our clients and employees. Our aim is to continually improve communication with our employees and

increase the WHS awareness at all levels in our own organisation. We believe this approach will provide the management and employees of Action Glass & Aluminium the opportunity to work together to improve safety and health.

Action Glass and Aluminium promotes the active participation of all employees in WHS decisions. Employees are consulted and given opportunity, encouragement and training to be proactively involved in WHS matters affecting the organisation and their work activities.

Consultation occurs in reference to, but not limited to, the following subjects / topics:

- Project induction by Action Glass& Aluminium.
- Site Induction provided by the client.
- Hazard identification and risk assessment processes.
- Control measures for the management of hazards and risks.
- Changes to the organisation's policies and procedures or work routines which may affect WHS.

Consultation with the client will be in accordance with client requirements and processes

Consultation occurs in reference to, but not limited to, the following subjects / topics:

- Hazard identification and risk assessment processes;
- Control measures for the management of hazards and risks; and
- Changes to the organisation's policies and procedures or work routines which may affect WHS.

### 14.5 WHS Issue Resolution

#### 14.5.1 WHS Issue resolution procedure

The following WHS issue resolution procedure includes the minimum requirements and steps set out in the WHS Act and WHS Regulations.

Any person to the issue may commence the procedure by informing the Supervisor —

- That there is an issue to be resolved; and
- Of the nature and scope of the issue.

As soon as the Supervisor is informed of the issue, all persons must meet or communicate with each other to attempt to resolve the issue

The persons involved must have access to all relevant matters, including the following —

- The degree and immediacy of risk to workers or other persons affected by the issue;
- The number and location of workers and other persons affected by the issue;
- The measures (both temporary and permanent) that must be implemented to resolve the issue;
- Who will be responsible for implementing the resolution measures?

Once the issue is resolved, details of the issue and its resolution must be set out in a written agreement if any person to the issue requests this. This would be recorded on the Action Glass & Aluminium hazard report form (*Refer: Hazard identification form (AGA-FRM-HSE-019)*)

If a written agreement is prepared all parties to the issue must be satisfied that the agreement reflects the resolution of the issue.

A copy of the written agreement must be given to —

- All parties to the issue; and

- If requested, the health and safety committee for the workplace.

Where the issue is not resolved any person to an issue may ask the regulator to appoint an inspector to make a decision resolving the issue.

The request does not prevent —

- A worker from exercising the right under Division 6 of this Part to cease work; or
- A health and safety representative from issuing a provisional improvement notice or a direction under Division 6 of this Part of the WHS Act to cease work

#### 14.6.2 Right of worker to cease work

In accordance with the WHS ACT 2020 Part 5 Division 6 A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose —

- The worker to a serious risk to their health or safety emanating from an immediate or imminent exposure to a hazard; or
- Any other person to a serious risk to their health or safety emanating from an immediate or imminent exposure to a hazard

A worker who ceases work under this Division must —

- As soon as practicable, notify the person conducting the business or undertaking that the worker has ceased work under this Division unless the worker ceased work under a direction from a health and safety representative; and
- Remain available to carry out suitable alternative work.

If a worker ceases work under this Division, the person conducting the business or undertaking may direct the worker to carry out suitable alternative work at the same or another workplace if that work is safe and appropriate for the worker to carry out until the worker can resume normal duties.

## 15 Workplace behaviour

Inappropriate or unreasonable workplace behaviour includes bullying and harassment, violence, aggression, discrimination, misconduct and conflict (particularly if it is prolonged or unresolved) and can affect worker health.

The company may take reasonable management action to effectively direct and control the way work is carried out. It is reasonable for managers and supervisors to allocate work and give feedback on a worker's performance.

Where an issue arises that may be considered inappropriate or unreasonable workplace behaviour a risk management approach will be taken. The process will be:

- Identify the behaviours and contributing risk factors
- Assess the risks, investigate the issue
- Implement actions

All actions will be subject to monitoring and review.

Where appropriate, workers will be provided with training and awareness to increase awareness and to minimise the risk of inappropriate or unreasonable workplace

Processes described above will be conducted in accordance with the Worksafe WA Code of Practice - Workplace Behaviour 2022.

## 16 Incident Reporting and Investigation

All incident and near misses involving Action Glass & Aluminium employees or subcontractors are to be immediately reported to Action Glass & Aluminium Management. Action Glass & Aluminium has a formal incident investigation and reporting procedure that will be followed.

The purpose of Incident Investigations is to provide a detailed analysis of each incident to assist in the determination of cause, and to then use the analysis to implement corrective actions and prevent recurrence.

All incidents and near misses will be investigated by a supervisor and will involve workers, supervisors, or other personnel as required. An incident tracking system is in place which includes monitoring the implementation of corrective actions. Completed incident investigations will be reviewed by Senior Management and learnings from incidents will be reviewed with employees.

Corrective Actions from incidents will be entered into the Hazard & Incidents register (AGA-REG-HSE-006)

### 16.1 Notifiable Incident

A notifiable incident means —

- The death of a person; or
- A serious injury or illness of a person; or
- A dangerous incident

### 16.2 Serious injury or illness

#### 16.2.1 Serious Injury

Serious injury or illness, of a person, means an injury or illness —

- That requires the person to have immediate treatment as an in-patient in a hospital; or
- That requires the person to have immediate treatment for —
  - The amputation of any part of the person's body; or
  - A serious head injury; or
  - A serious eye injury; or
  - A serious burn; or
  - The separation of the person's skin from an underlying tissue (such as degloving or scalping); or
  - A spinal injury; or
  - The loss of a bodily function; or
  - Serious laceration
- That requires the person to have treatment by a medical practitioner within 48 hours of exposure to a substance; or
- That occurs in a remote location and requires the person to be transferred urgently to a medical facility for treatment; or
- That, in the opinion of a medical practitioner, is likely to prevent the person from being able to do the person's normal work for at least 10 days after the day on which the injury or illness occurs, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

### 16.2.2 Serious Illness

For the purposes of section 36 of the Act, each of the following conditions is a serious illness —

- Any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work —
  - With micro-organisms; or
  - That involves providing treatment or care to a person; or
  - That involves contact with human blood or bodily substances; or
  - That involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products;
- The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products —
  - Q fever;
  - Anthrax;
  - Leptospirosis;
  - Brucellosis;
  - Hendra Virus;
  - Avian Influenza;
  - Psittacosis

### 16.3 Dangerous Incident

Dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to —

- An uncontrolled escape, spillage or leakage of a substance; or
- An uncontrolled implosion, explosion or fire; or
- An uncontrolled escape of gas or steam; or
- An uncontrolled escape of a pressurised substance; or
- Electric shock; or
- The fall or release from a height of any plant, substance or thing; or
- The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- The collapse or partial collapse of a structure; or
- The collapse or failure of an excavation or of any shoring supporting an excavation; or
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- The interruption of the main system of ventilation in an underground excavation or tunnel; or
- Any other event prescribed by the regulations,

but does not include an incident of a prescribed kind.

### 16.4 Notify Notifiable Incidents

#### 16.4.1 Notify Regulator

Action Glass & Aluminium will ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

The notice must be given in accordance with this section and by the fastest possible means.

The notice must be given —

- By telephone; or
- In writing.

Notifiable incidents can be reported using the link below

<https://www.commerce.wa.gov.au/worksafe/report-death-or-serious-incident-workplace>

Records of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

#### 16.4.2 Notify Client

The client will be notified immediately of any notifiable incident as per agreed procedures.

### 16.5 Duty to preserve incident sites

(1) The person with management or control of a workplace at which a notifiable incident has occurred must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

(2) In subsection (1), a reference to a site includes any plant, substance, structure or thing associated with the notifiable incident.

(3) Subsection (1) does not prevent any action —

- (a) to assist an injured person; or
- (b) to remove a deceased person; or
- (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or
- (d) that is associated with a police investigation; or
- (e) for which an inspector or the regulator has given permission.

## 17 Emergency Preparedness

### 17.1 Emergency procedures

The Emergency Situation Management Procedure (AGA-PRO-HSE-005) outlines the internal procedures to manage the following situations:

- Fire
- Emergency evacuation of factory
- Medical Emergency
- Chemical spill
- Hostile external person/customer in showroom/factory
- Emergency procedures for workers on site

An emergency preparedness drill will be conducted for the office and factory every 6 months. An evaluation of the drill will be conducted using AGA-FRM-HSE-025

All workers who travel to different work sites are provided with a phone to be used in case of emergency.

Site Specific Emergency Procedures should be followed when onsite.

### 17.2 First Aid

A qualified and competent person shall be assigned to provide first aid service as may be required in the factory. The person(s) appointed to this position shall possess the appropriate First Aid competencies which are:

- HLTAID009 Provide cardiopulmonary resuscitation (CPR)



- HLTAID010 Provide basic emergency life support (BELS)
- HLTAID011 Provide First Aid (supersedes HLTAID003)

The First Aid Person shall:

- Administer first aid as necessary.
- Assist in incident investigation as applicable
- Coordinate the transportation of injured employees to the closest advanced medical treatment centre or hospital.
- Provide health education materials or instruction to all workers as required.

### 17.3 Vehicles

- All vehicles and equipment shall be equipped with a fire extinguisher, fire blanket, and first aid kit.

### 17.4 Working alone

As per the definition on the Worksafe Code of Practice ( 2009) : *A person is alone at work when they are on their own, when they cannot be seen or heard by another person, and when they cannot expect a visit from another worker or member of the public for some time. The person who is working alone may be an employer, self-employed person, contractor or employee.*

During the course of Action Glass & Aluminium works on site whether that be residential or commercial it is very rare that a worker would be working alone as they are either in a team or with a customer or client.

Where workers are required to work alone, the workers scheduling of the job will consider the level of skills training and experience that the assigned worker has to ensure that the risk is minimised of an incident

However where a worker is likely to be working alone a risk assessment will be conducted using the Take 5 and or the risk assessment section on the Safe Work Method Statement ( SWMS) .This risk assessment ensures that provisions for emergency response is considered.

The requirement to conduct a risk assessment is addressed as part of the induction process and tool box meetings conducted by the Manager.

## 18 Hazardous chemicals

### 18.1 Purchasing

Before a product or substance is purchased for use for the work activity, the SDS will be reviewed to determine if the product or substance is classified as hazardous. Where it is deemed hazardous an alternative product will be sought.

The following will be considered when selecting chemicals and substances for use:

- Flammability and exclusivity.
- Toxicity (short and long term);
- Carcinogenic classification if relevant.
- Chemical action and instability.
- Corrosive properties.
- Safe use and engineering controls.
- Environmental hazards; and
- Storage requirements.

Where an alternative is not available the requirements of the SDS will be implemented.

### 18.2 Safety Data Sheet (SDS)

All, chemical substances as defined in the WHS Regulations 2022 Chapter 1 Preliminary used by Action Glass & Aluminium will have a Safety data Sheets (SDS) for substances will be current (within 5 years of the date of issue).

As a minimum standard, all safety and environmental precautions for use listed on the SDS are followed when using the substance and are included in the Safe Work Method Statement.

No products or substances, including chemicals or fibrous materials, are brought to the workplace without a current SDS.

### 18.3 Hazardous chemicals register

All products and substances to be brought to the workplace are be documented on the chemicals and hazardous substances register (AGA-REG-HSE- 009)

### 18.4 Hazardous chemicals storage

All storage and use of hazardous substances and dangerous goods is in accordance with the SDS and legislative requirements.

### 18.5 Hazardous chemicals training

All employees involved in the use of products classified as hazardous, are provided with information and training to allow safe completion of the required task.

All hazardous substances and dangerous goods are stored in their original containers with the label intact at all times.

## 19 Fitness for Work

Ensuring the Health, Safety and well-being of our employees, our customers and the public, is a core value of Action Glass & Aluminium. We recognize that an individual's fitness for work may be affected for a variety of reasons, including the misuse of alcohol & drugs and fatigue. We expect and require that all employees assist in maintaining a work environment that is free from the impairment of alcohol and drugs and that all employees report to work fit for duty.

### 19.1 Pre-employment medical assessment

All potential employees are required to complete the pre-employment medical assessment.

Once engaged by the company the employee is provided with the Employee Handbook and the Fitness for Work Policy and Procedure, which outlines the individual requirements to maintain health, and fitness for the role they an employee's health and fitness deteriorates to the point that may affect their capacity to perform the role.

Action Glass & Aluminium processes include:

- Fitness for Work Policy.
- Pre –employment Medical Assessment.
- Drug & Alcohol Policy.

### 19.2 Alcohol and drugs

The Action Glass & Aluminium Fitness for Work Procedure sets forth company requirements and expectations regarding maintaining a safe work environment. It also takes into consideration applicable legal considerations. The possession or consumption of alcohol, illicit drugs, or the misuse of prescription or “over-the-counter” drugs is strictly prohibited on Action Glass & Aluminium premises and work sites.

Based on reasonable cause, Action Glass & Aluminium reserves the right to conduct lawful searches for alcohol, drugs or drug paraphernalia on company premises and work sites.

All Action Glass & Aluminium personnel and contractors are required to participate in random screening for illicit drugs and alcohol either at Action Glass & Aluminium request or to comply with client processes.

Worker fitness will be assessed during daily prestart meetings and through communication between worker and supervisor. All workers must acknowledge their fitness for work on the PTA Take 5 personal risk assessment.

A visual assessment will be conducted by the Supervisor throughout the duration of works assessing if any workers are affected by drugs or alcohol. Supervisor must also maintain visual checks and verbal communication with the team requesting responses to questions around state of mind, fatigue, and monitor any change of mannerisms/demeanour.

All personnel directly involved in an incident are subject to post-incident testing.

Action Glass & Aluminium Fitness for Work Procedure includes, the Duty to Accommodate, providing substance abuse treatment and return to work program.

### 19.3 Protection from tobacco smoke

Action Glass & Aluminium employees and subcontractors will adhere to clients/customers policy on smoking in the workplace.

Recognising the WHS Regulations 2022 Part 3.2 Division 7A for tobacco smoke, smoking is prohibited:

- In any Action Glass & Aluminium office.
- In an area designated as a no smoking zone.
- In company vehicles
- Within 5 metres of any entrance to a building
- Within 10 metres of air-conditioning intakes.
- Near any waste bins or where there is a risk material could catch fire
- Wherever the NO SMOKING signs are installed

## 19.4 Fatigue

Action Glass & Aluminium recognises that fatigue becomes an occupational safety and health issue if a person's ability to exercise judgment, coordination, motor control, concentration and alertness is affected at the workplace, leading to an increased risk of injury or illness.

A person affected by fatigue may present a hazard in the workplace, causing injury to themselves or other persons at the workplace.

The Company's Fitness for Work Policy and Procedure outlines the company's and individual requirements to minimise the effects of fatigue. In summary the control measures to reduce the risk of fatigue becoming a hazard on a PTA site are:

- Scheduling work flow.
- Rostering of employees.
- Employees presenting for work in accordance with the Company procedures.
- Employees managing a certain; level of health and fitness for the role they are performing.
- Incorporating fatigue as a potential contributing factor in incident investigations.
- Embracing safe work practices that reduce the (where possible) muscle fatigue and overuse.

Fatigue assessments are conducted visually by the Supervisor and all workers must acknowledge their fitness for work on the PTA Take 5 personal risk assessment

## 20 Subcontractor Management

### 20.1 Subcontractor pre-qualification

Prior to working for Action Glass & Aluminium subcontractors must meet the requirements of the terms and conditions, which incorporates duty of care requirements under the WHS Act 2020 and Regulations 2022 and documents the agreement between the Action Glass & Aluminium and other PCBU's working under Action Glass & Aluminium 'controls.

Subcontractors must complete the Subcontractor Agreement (AGA-FRM-ADM-029) prior to conducting work for Action Glass & Aluminium. The agreement clearly states the agreed and clearly defined performance criteria for a subcontractor.

Where a subcontractor does not have their own Safety Management Plan they will operate under the Action Glass & Aluminium WHS Plan.

Subcontractors must also provide copies of workers licences, tickets of competencies, certificates and relevant insurances as part of the submission.

All details will be entered into the Approved Sub-Contractor Register (AGA-REG-ADM-017)

## 20.2 Subcontractor Management

Job observations of contractors conducting works for Action Glass & Aluminium will be recorded using the spot checks form (AGA- FRM-OPS-005) to assess whether they are adhering to the WHS requirements of the processes

## 21 Injury Management

Action Glass & Aluminium believes providing suitable Injury Management / Rehabilitation assistance is essential to enable a quick and productive return to pre-injury duties once an injury has occurred. The Action Glass & Aluminium Return to Work Program is made available to all employees who have suffered from any injury or illness related to or sustained while in the performance of their assigned duties.

It is important that all injuries are managed properly. We aim to ensure that our employees understand their value to us, and the benefits of an early return to productive work.

## 22 Compliance Monitoring

### 22.1 Inspections

Management will conduct periodic and regularly scheduled formal and informal inspections in all work areas. The findings will be documented, and key follow-up items captured on a Corrective Action Log. The findings and observations will be communicated to workers via Toolbox Meetings and Safety Bulletins. Any deficiencies, which are identified, will have corrective actions defined, prioritized and assigned to an Action Glass & Aluminium employee for closure.

The purpose of the Inspection process is:

- To provide a system to identify workplace hazards.
- To identify potential hazards prior to their involvement into an incident.
- To evaluate employee's safe work standards.

#### 22.1.1 Informal Inspections:

Informal (non-documented) inspections will be conducted on an ongoing basis by all supervisory staff. Any deficiencies noted will be rectified as soon as practicable. Supervisors are to make notation in their journal (or similar) as to any deficiencies which are observed during the information inspection process or document using the Hazard Identification & Near Miss Report.

#### 22.1.2 Formal Inspections:

Formal (documented) inspections of site based activities (glazing and aluminium) will be conducted on a weekly basis using the spot checks form (AGA- FRM-OPS-005). All noted deficiencies will be rectified as soon as practicable. Outstanding deficiencies will be recorded on the actions tab of the Activity planner and corrective action register (AGA-REG-HSE-003).

Factory inspections will be conducted on a monthly basis using AGA-FRM-OPS-017. All noted deficiencies will be rectified as soon as practicable. Outstanding deficiencies will be recorded on the actions tab of the Activity planner and corrective action register (AGA-REG-HSE-003).

Ladder inspections are conducted monthly. Outstanding deficiencies will be recorded on the actions tab of the Activity planner and corrective action register (AGA-REG-HSE-003).

### 22.2 External Audits

An external audit of the Action Glass & Aluminium Safety Management Plan will be completed annually to measure compliance with policies and procedures.

Action Glass & Aluminium will retain copies of all audits conducted. Action Glass & Aluminium Senior Management will examine the audit findings and where necessary, assign corrective actions.

### 22.3 Corrective Actions

All corrective actions arising from health and safety incidents, complaints, inspections and audits or other non-conformances, will be entered into the Corrective Action Register

Where the risk is serious and imminent immediate control measures must be implemented to address the hazard and eliminate or reduce the risk to as low as reasonably practicable.

- All corrective action identified are categorised into the following:
  - Corrective actions required immediately
  - Corrective actions within 7 days
  - Corrective actions within 30 days

### 22.4 Disciplinary Action

It is Action Glass & Aluminium's policy that all employees be trained in proper safe work practices and employees are expected to follow and adhere to all aspects of the Action Glass & Aluminium's Workplace Health & Safety Program. The close observance of all jurisdictional, owner and/or client rules and regulations will be monitored at all times.

In the first event the following disciplinary action will be taken:

#### 22.4.1 Minor

**Definition:** Any infraction of government, corporate, or client rules that does not have the potential to cause serious damage or injury.

1st offense	verbal warning
2nd offense	verbal warning and letter to personnel file
3rd offense	time off without pay or termination
4th offense	termination

#### 22.4.2 Major

**Definition:** Any infraction of government, corporate, or client rules or legislation that does have the potential to cause serious damage or injury.

1st offense	time off without pay or termination
2nd offense	termination

### 22.5 Safety Performance Measurement

The safety performance of Action Glass & Aluminium Management and Supervisors will be assessed using a set of Leading Indicators or pro-active measures as well as lagging indicators to measure the overall safety performance. Targets will be set by Senior Management annually.

#### 22.5.1 Leading Indicators

The leading indicators that will be measured include the planned v completed inspection for:

- Factory inspections
- Spot checks performed;

- Vehicle inspections
- Tool box meetings held
- Ladder inspections
- Emergency drills and evaluations

Leading Indicators will be recorded quarterly.

### 22.5.2 Lagging Indicators

Lagging Indicators that will be tracked are Lost Time Injury Frequency Rate, Serious Injury Frequency Rate, Severity Rate and Incidence Rate which will be calculated using the following formulas.

The indicators will be collated for each financial year and presented to the Action Glass & Aluminium Senior Management for discussion.

Lost Time Injury Frequency Rate (LTIFR):

$$\frac{\text{Number of Lost Time Injuries} \times 1,000,000}{\text{Number of hours worked}}$$

Severity Rate:

Number of days lost per Lost Time Injury

### 22.5.3 Incident Statistics

The following summaries of incident statistics will be collated on a financial year basis and presented to the Action Glass & Aluminium Senior Management for discussion.

	Q1	Q2	Q3	Q4
Near Miss Incidents				
First Aid Incidents				
Medical Treatment Incidents				
Restricted Work Incidents				
Lost Time Incidents				
Property Damage Incidents				
Total Exposure Hours				

### 22.6 Records

All records shall be recorded and maintained in accordance to the Action Glass & Aluminium Document Control Process. Records will be kept for the following:

- Record of Injury
- Incident Investigation Reports
- Inspection Forms / Spot Checks
- Toolbox Meeting Minutes
- Training
- Induction
- Safety Statistics
- WHS Management System Audits



## 23 Appendix 1- Occupational Safety and Health Policy

AGA INTEGRATED MANAGEMENT SYSTEM



## Occupational Safety &amp; Health Policy

Action Glass & Aluminium Pty Ltd understands Workplace and Safety (WHS) is an integral part of its business operations and is committed to providing the highest standards of safety and health for the prevention of work-related injury and ill health.

Our Leadership Team is accountable for the implementation and effectiveness of the WHS systems across operational activities and understands and accepts the responsibilities as set out in WHS legislation.

The Action Glass & Aluminium team is actively involved in the management and planning of WHS. We have aligned our safety management system to meet the requirements of the, ANZ/NZS ISO 45001:2018 Occupational Health and Safety Management Systems.

We are committed to ensuring that the WHS systems meet and where possible exceed WHS legislative requirements and as such have the following objectives:

- Ensure processes are in place to eliminate hazards or where this is not possible implement controls to mitigate the risk.
- Strive to continually improve our systems and processes by continually monitoring our business activities and implementing beneficial changes when needed and establishing WHS objectives and targets.
- Ensure that adequate resources are made available to ensure the successful implementation of the system.
- Encourage our employees to be active in observing and recommending changes in the workplace to reduce exposure to any risks and hazards.
- Consult with our workers to ensure their involvement in the development of policies, plans and procedures.

Action Glass & Aluminium expect all our employees to accept responsibility for their actions, to report unsafe acts and working conditions, and behave in a manner that reflects safe work practices and standards.



Debra Kaye  
General Manager

14/04/2021



## 24 Appendix 2- AGWA Safety Accreditation



AUSTRALIAN  
**GLASS &  
WINDOW**  
ASSOCIATION



**2022-2023**  
**AGWA ACCREDITED**  
**COMPLIANCE CERTIFICATE**

THIS IS TO CERTIFY THAT

## Action Glass & Aluminium

**MEMBER NUMBER 853-01**

Has met the requirements of the annual AGWA Compliance audit conducted by an AGWA Accredited Independent Auditor and demonstrated product performance and compliance with:

- The National Construction Code (NCC 2019).
- Australian Standard AS 2047 : 2014 Windows and External Glazed Doors in Buildings.
- Australian Standard AS 1288 : 2021 Glass in Buildings-Selection and Installation.

The AGWA Limited is a NATA Accredited Inspection Agency. Accreditation Number. 13739  
Through the issuance of this certificate, the AGWA is not vesting NATA Accreditation to the Member.



**Adam Davies**  
Accreditation/IGMA Manager



AUSTRALIAN  
**GLASS &  
WINDOW**  
ASSOCIATION

# 2022-2023 AGWA ACCREDITED SAFETY CERTIFICATE

THIS IS TO CERTIFY THAT

## Action Glass & Aluminium

**MEMBER NUMBER 853-01**

Has met the requirements of the annual AGWA Safety audit conducted by an AGWA Accredited Independent Auditor and demonstrated commitment to a safe and healthy workplace.

The AGWA Limited is a NATA Accredited Inspection Agency. Accreditation Number. 13739  
Through the issuance of this certificate, the AGWA is not vesting NATA Accreditation to the Member.



**Adam Davies**  
Accreditation/IGMA Manager

26 Appendix 3- WorkSafe Accreditation

