

# ***BOUTIQUEBREAD***

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# **BOUTIQUEBREAD**

## **ANTI-DISCRIMINATION POLICY**

### **POLICY STATEMENT**

It is the intention of this company to provide a workplace that is fair and equitable for all employees, and where all individuals and groups will be treated with respect and dignity. We recognise that any distinction, exclusion or preference which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation constitutes an offence under the *Australian Human Rights Commission Act* and, in certain circumstances, the *Work Health and Safety Act*.

### **AIMS AND OBJECTIVES**

We will strive to ensure that no person is discriminated against on any of the grounds listed in this policy in regard to employment within the company, and ensure that this policy will also extend to persons providing or wishing to provide goods or services to the company.

### **RESPONSIBILITIES**

We will adopt procedures to ensure that no person is discriminated against (either directly or indirectly) on the following grounds under the *Australian Human Rights Commission Act*:

- Age
- Disability (including intellectual, physical or psychiatric) whether actual or perceived, and either present or past
- Marital status
- Race, colour, nationality or ethnicity
- Sex, sexuality, sexual preference or pregnancy.

We will ensure that no person is subjected to discriminatory, coercive or misleading conduct in relation to any rights, duties or powers under the *Work Health and Safety Act*.

All workers are required to:

- Assist and cooperate in ensuring that all provisions of this policy is followed, and
- Actively participate in the adherence of this company to the achievement of the aims and objectives of this policy.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# **BOUTIQUEBREAD**

## **BUSINESS ETHICS POLICY**

**1-003**

### **POLICY STATEMENT**

This company is committed to ensuring that all aspects of its business and operations are carried out in a fair, honest and ethical manner at all times, and will strive to ensure that all persons working for the company maintain highest standards of business practice by acting fairly and with integrity in all business dealings and relationships, and by not engaging in any practice that may be designed to influence persons to act dishonestly in the performance or discharge of their duty.

### **AIMS AND OBJECTIVES**

We will ensure that all persons engaged by the company (including any consultants, contractors or service providers) are instructed in the company's position regarding bribery and malpractice in business dealings, and that the company will not:

- make contributions of any kind with the purpose of gaining any commercial advantage
- provide gifts or hospitality with the intention of persuading anyone to act improperly, or to influence a public official in the performance of their duties, or
- make or accept 'kickbacks' of any kind.

This policy does not prohibit giving and receiving promotional gifts of low value, or normal or appropriate hospitality.

### **RESPONSIBILITIES**

The company will:

- keep appropriate internal records that will evidence the business reason for making any payments to third parties
- encourage employees to raise concerns about any issue or suspicion of malpractice at the earliest possible stage, and
- ensure that anyone raising a concern about bribery does not suffer any detriment as a result (even if they turn out to be mistaken).

Persons working for the company (in any capacity) must not:

- accept any financial or other reward from any person in return for providing some favour
- request a financial or other reward from any person in return for providing some favour
- offer any financial or other reward from any person in return for providing some favour.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **CLOTHING AND UNIFORMS POLICY**

**1-004**

### **POLICY STATEMENT**

The provision of work clothing by the company is subject to award conditions or workplace agreements. Clothing and uniforms provided by the company to workers are to be worn when required, and are to be properly maintained and cared for.

### **AIMS AND OBJECTIVES**

The company will, in consultation with workers, develop and implement guidelines for the issue of and wearing of protective clothing, uniforms and items of a corporate wardrobe nature. Work clothing which is visibly marked with the name of the company may be provided free of charge.

The company will issue and monitor the use of protective clothing to workers whose work would cause excessive wear and tear to normal work clothing where the company has agreed to such issue. Protective clothing that is provided for protection against specific hazards must be worn whenever an exposure to the specific hazard is likely, or where the clothing is required for hygiene purposes, or where the nature of the task determines the need for such clothing.

### **RESPONSIBILITIES**

Workers who deal with the public and who are supplied with uniforms should wear the uniform at all times when they are carrying out their normal duties. Issue of replacement items will be at the discretion of the employer, but is generally carried out annually unless urgent replacement of damaged items is necessary. Workers wearing uniforms must ensure that they are clean, ironed (where necessary) and serviceable (i.e., no buttons missing, etc.). Unless otherwise agreed, workers are responsible for the care and maintenance of uniforms.

Laundering of protective clothing will generally be a worker responsibility, unless other arrangements are made in awards, agreements or contracts. Where protective clothing is required to comply with health or hygiene requirements, or is heavily soiled, or has been exposed to infectious or hazardous substances, the laundry of protective clothing provided by the company will be arranged or carried out by the company.

Workers must advise their supervisor promptly if protective clothing issued to them is damaged or otherwise not fit for its intended purpose to allow replacement of the clothing to be carried out.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

# **BOUTIQUEBREAD**

## **COMPANY PROPERTY POLICY**

**1-005**

### **POLICY STATEMENT**

The company requires all personnel engaged by the company to ensure that they conduct themselves and carry out their duties in a manner that will not endanger the health, safety, or well-being of themselves, others, property or the environment, protect company property from loss or damage, and report any risks which cannot be immediately controlled or managed.

### **AIMS AND OBJECTIVES**

All work is to be carried out in a manner which reduces to the lowest practicable level, risks to property from fire, explosion, accidental damage, undue deterioration and wear and tear due to misuse or improper operation.

All practicable steps should be taken to ensure that all property is protected from theft, malicious damage or unauthorised use when property is left unattended for any period. Worksites where members of the public may be put at risk if they enter must be protected with appropriate guarding, barricading or fencing, dependant on the class and numbers of persons who may access the site. Where unauthorised entry may place a person at immediate risk to life, health or safety, the site must be made as secure as possible at all times when unattended, and measures taken to prevent unauthorised entry at all other times.

Persons operating plant, vehicles or equipment must be authorised to do so, and must have received appropriate instruction and training necessary before doing so. Where it is necessary, the appropriate certificate or licence must be held by the person who will be operating the plant vehicle or equipment.

Unauthorised use of company property may result in disciplinary action. Unauthorised removal of company property from a workplace for private use may result in counselling and appropriate disciplinary action being taken. Damage to company property due to negligence will result in counselling and, if necessary, disciplinary action. Malicious, willful or deliberate damage to or theft of company property may result in dismissal.

### **RESPONSIBILITIES**

Management and supervisors must ensure that company property is used correctly, and is not misused or exposed to risk of undue loss or damage. All workers are required to care for company property, and to report any loss or damage immediately.

Employees are to ensure that any property of the company entrusted to them as part of their work is properly cared for and protected from loss or damage as much as is practicable. This will include ensuring property is secured or locked when a site is unattended, and protecting susceptible items and material from loss or damage due to weather or climate.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **COMPLIANCE EVALUATION POLICY**

**1-006**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities are carried out in compliance with relevant work health and safety laws, regulations, codes of practice and standards.

### **AIMS AND OBJECTIVES**

We will ensure that audits of the company's health and safety activities (including policies, procedures, and other documentation) are carried out regularly, and reviewed at least annually. These audits will be designed to identify non-conformances with statutory duties under an Act, and to assess not only the degree of compliance with those duties, but those areas where improvements are necessary to ensure compliance.

### **RESPONSIBILITIES**

Management of the company (including officers) will be responsible for assessing compliance with WHS duties. This will include assessments of workplaces and systems of work, and ensuring that all workers (including supervisory personnel) are aware of and are fulfilling their WHS duties. Officers must ensure that information regarding WHS is up to date and accurate, and ensure compliance in the workplace with relevant sections of the Act and Regulations.

Workers must ensure that they are aware of and follow duties imposed on them by an Act, and ensure that WHS provisions of Regulations and approved Codes of Practice are followed to the extent required under the Act. Workers must not deviate from or alter standard work procedures, and follow all precautions specified to ensure that the company or its officers are not placed at risk of prosecution under WHS laws due to a failure to carry out their WHS duties under the Act.

The person(s) selected to carry out the compliance evaluation will have the skills and knowledge necessary to evaluate the company's systems and activities, and be required to prepare and submit a report detailing deficiencies and non-conformances, and recommendations on how these can be rectified. Where necessary, a third party may be engaged to carry out the compliance evaluation to ensure an impartial appraisal of compliance. Officers of the company will ensure that these recommendations are implemented, and monitor the workplace to ensure that the implemented controls achieve the compliance with duties required under the Act.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# **BOUTIQUEBREAD**

## **CONSULTATION, REPRESENTATION AND PARTICIPATION POLICY 1-007**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that the views of workers and their elected representatives are taken into account in making WHS decisions that affect their health and safety.

### **AIMS AND OBJECTIVES**

We will develop and implement appropriate and compliant systems of workplace consultation, worker representation and participation in WHS matters in all company workplaces. We will ensure that suitable processes for communication of WHS matters are provided and implemented, and that consultation with workers (and, where applicable, other stakeholders), is carried out regarding matters that may affect their health and safety at work.

### **RESPONSIBILITIES**

We will, so far as is reasonably practicable, consult with workers who carry out work for the company and who are, or are likely to be, directly affected by a WHS matter. Consultation procedures will be agreed with workers, and be in accordance with legislated requirements for workplace consultation.

Workers may, if they choose, elect a health and safety representative (HSR) to represent workers in their workgroup in relation to health and safety matters in their workplace or workplaces. The company will provide any reasonably necessary resources, facilities and assistance to allow the election of a HSR, and training of HSRs as entitled under legislation. We will consult with an elected HSR in relation to any matter which may affect the health and safety of any worker in a workgroup represented by the HSR.

We will encourage the participation of workers in work health and safety matters, including the establishment of a workplace health and safety committee (HSC) following a request to do so by a HSR or five or more workers at the workplace. Where necessary, appropriate training will be provided for HSC members, and resources made available to allow members to carry out their functions on the committee. HSC meeting will be held at least once every 3 months.

All workers will be notified of any workplace consultation, representation and participation arrangements, and be kept informed of health and safety matters that may affect them by posting of HSC minutes on workplace notice boards or by other suitable means.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **CONTRACTOR MANAGEMENT POLICY**

**1-008**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment extends to ensuring that the operations and activities of contractors and subcontractors are carried out in a manner that does not place the health and safety of any person, property or the environment at risk of injury, illness or damage.

### **AIMS AND OBJECTIVES**

We will ensure that all contractors and subcontractors engaged by or on behalf of the company are competent, and agree to fulfil their WHSE duties in complying with any Act, Regulation, Code of Practice or Standard that may apply to the work or workplace, and to comply with company policies, procedures, standards and instructions at all times

### **RESPONSIBILITIES**

We will ensure that all contractors and subcontractors are provided with and instructed in any work health, safety and environmental matters, and provide adequate supervision to ensure compliance with company rules.

Contractors and subcontractors must ensure the health and safety of all workers and others in areas under their control by preventing or minimising exposure to risks associated with their operations or activities. We require that contractors and subcontractors will –

- Provide a compliant Safe Work Method Statement (SWMS) for any high-risk construction work
- Maintain their workplace in a safe and healthy manner for themselves and others in the area
- Ensure that instructions and supervision from the company are understood and complied with
- Communicate regularly with company supervisors or project management
- Adhere to methods of work which are agreed to and which conform to the SWMS for the work
- Use safe plant, tools, equipment and systems of work
- Ensure that electric power tools and equipment are regularly inspected and tagged in accordance with the relevant inspection standard
- Ensure that a current Safety Data Sheet is provided and available for any chemicals used
- Address all hazards, risks and near-miss events immediately
- Report any incidents, injuries, illnesses or diseases to their appointed company supervisor
- Raise any issue that is or may become a health, safety, environmental or core business concern to their company supervisor
- Ensure that all workers, visitors and others do not enter a workplace unless properly inducted.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_



# **BOUTIQUEBREAD**

## **ELECTRICAL SAFETY POLICY**

**1-009**

### **POLICY STATEMENT**

It is the policy of this company to ensure that the health and safety of workers or any other person is not placed at risk from electrical hazards by ensuring all electrical equipment used at a company workplace is intrinsically safe and safe to use, that procedures for the safe use of electricity and electrical equipment are implemented and followed, and that persons are not exposed to risk from work near electrical installations and services.

### **AIMS AND OBJECTIVES**

We will ensure that all electrical installations, equipment, tools and appliances used by and in the company are compliant with all applicable regulations and standards, and that all electrical equipment, tools and appliances are inspected, maintained and tested as required by a competent person. Safe work procedures to protect persons from the risk of electric shock will be developed and implemented for work near live electrical installations.

### **RESPONSIBILITIES**

Management and supervisors must –

- Develop and maintain a register of all electrical equipment, tools and appliances owned by the company
- Ensure that all statutory inspections and testing are carried out in accordance with the relevant standards, and records kept of these
- Ensure that any maintenance, repairs and servicing of electrical plant, tools and equipment is carried out only by competent and/or licensed persons
- Ensure that electrical equipment, tools and appliances are connected to a circuit protected by a fixed residual current device, or where this is not available, to an approved portable safety switch, and
- Ensure that any work carried out in the vicinity of live electrical installations is carried out in an approved manner that will not expose workers to any risk of electric shock or contact with live parts.

Workers must adhere to approved safe work methods when using electrical tools and equipment, and when working near live electrical installations (including overhead and underground conductors).

Workers must -

- Carry out safety checks of electric power tools before use (including inspection of test tags)
- Use electric power tools and equipment only for the purpose for which it was intended
- Ensure that a portable safety switch is used when
- Ensure that flexible cords and cord extension sets are not exposed to risk of damage
- Check operation of portable safety switches at intervals specified by standards, and
- Not use faulty electrical tools or equipment, or carry out any unauthorised repairs to tools or equipment, and
- Not enter or allow any object to encroach within relevant approach distances of electrical conductors.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

# **BOUTIQUEBREAD**

## **EMERGENCY MANAGEMENT POLICY**

**1-010**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment extends to recognition that emergencies in the workplace can affect people both physically and psychologically, and ensuring that procedures are in place to eliminate or minimise the risk of any adverse impact of an emergency in the workplace.

### **AIMS AND OBJECTIVES**

We will identify and assess all potential emergency situations, whether natural or man-made, that may arise in a company workplace or as a result of our operations or activities. We will develop and implement procedures to deal with any foreseeable emergency, and ensure that all workers are trained in the implementation of those procedures should an emergency arise.

### **RESPONSIBILITIES**

We will establish and maintain an emergency control organisation including a system of response for emergencies and recovery for critical incidents. To achieve this, we will –

- Ensure that a system is implemented and maintained to ensure co-ordination and control of responses to emergencies
- Establish, test and maintain systematic procedures to enable a rapid, appropriate and comprehensive response at the time of an emergency
- Ensure that emergency recovery management meets the needs of those persons affected by an incident, and ensure a rapid return to normal operations
- Provide appropriate support and training to all workers and persons with roles in dealing with emergencies, including critical incidents, and
- Ensure that review mechanisms are comprehensive and properly reported.

Workers must ensure that they –

- Fully understand the emergency procedures for their workplace, and know the identity of key personnel
- Participate in any training for emergencies, and in any practice for an emergency
- Comply with any and all directions given by members of the emergency response team
- Report any incident (or potential incident) immediately, and
- Follow workplace emergency procedures should an emergency occur.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_\_

# **BOUTIQUEBREAD**

## **ENVIRONMENTAL POLICY**

**1-011**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of responsible environmental management, sustainability and protection of the natural environment in our workplace, we recognise our moral and legal responsibility to ensure that our activities, products and services are designed to protect and enhance the environment in the communities in which we operate, and our obligations to ensuring that our operations do not place the natural environment or the local community at risk of harm.

### **AIMS AND OBJECTIVES**

We are committed to environmental improvement and prevention of pollution. We will achieve this by working with our customers, suppliers and the community to adopt procedures that –

- reduce waste through innovative work practices and recycling practices
- minimise environmental impacts by reduction of polluting substances produced by our operations, activities, products or services
- minimise the impact of our operations on the neighbouring community
- increase the use of environmentally acceptable materials, equipment and technology in place of those which are considered harmful
- ensure that our suppliers follow acceptable environmental policies, and
- actively promote environmental awareness among workers, clients, customers and the general public.

### **RESPONSIBILITIES**

We recognise that the overall responsibility environmental sustainability rests with management, who will be accountable for the implementation of this policy. These responsibilities include –

- ensuring that all environmental policies and procedures are implemented;
- establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of waste, pollution and environmental harm;
- encouraging consultation and co-operation between management, workers and stakeholders in matters which may affect or impact on the environment; and
- providing adequate resources to meet these environmental commitments.

Workers also have responsibilities, which include –

- following all environmental policies and procedures; and
- recognising and reporting hazards which may affect the health and well-being of the environment.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **EQUAL OPPORTUNITY POLICY**

**1-012**

### **POLICY STATEMENT**

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

### **AIMS AND OBJECTIVES**

We will strive to ensure that no person is discriminated against on any of the grounds listed in this policy in regards to equality of opportunity in employment within the company, and that this policy will also extend to persons providing or wishing to provide goods or services to the company.

### **RESPONSIBILITIES**

We, as a company, will adopt procedures to ensure that equality of opportunity is extended to all persons regardless of the following grounds:

- Age
- Disability (including intellectual, physical or psychiatric) whether actual or perceived, and either present or past
- Marital status
- Race, colour, nationality or ethnicity
- Sex, sexuality, sexual preference or pregnancy.

Workers are expected to:

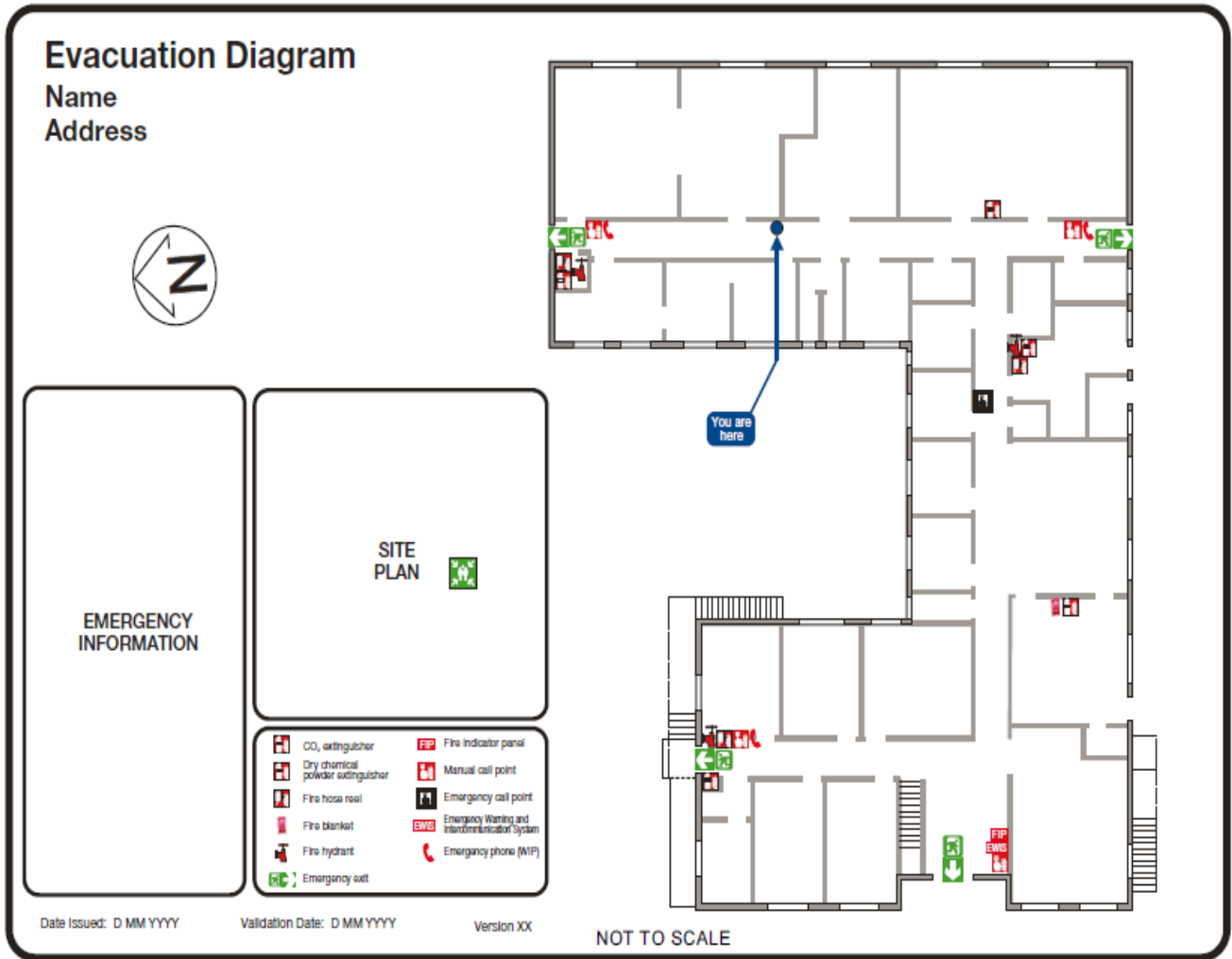
- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this company to the achievement of the aims and objectives of this policy.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# EXAMPLE OF EMERGENCY EVACUATION PLAN



## LEGEND



# **BOUTIQUEBREAD**

## **FATIGUE IMPAIRMENT POLICY**

**1-013**

### **POLICY STATEMENT**

It is the policy of this company to ensure that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to hazards arising from the impairment from fatigue resulting from excessive or unreasonable working hours.

### **AIMS AND OBJECTIVES**

We will strive to ensure that all workers engaged by this company either as employees or contractors, are in a fit condition to safely carry out their work, and that workers are not impaired in any way by the effects of fatigue or stress. To achieve this, no person will be allowed to enter a workplace or carry out work while suspected of being impaired by or suffering adverse effects of fatigue or stress.

### **RESPONSIBILITIES**

We will take all reasonable precautions in the placement of workers to ensure that hours of work, shifts, rosters and workplace conditions do not create an unacceptable risk of fatigue. Workers will not be required to work more than 12 hours per day wherever possible, and work in excess of these hours will be subject to a risk assessment to ensure the safety and well-being of workers. Rosters will be designed to ensure that workers are provided with reasonable rest periods between shifts.

All workers must ensure that they report to work in a physical, mental and behavioural condition that will allow them to perform their duties competently and in a manner that does not place themselves or others at the workplace at risk. This will require that workers ensure that they obtain sufficient rest before commencing work to ensure that they can carry out work during their shift in a safe and effective manner, and to observe any other relevant fatigue management strategies that they have been instructed in and are required to carry out.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **FIRE AND EMERGENCIES POLICY**

**1-014**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that all officers and workers are instructed in the procedures to follow in the event of a fire or other emergency in the workplace, and trained in the correct and safe use of fire fighting appliances and equipment.

### **AIMS AND OBJECTIVES**

We will ensure that appropriate fire and evacuation plans are prepared and displayed in all workplaces, and that all persons are instructed in accordance with relevant Acts and Regulations in the fire and evacuation plan, and the actions to be followed in the case of an emergency. This will include participation in any fire or emergency practice or drill organised in the implementation of the fire and evacuation plan.

### **RESPONSIBILITIES**

We will ensure that –

- a compliant fire and evacuation plan is prepared by a competent person, and displayed in conformity with relevant Regulations
- procedures are developed and implemented in the case of the following emergencies
  - fire observed or alarm sounding
  - bomb or other threat
  - power failure, or
  - building damage.

Supervisors are to ensure that persons new to the workplace are instructed in –

- the location of emergency exits, and the safe path of travel to them
- the locations and methods of use of fire-fighting appliances
- the steps to follow in the event of an alarm or alert sounding
- the means of notifying emergency services, and
- the location of designated emergency assembly areas.

All workers are to receive refresher training at least annually, or as required by Regulations.

All occupants must participate in any training or drills in relation to fire and emergency procedures, and follow any instructions given to them by a member of the emergency response team. They must also not do anything which will adversely impact the availability or use of anything provided for building fire safety.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

# **BOUTIQUEBREAD**

## **FIRST AID POLICY 1-015**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that first aid facilities are provided in all workplaces, and persons are trained in how to administer first aid in the workplace.

### **AIMS AND OBJECTIVES**

We will ensure all company workplaces, operations and activities are assessed to ensure that appropriate first aid facilities and trained first aid attendants are provided so that a person who is injured at work is able to receive appropriate immediate treatment. We will also develop procedures for workers who work alone, or in isolated or remote workplaces, or in work vehicles to ensure that they are provided with appropriate first aid facilities.

### **RESPONSIBILITIES**

Management and supervisors are to identify workplaces (including vehicles) and work groups where first aid kits are required, and to assess the type of first aid kit required. First aid kits will conform to specifications contained in the *Code of Practice: First Aid in the Workplace* or other relevant code or standard for a particular type of workplace or work location.

At least one first aid kit will be provided for each workplace, and where required, sufficient kits provided to ensure that a person working at a workplace at any time has access to a first aid kit, where work is or is likely to be, carried out at other than normal working hours.

Sufficient first aiders will be trained to cover the needs of all shifts, and to cover absences due to sickness, leave, etc. Where this is not practical, procedures will be implemented to ensure that workers have access to first aid treatment on all shifts.

Workers will be provided with information on the location of first aid kits and facilities, and the identity and contact details of trained first aiders in their work areas, together with details of emergency contacts (ambulance, medical centre, etc).

A trained first aid attendant or other responsible person will be nominated to identify date-expired items, and ensure that first aid kits are replenished, and capable of meeting the needs of the workplace. A system will be implemented to ensure that portable first aid kits are checked and replenished, and fit for use at all times.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_



# **BOUTIQUEBREAD**

## **FITNESS TO WORK POLICY**

**1-016**

### **POLICY STATEMENT**

It is the policy of this company to ensure that we fulfil our duties under health and safety legislation by ensuring that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to hazards arising from the adverse effects of alcohol or drugs use, or impairment from fatigue, stress, or other medical or physical conditions.

### **AIMS AND OBJECTIVES**

We will strive to ensure that all workers engaged by this company, either as employees or contractors, are in a fit condition to safely carry out their work, or that workers are not impaired in any way by the effects of alcohol or drugs use, or fatigue or stress. To achieve this, no person will be allowed to enter a workplace or carry out work while impaired by alcohol or drugs, or suffering adverse effects of fatigue or stress, illness, injury or other medical or physical impairment.

### **RESPONSIBILITIES**

All workers must ensure that they report to work in a physical, mental and behavioural condition that will allow them to perform their duties competently and in a manner that does not place themselves or others at the workplace at risk. This will require them to ensure that they are able to comply with company or organisation requirements for alcohol and drugs impairment and that workers ensure that they obtain sufficient rest before commencing work to ensure that they can carry out work during their shift in a safe and effective manner.

Any workers who are suffering a medical or physical illness, injury or other condition must inform their supervisor prior to commencing work to enable an assessment of their ability to carry out their work in a manner that will not affect their work health and safety and the health and safety of others to be carried out. In cases where an assessment by a medical practitioner is necessary to assess whether a worker is unable to carry out their duties, the costs of the medical appointment will be borne by the company.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_



# **BOUTIQUEBREAD**

## **HAZARDOUS CHEMICALS POLICY**

**1-017**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities do not place the local community or environment at risk of injury, illness or damage resulting from the storage, handling, use or disposal of hazardous chemicals.

### **AIMS AND OBJECTIVES**

We will ensure, so far as is reasonably practicable, that all storage, transport, handling, use and disposal of hazardous chemicals is carried out in accordance with all applicable Acts, Regulations, Codes of Practice, and standards. We will also strive to reduce risks associated with chemicals by using, so far as is reasonably practicable, chemicals which pose a lesser risk to the health and safety of persons or the environment.

### **RESPONSIBILITIES**

Workplace management and supervision will ensure that all activities involving hazardous chemicals are carried out in accordance with applicable Acts, regulations, codes of practice, and standards. A Hazardous Chemicals Register containing the current Safety Data Sheet together with the risk assessment will readily available to workers using the chemical.

All containers and packages of hazardous chemicals will be labelled in accordance with applicable codes of practice, and all storages signed and placarded in accordance with relevant regulations.

All workers who will be using or who may be exposed to a hazardous chemical will be provided with information, instruction and training in relation to the nature of the hazards and risks associated with the use of the chemical, and the need for, and the proper use of measures to control the risk. We will, so far as is reasonably practicable, consult with the Health and Safety Representative for the work group in relation to the risk assessment or control processes.

Workers who use, or who may be exposed to a risk associated with the use of a chemical must follow the risk control measures provided to control the risk, including the use of personal protective equipment where a risk cannot be totally eliminated or minimised to safe levels. Where there is a risk of exposure in excess of the exposure standard for the chemical, atmospheric monitoring will be carried out to determine if there is a risk to health, and workers advised of any actual or potential risk. Health monitoring of workers exposed to hazardous chemicals will be carried out at no expense to workers.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **HEALTH MONITORING POLICY**

**1-018**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, the company recognises its moral and legal responsibility to provide a safe and healthy work environment for all workers. This commitment extends to ensuring that our operations and activities do not place any worker at risk of injury or illness resulting from potential exposure to possible adverse affects of hazardous chemicals during the handling, use or disposal of hazardous chemicals.

### **AIMS AND OBJECTIVES**

The company will ensure, so far as is reasonably practicable, that the health of workers and conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking. We will ensure that the health of workers is monitored to ensure that workers are not exposed to risk of illness or injury arising from exposure to a listed chemical during the use or handling of hazardous chemicals and materials, or from hazardous conditions at a workplace.

We will ensure that all workers exposed to a risk of exposure in excess of the exposure standard for a hazardous chemical listed in Schedule 14 of the Work Health and Safety Regulations while engaged in the handling, use and disposal of the chemical are provided with appropriate health monitoring at no expense to workers.

### **RESPONSIBILITIES**

The company will ensure that health monitoring is carried out at specified intervals by or under the supervision of a registered medical practitioner with experience in health monitoring. The company will consult with the worker in relation to the selection of the registered medical practitioner who will provide the health monitoring. The company will pay all expenses relating to health monitoring.

The company will, as soon as practicable after receiving a report from the registered medical practitioner of an adverse health monitoring result which the practitioner considers is related to exposure to a hazardous chemical in the workplace, take action to reassess the workplace and to provide appropriate controls to eliminate or if this is not reasonably practicable, minimise so far as is reasonably practicable, any further risks to health and safety.

Workers should participate in the health monitoring programme unless there is some compelling reason to their not wishing to, in which case the matter should be discussed with the registered medical practitioner who will be responsible for the conduct of the health monitoring programme.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **INCIDENT REPORTING POLICY**

**1-019**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. In order to achieve this, we require that all incidents, work-related injuries and illnesses, and near-miss events are reported immediately in order to allow actions to be taken to prevent a recurrence.

### **AIMS AND OBJECTIVES**

We will implement incident reporting and investigation procedures in order to ensure that all incidents (or near misses) are reported as soon as practicable following the incident, and that details of all incidents (including investigations) are accurately and comprehensively recorded.

### **RESPONSIBILITIES**

Management and supervisors will ensure that –

- All incidents (including near-misses) are recorded promptly when reported or discovered
- All work-related injuries (including first aid) and illnesses are recorded when reported
- Investigations of all incidents, injuries, illnesses and near-misses are carried out to determine causative factors.

Workers are required to –

- Report any notifiable incident to their supervisor or management immediately or as soon as possible following the incident
- Report all incidents (including near misses), work related injuries and illnesses (including first aid injuries) as soon as practicable following the event
- Co-operate with management and supervisors in the recording and investigation of incidents
- Not interfere with the site of an incident unless permitted to by management, unless it is necessary to do so to prevent further injury or damage, or to relieve suffering or rescue trapped persons.

All personnel are required to assist an inspector or police officer who is investigating any incident, and to answer all questions asked of them fully.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

# **BOUTIQUEBREAD**

## **INTELLECTUAL PROPERTY PROTECTION POLICY**

**1-020**

### **POLICY STATEMENT**

It is the policy of this company to operate our business in a manner that does not expose us or our clients or customers to any risk of loss or damage through the unauthorised disclosure of intellectual property. To achieve this, we reserve the right to exercise control over the manner in which intellectual property is accessed and protected, and to ensure that intellectual property is not disclosed without the authority of the company.

### **AIMS AND OBJECTIVES**

We will develop and implement procedures to ensure that intellectual property of the company is protected from unauthorised disclosure and misuse, and that confidentiality of information regarding customers, clients and other stakeholders is maintained. The types of information classed as intellectual property include propriety knowledge or know-how, trade secrets, technological information, and confidential information and details of customers and clients.

### **RESPONSIBILITIES**

Management and supervisors of the company must ensure that only those persons who are authorised to do so are given access to information of a sensitive or confidential nature and, where deemed necessary, require that those persons provide a written non-disclosure undertaking or confidentiality agreement.

To protect intellectual property and confidentiality of information, management and supervisors should ensure that only required confidential information as is necessary to enable the fulfilment of a task is provided to the persons carrying out the task.

Workers and other persons who have access to the intellectual property of the company (including trade secrets) may be required to sign a confidentiality agreement binding them to not disclose or reveal intellectual property or trade secrets of the company that they have been provided with or have gained knowledge of by other means.

In cases where highly sensitive or critical information may be at risk of disclosure, the company reserves the right to require persons applying for a position with the company to provide additional background information (in accordance with Privacy laws) over that which may be required for a less sensitive position.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_\_

# **BOUTIQUEBREAD**

## **INTERNET AND EMAIL USE POLICY**

**1-021**

### **POLICY STATEMENT**

It is the policy of this company to operate our business in a manner that does not expose us or our clients or customers to any risk of loss or damage through the use or misuse of electronic data transfer. To achieve this, we reserve the right to exercise control over the manner in which company computers are used to access the internet, and in the use of company computers for personal communications, including the right to monitor, log, and/or restrict access to the internet or email with or without prior notice.

### **AIMS AND OBJECTIVES**

The uncontrolled use of company computers for private purposes can result in loss or damage due to security breaches, corruption or loss of data, programmes and operating systems due to virus and malware, etc, infection, and unauthorised third party hacking into company servers. Our aim is to ensure that the integrity of the company's computer system is not compromised by ensuring that controls to prevent these unwanted events occurring are applied.

### **RESPONSIBILITIES**

A person must not, unless authorised or permitted to do so:

- Download or install any software on to a company computer
- Use company computers for gaming or other private purposes (such as accessing social networking sites)
- Download or access any material that could be considered offensive, pornographic or objectionable, or send or forward emails of an offensive nature
- Download company information for private purposes.

Computer users must:

- Ensure that anti-virus, malware and spyware programmes are kept up to date
- Carry out virus checks before opening emails, attachments or executable (.exe) files.

Users must inform their system administrator immediately of any problems that may be encountered while using a company computer.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **LICENSING AND COMPETENCY POLICY**

**1-022**

### **POLICY STATEMENT**

The company ensure that persons who operate items of high-risk plant or machinery or carry out certain occupations are competent to do so, and have obtained the education and training required in the task for a certificate or license to be issued to allow them to carry out the task in a safe manner.

### **AIMS AND OBJECTIVES**

We will ensure that work classified as high risk work is only be carried out by persons who are suitably trained in the task, are specifically exempted by regulations. Where a licence for high risk work is not required to operate plant or to carry out an occupation, the person who will carry out the work will be required to provide suitable evidence of competency before being allowed to carry out the work.

### **RESPONSIBILITIES**

We will ensure that workers and contractors must ensure that only persons with current certificates or licences for a class of work carry out specified tasks and operate specified plant and equipment in areas under their control. The company will implement and maintain a register listing the names and qualifications of persons who are competent to carry out work requiring a licence or similar competency.

Licence holders must ensure that they carry their licence on their person at all times for inspection by a company or principal contractor representative, or an inspector from the regulating authority when requested. Licence holders must ensure that their licence remains current, and ensure that they renew their licence every 5 years as required by legislation.

Supervisors must ensure that adequate suitably licensed or qualified workers are available to carry out work for which a licence or certificate is required, and to ensure that unlicensed or unqualified persons do not operate the plant or equipment unless they are specifically exempted by regulations (such as a trainee who is working under the direction of a licensed person).

Workers must not carry out work for which they are not licensed or competent.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_



# **BOUTIQUEBREAD**

## **MANAGEMENT REVIEW POLICY 1-023**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that we continually monitor and review our work health, safety and environmental policies, plans and procedures to ensure their continuing effectiveness.

### **AIMS AND OBJECTIVES**

We will ensure that all work health, safety and environmental practices are continually monitored, and that any non-conformances identified during this monitoring are reviewed and amended practices implemented. A review of the company's system or plan will be carried out annually, or as otherwise determined by company management.

### **RESPONSIBILITIES**

Senior management of the company will develop and implement systems to audit –

- the overall work health and safety performance of the company
- whether the aims and objectives of the work health and safety policy have been achieved, and

review the company's management system and/or plan to ensure that they remain up to date and relevant.

The management system or plan will be reviewed and evaluated at defined intervals in order to maintain continual improvement, and suitability and effectiveness of the system or plan. The review should determine –

- whether persons within the company have appropriate WHS knowledge and skills
- the effectiveness of hazard identification and risk assessment process
- whether sufficient resources have been allocated to eliminate or minimise risks from hazards, and whether the implemented risk controls provide the highest level of protection from hazards,
- the effectiveness of other WHS compliance mechanisms, including workplace consultation, representation and participation, incident reporting and recording processes, training and inductions,
- the effectiveness of controls used for potentially hazardous processes, plant, structures and substances
- compliance with safe work procedures (including inspection and testing of equipment), and
- effectiveness of health monitoring systems where exposures to hazardous chemicals, substances and physical hazards (noise, vibration, etc) are likely.

Workers are required to participate and cooperate fully in any audit or inspection of a workplace or work process in which they are engaged.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **MANUAL HANDLING POLICY**

**1-024**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that workers are not placed at risk of injury or illness due to manual handling activities in the workplace.

### **AIMS AND OBJECTIVES**

We will strive to ensure that the health, safety and well-being of workers is not placed at risk by ensuring that causes of manual handling injuries in company workplaces are identified and controlled.

### **RESPONSIBILITIES**

We will ensure that all tasks involving manual handling are identified and assessed, and that measures to reduce the risk of injury due to manual handling are implemented.

All tasks will be examined to identify any of the following risk factors –

- Repetitive or sustained application of force, awkward postures or sustained movement,
- Application of high forces
- Exposure to sustained vibration, or
- Manual handling of persons, live animals, or loads that are unstable, unbalanced, or difficult to hold.

We recognise that there is no maximum weight that a person may lift, and that in assessing whether a lift could be harmful, that all factors which could make the task hazardous are identified and their impacts assessed.

We will apply controls to eliminate the risk of muscular-skeletal injury by applying the hierarchy of risk controls (including the use of mechanical aids), so far as is reasonably practicable, to all tasks involving manual handling, and where risks cannot be eliminated or controlled by other means, apply administrative controls (such as task rotation, work design), and provision of appropriate personal protective equipment.

Workers will be provided with information, training and instruction where a risk remains following the application of higher level control measures. Training in manual handling will not be used as a sole or primary means of controlling risks of muscular-skeletal disorders due to manual handling.

Workers are required to follow all implemented work procedures to reduce risk of muscular-skeletal injury, and to report any manual handling risks that they may encounter in their tasks.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **MEDICAL INFORMATION POLICY**

**1-025**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment extends to ensuring that any medical information collected or obtained regarding a worker is treated confidentially, and not disclosed except as required by Regulations or unless authorised by written consent of the worker.

### **AIMS AND OBJECTIVES**

We will ensure, so far as is reasonably practicable, that the health of workers and conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of operations of the company's business or undertaking.

### **RESPONSIBILITIES**

We will ensure that only that medical information which is necessary for the well-being of a worker is collected, and will maintain that information in a confidential record for the period specified by Regulation.

Any health monitoring carried out will involve the use of valid and suitable techniques to derive a quantitative estimate of the degree of exposure of workers to hazardous chemicals or substances, and test results compared to relevant exposure standards to assess whether the worker is at risk due to hazardous effects of a chemical.

Medical monitoring will be carried out by a suitably qualified registered medical practitioner with experience in health monitoring, and who has the knowledge and experience necessary to carry out health monitoring and to correctly interpret the results of any tests, and advise on measures to be taken in cases of adverse test results. We will provide a copy of the health monitoring report to workers as soon as practicable after obtaining the report.

The company will pay all expenses relating to health monitoring.

Workers are to participate in the health monitoring programme unless there is some compelling reason to their not wishing to, in which case the matter will be discussed with the registered medical practitioner who is responsible for the conduct of the health monitoring programme.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **MOTOR VEHICLE POLICY**

**1-043**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring the safe use of motor vehicles.

### **AIMS AND OBJECTIVES**

It is the objective of this company that all motor vehicles will be provided and maintained in a safe and roadworthy condition, and that persons operating vehicles will be holders of the appropriate class of licence for the vehicle, and that vehicles will be driven in a safe and responsible manner in accordance with the road rules.

### **RESPONSIBILITIES**

Management and supervisors must ensure that –

- All vehicles that are to be driven on a public road are roadworthy and registered
- All vehicles are serviced and maintained in a safe condition by a qualified mechanic
- All drivers hold the appropriate class of licence and are competent to operate a vehicle on a public road
- Persons operating a vehicle other than on a public road are assessed as competent to do so.

All motor vehicles must be operated in a safe and responsible manner in accordance with the road rules and taking road and traffic conditions into account. Traffic and parking infringement notices will be the responsibility of the driver, and not the company. Persons who breach road rules may be prohibited from further operation of company vehicles at the discretion of the company.

Persons operating vehicles in rough terrain or on unmade tracks, etc, must be familiar with the special techniques required to operate vehicles in abnormal conditions, and will not be allowed to undertake driving in hazardous conditions unless assessed as competent to do so.

Appropriate pre-start checks should be made of vehicles (when directed by the company), and include checks of fluids (oil, coolant, fuel, hydraulics, etc), oil or other leaks, tyres, electrics (lights, horn, reversing beeper, etc), and operation (steering, brakes, etc). Repairs should only be carried out by authorised persons.

Where required, the log book for the vehicle should be completed as specified to provide details of distances travelled, the purpose of the use, any fuel or other purchases, and service and maintenance details. Tax invoices detailing the nature of the goods purchased must be obtained for reimbursement of all purchases and expenses.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

# **BOUTIQUEBREAD**

## **NOISE POLICY 1-026**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities do not place any person at risk of injury or illness due to adverse effects of noise in the workplace.

### **AIMS AND OBJECTIVES**

We will ensure the health and safety of persons in company workplaces by, so far as is reasonably practicable, controlling noise in workplaces and ensure that noise control measures provided are implemented, used and maintained in a manner that ensure that the noise control is effective, and that persons are not exposed to noise levels in excess of levels specified in Regulations.

### **RESPONSIBILITIES**

We will identify areas within workplaces where noise may be a problem, to assess any risk arising from exposure to noise, and to take appropriate measures to control risk from noise in workplaces. Where harmful noise levels are suspected, a risk assessment for noise will be carried out by a competent person in accordance with the relevant Australian Standards.

Harmful noise levels will be reduced by elimination where reasonably practicable. Where it is not reasonably practicable to eliminate the noise, the hierarchy of noise control measures will be applied to reduce noise exposure, including the implementation, as far as is practicable, of engineering controls, or if engineering controls have not reduced the exposure to noise to an acceptable level, by the implementation, as far as is practicable, of administrative controls, or if engineering and administrative controls have not reduced the exposure to noise to an acceptable level, by the provision and use of appropriate personal hearing protection devices in conjunction with the engineering and/or administrative controls.

When engineering and administrative noise control measures do not reduce the noise exposure to safe levels, persons exposed to the noise will be provided with, and correctly use, hearing protection which will attenuate noise levels at the user's ears to or below the safe noise level. Workers will be instructed and trained in the care and use of hearing protectors.

An audiometric testing programme will be available to any worker likely to be regularly at risk of exposure to excessive noise levels at work. All audiometric testing will be carried out by an appropriately trained and experienced person using procedures and equipment that comply with current Codes of practice and standards.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **PERSONAL PROTECTIVE EQUIPMENT POLICY**

**1-027**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that workers and other persons at a workplace are not exposed to risk of injury, illness or disease from hazards in the workplace through the correct selection and use of appropriate items of personal protective equipment where it is impracticable to completely control risks from hazards by other means.

### **AIMS AND OBJECTIVES**

We will strive to apply the hierarchy of risk controls to all workplace hazards, and implement the use of personal protective clothing and equipment only where it is not reasonably practicable to eliminate or completely control risks by other means. Where PPE is to be used, we will ensure that correct selection criteria are used in the selection process; and that the item selected is approved for use in that application.

### **RESPONSIBILITIES**

We will ensure the health and safety of all persons at a company workplace through the effective control of hazards as specified in the hierarchy of risk control measures, including the provision of appropriate personal protective equipment to any person at risk of exposure to risk from a hazard which cannot be completely controlled by other measures.

Supervisors must ensure that all persons entering or working in an area where personal protective equipment is required have, or are issued or provided with, are instructed in the need for and correct use of, and correctly use the necessary protective equipment.

Workers and other persons to whom personal protective equipment is issued to control risks must use, maintain and care for the protective equipment in the manner in which they have been instructed.

Persons failing to use protective equipment where required will be immediately instructed to use the equipment, and, if necessary, be retrained in the need for and use of the equipment. Continued breaches may require the person to be counselled, and, if necessary, disciplined. Persons found deliberately misusing or damaging protective equipment will be warned against the misuse, and, if necessary, counselled and disciplined.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **PLANT AND MACHINERY POLICY**

**1-028**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that all plant and machinery operated by the company are provided and maintained in a safe condition, and that operators are licensed or competent.

### **AIMS AND OBJECTIVES**

We will ensure that mobile plant, vehicles and machinery used is safe to use, does not pose a risk to the health and safety of any person, and is operated only by persons who are competent and authorised to operate the plant or machinery, and that persons who operate items of high-risk plant or machinery are competent to do so, and have obtained the education and training required in the task for a license for high risk work or evidence of competency in the use of plant to be issued to allow them to carry out the task in a safe manner. .

### **RESPONSIBILITIES**

Management must ensure that all mobile plant is fitted with required safety features, including (unless specifically exempted) –

- roll-over protective structures (ROPS), or falling object protective structures (FOPS)
- guards to prevent contact with moving parts and components
- protection from noise and ultraviolet radiation exposure, and
- other measures for operator health and safety (e.g., safe access, seat belts).

Persons who operate items of mobile plant must be holders of the appropriate licence or National Certificate of Competency Card, or be trainees under the instruction of a competent person. Persons operating plant in rough terrain or on unmade tracks, etc, must be familiar with the special techniques required to operate the plant in abnormal conditions, and will not be allowed to undertake operating in hazardous conditions unless assessed as competent to do so.

Appropriate pre-start checks should be made of mobile plant and machinery and include checks of fluids (oil, coolant, fuel, hydraulics, etc, including checks for leaks), tyres (condition, correct inflation), electrics (lights, horn, reversing beeper, etc), and operation (steering, brakes, etc). Repairs should only be carried out by authorised persons.

Where required, the log book for the plant should be completed as specified to provide details of hours operated, fuel or other consumables, and service and maintenance details.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

# **BOUTIQUEBREAD**

## **PURCHASING AND PROCUREMENT POLICY**

**1-029**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our purchasing and procurement procedures ensure that health and safety is considered in the purchasing and procurement process.

### **AIMS AND OBJECTIVES**

We will ensure, so far as is reasonably practicable, that suppliers and sub-contractors conform to the company's health and safety standards and procedures in the supply of products and services to the company.

### **RESPONSIBILITIES**

Management and supervisors will ensure that –

- health and safety controls for goods and services supplied to the company are followed
- the purchasing system takes these health and safety controls into account in the selection of goods and services for use within the company, and that
- only those goods and services that conform to the health and safety controls set by the company are purchased or used within the company.

The ability of a supplier of goods and services to conform to controls must be taken into account when a decision is made to procure goods and services. Selection parameters will include –

- compliance with legislated standards (e.g., design, installation and commissioning of plant, etc.)
- provision of information regarding plant, equipment, materials and substances,
- competency, training and safety performance of workers, and
- compliance with company rules and standards.

Authorisation to supply should only be made by persons to whom this responsibility has been delegated and who have a full knowledge of the controls required in the supply of the goods and services. A list of preferred suppliers who meet all company criteria will be provided to allow competitive pricing.

Purchasing from providers outside of the list of preferred suppliers will be allowed only if the provider is able to meet all company criteria, or where the product or service to be provided is either superior to or is unavailable from the preferred suppliers.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_



# **BOUTIQUEBREAD**

## **QUALITY POLICY**

**1-032**

### **POLICY STATEMENT**

It is the policy of this company to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

### **AIMS AND OBJECTIVES**

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs and expectations of our customers
- develop and maintain processes and procedures that ensure that these changes are accommodated
- achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- provide quality products and services on time, and at the lowest cost, and
- provide an employment environment where continuous improvement is encouraged.

### **RESPONSIBILITIES**

We, as a company will:

- train all workers and contractors to identify areas where improvement can be achieved
- remove wasted and non-value added steps and time in our processes where feasible
- strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Workers are expected to:

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# **BOUTIQUEBREAD**

## **REHABILITATION AND RETURN TO WORK POLICY**

**1-030**

### **POLICY STATEMENT**

This company encourages all workers who suffer a work-related injury, illness or disability to return to work through the process of occupational rehabilitation, and, as part of this commitment, will expedite this process by adopting appropriate rehabilitation and return to work procedures.

### **AIMS AND OBJECTIVES**

We will strive to assist workers to return to their pre-injury or illness occupation as early as possible, or alternatively, to access the services of an approved rehabilitation provider to consider options for a return to other gainful employment either with this company or another employer.

Our objectives are:

- to establish a systematic approach to occupational rehabilitation services for all workers
- to develop and encourage the expectation that it is normal practice following work-related injury, illness or disability for people to return to meaningful, productive employment at the earliest possible time
- to establish that rehabilitation is the usual course of action, and, when appropriate, the managed, safe and early return to meaningful, productive employment should begin at the earliest possible time, and
- to appoint a case manager from within the organisation or obtain the services of an approved rehabilitation provider to oversee the workplace rehabilitation process.

### **RESPONSIBILITIES**

We, as a company will:

- commence all actions to assist workers to stay at or return to work as soon as possible in a manner consistent with medical advice
- assist any worker who is injured or made ill because of their work to return to work in the shortest possible time provided that it is safe and practicable to do so, and
- provide suitable alternative work which will not jeopardise the well-being of the worker where practicable.

Workers are expected to:

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the rehabilitation and return to work process as agreed between the company, themselves, their treatment provider, and their rehabilitation coordinator or case manager.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **RETURN TO WORK ISSUES RESOLUTION POLICY**

**1-031**

### **POLICY STATEMENT**

This company encourages all workers who suffer a work-related injury, illness or disability to return to work through the process of occupational rehabilitation, and, as part of this commitment, will expedite this process by adopting appropriate rehabilitation and return to work procedures including the adoption of return to work issues resolution procedures where a return to work issue exists between the company and a worker.

### **AIMS AND OBJECTIVES**

We will develop or adopt procedures for dealing with issues raised during the return to work process. The aim of the issues resolution procedure is to provide guidance to parties involved in the return to work process on how to resolve return to work related issues and to provide a clear escalation pathway where the issue remains unresolved.

### **RESPONSIBILITIES**

The success of the return to work process relies on cooperation between the company, the injured worker and other parties involved in the return to work process. If a return to work issue arises, the company and the worker must attempt to resolve it by using the company's agreed issue resolution procedure, or, in the absence of an agreed procedure, by using an approved relevant procedure.

The agreed procedure will outline the steps involved in resolving the return to work issue. The procedure will be available in a written form and available to all parties who may potentially be affected by a return to work issue. The procedure must be agreed to by the company and all workers, and the agreement must be genuinely consensual and incorporate genuine consultation. The agreement may be withdrawn by the company or a majority of workers if concerns are held regarding the agreed procedure, which will remain in force unless or until a new issues resolution procedure is agreed on.

Workers who wish to raise a return to work issue for resolution in accordance with the agreed procedure may do so by reporting the issue to the company, the worker's manager or supervisor, or the return to work coordinator. A worker's representative, treating health practitioner, return to work coordinator, manager, supervisor, or provider of occupational rehabilitation services may raise an issue on behalf of the worker by reporting the issue to the company.

In resolving the issue, the company representative and the return to work coordinator will liaise directly with the worker. A worker may be supported during the issue resolution process, and if the issue has been raised by another person, then that person must also be invited to participate in the issue resolution process. The issue resolution process will be conducted in a manner and in a language that is agreed to be appropriate by persons who can raise a return to work issue.

### **AUTHORISED BY**

Signed:

\_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **RISK MANAGEMENT POLICY**

**1-033**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that risk management is an integral part of the company's approach to decision making and accountability, and that all personnel within the company are responsible for the management of risks that relate to their particular area of work.

### **AIMS AND OBJECTIVES**

We recognise that risk is inherent in all company functions, and must be managed so as to maximise business opportunities and minimise adverse consequences. The company will ensure that workplace hazards are identified and that risks associated with them are assessed to allow appropriate controls to be implemented to eliminate, or, where a risk cannot be eliminated, minimise the likelihood of injury, illness, loss or damage so far as is reasonably practicable.

### **RESPONSIBILITIES**

The company will implement suitable systems of workplace health and safety management to ensure that persons are not exposed to risks associated with the workplace or from activities associated with the workplace. To achieve this, we will –

- eliminate risks to health and safety so far as is reasonably practicable, and
- if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

To properly manage exposure to risks, we will –

1. Identify hazards which will give rise to a risk
2. Assess the risks that may result because of the hazards
3. Decide on appropriate control measures to prevent, or else minimise, the level of the risks
4. Implement risk control measures, and
5. Monitor and review the effectiveness of the risk control measures.

Where it is not reasonably practicable to eliminate a risk, the hierarchy of risk controls will be applied, with a higher ranked control implemented wherever practicable. The decision making process for the selection of risk controls will be documented so that a review of the control can be carried out should a need or opportunity arise, or to provide a record where this may be requested by the regulator.

Workers will be instructed and trained in safe working, and written procedures developed and implemented for work where there is an inherent risk from hazards. These procedures will be developed in consultation with those who carry out the work, and must be adhered to at all times.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **SAFE WORKING POLICY**

**1-034**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment extends to ensuring that all work activities and processes are analysed and assessed to ensure that hazards within the task or process are identified and associated risks are eliminated or, where it is not reasonably practicable to eliminate the risk, that the risk is minimised as far as practicable.

### **AIMS AND OBJECTIVES**

We will ensure that all tasks where there is a risk to health and safety due to hazards within the task or process are identified and analysed, and that appropriate control measures to eliminate or minimise the risk are documented and implemented in accordance with the hierarchy of risk controls, with preference being given the highest ranked control measure wherever it is reasonably practicable to do so. Consultation will be made with workers who will carry out the work to ensure that controls are adequate, practical, and effective.

### **RESPONSIBILITIES**

The company will ensure that safe work procedures are developed taking into account all requirements of relevant regulations, codes of practice and standards. Safe work procedures will be documented and used in the development of JSAs and SWMSs, and will be monitored to ensure that they are being implemented correctly and reviewed periodically to assess their on-going effectiveness, and revised when new or previously undetected hazards are identified, or changes are made to materials or substances used, the workplace where the work is being carried out, or where required due to legislative amendments.

Permit to work systems will be implemented for identified high risk operations such as confined space work, work at heights, hot work, and work involving hazardous materials and/or chemicals. These will be based on risk assessments carried out by competent persons, and follow safety precautions documented in regulations, codes of practice and relevant standards. Workers carrying out the work will be instructed in the procedures covered in the permit to work, and will be required to adhere to them in the performance of the task.

Workers will be instructed in safe work procedures through inductions, toolbox talks and where applicable, formal training provided by a competent person, and will be required to follow the procedures when carrying out their work, and to report any hazard or risk that may become evident in the course of the work.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **SOLAR RADIATION PROTECTION POLICY**

**1-035**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that persons are not placed at risk of injury or illness due to exposure to solar radiation.

### **AIMS AND OBJECTIVES**

We will ensure the health and safety of persons who may be exposed to risk of adverse effects of solar radiation during their employment. To achieve this, we will develop and implement work practices that reduce the exposure of workers to solar radiation, and ensure that solar radiation protection is available for workers, and that work practices to reduce the exposure of workers to solar radiation are implemented.

### **RESPONSIBILITIES**

We recognise that exposure to solar UV radiation in outdoor environments may vary according to where work is performed. We will conduct risk assessments to identify –

- jobs and tasks (including breaks) which involve exposure to solar UV radiation
- the time of day when tasks are carried out, and the frequency and duration of the tasks
- the availability of natural shade in the work environment
- reflective surfaces in the work environment, and
- any photo-sensitising substances associated with the work or the immediate environment.

We will apply the hierarchy of risk controls to eliminate or minimise the risk of solar UV radiation exposure. These controls will include –

- utilisation of natural shade or provision of shade structures where appropriate
- reorganisation of work programmes to avoid the most intense periods of solar UV radiation
- minimise time that persons are required to be exposed to solar UV radiation
- provision of personal protection for persons engaged in outdoor work, including clothing, hats, eye protection, and approved sunscreens.

Workers will be educated in measures to protect themselves from solar UV radiation, including –

- the nature of solar UV radiation, and the health effects on the body
- control strategies to be adopted to reduce the exposure to solar UV radiation
- protection from photosensitising substances (where applicable), and
- self-screening for skin cancer.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

# **BOUTIQUEBREAD**

## **SUPERVISION POLICY**

**1-036**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities are carried out in a healthy and safe manner, and are adequately supervised by competent and diligent persons.

### **AIMS AND OBJECTIVES**

We will ensure the health, safety and well-being of workers by the provision of adequate and competent supervision in all workplaces. To achieve this, we will ensure that persons in a supervisory role or function are provided with the skills and knowledge necessary to allow them to successfully fulfil their supervisory role.

### **RESPONSIBILITIES**

We will ensure that persons engaged or employed in a supervisory capacity have –

- technical knowledge of, and experience in, the task to be carried out
- interpersonal and supervisory skills commensurate with the position, and
- delegated authority to allow them to carry out their responsibilities effectively.

We will monitor the performance of supervisors to ensure that –

- they are competent in understanding the relevant hazards and associated risks, and the appropriate implementation of controls in the work area under their control
- persons working under them are carrying out their tasks in a safe and healthy manner and in accordance with any documented safe work procedures, JSA or SWMS
- all health and safety issues are recorded, consulted on, appropriately documented and reported to senior management in accordance with company reporting procedures, and
- the health and safety of workers under their control is not put at risk by lack of supervision or lack of knowledge by supervisors.

Any person engaged in a supervisory role will be provided with suitable training to ensure that they have the core skills required to successfully carry out their supervisory role. The training will be preferably provided prior to the person assuming the role, or as soon as practicably possible after their appointment to the role.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# **BOUTIQUEBREAD**

## **TRAFFIC MANAGEMENT POLICY**

**1-037**

### **POLICY STATEMENT**

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities

### **AIMS AND OBJECTIVES**

We will ensure the health and safety of persons in those workplaces by effective management and safe movement of traffic in and around work premises. To achieve this, we will identify and assess workplace traffic risks, and develop and implement traffic management plans that will ensure the safety of vehicles, plant and pedestrians on the premises.

### **RESPONSIBILITIES**

Management of the company will develop traffic safety plans for workplaces under their control, and to provide adequate resources to allow proper implementation of the plans, and ensure that all persons entering into and on the work premises are made aware of and follow all rules and instructions for the safe management of traffic on the premises.

Traffic flows will be observed to determine –

- what vehicles come on to the premises, where they go to, and why
- the volume and frequency of traffic movements, and
- what problems they encounter on the premises.

Movement of mobile plant (including forklifts) will be examined, and areas where a risk of collision exists identified and assessed. Risk to pedestrians from both vehicles and forklifts will be assessed, including –

- risks to pedestrians coming on to the premises, and
- risks to pedestrians moving around the premises (both outside and inside buildings).

Appropriate speed limits will be posted on the premises, and enforced. Speed limits will be selected taking into account conditions including traffic flow (including pedestrians), workplace layout, visibility (including lighting) and floor or surface conditions. Speed limits on shared traffic ways should be kept lower to minimise risk of collision. Suitable traffic control signage will be installed to control traffic flow, and assist and enhance traffic and pedestrian safety.

Workers are required to comply with all traffic management plans, and adhere to instructions (including speed limits, directional signs, stop and give way signs etc) provided for their health and safety at all times.

### **AUTHORISED BY**

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_



# BOUTIQUEBREAD

## TRAINING, COMPETENCY AND INDUCTIONS POLICY

1-038

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment extends to ensuring that all workers, contractors and visitors to the workplace receive the type and degree of training necessary to ensure their health and safety at the workplace.

### AIMS AND OBJECTIVES

We will identify training needs and to ensure that adequate and appropriate training is carried out for all levels of personnel (including management) within the company, and ensure that all workers, contractors and visitors to the workplace receive such training as is necessary for workers to carry out their duties in a manner which will not endanger the health and safety of themselves or others who may be affected by their actions or omissions.

### RESPONSIBILITIES

Training needs of workers and other persons at a workplace will be properly identified by carrying out a training needs analysis which identifies the difference between the skills and knowledge of an individual or group and the knowledge that they require for a particular task or operation.

Workers and persons new to a workplace will be given orientation and induction training before they are exposed to hazards within the workplace to ensure that the worker or person is not exposed to unfamiliar risks. This training should include instruction on procedures to be followed in case of fire or other emergencies.

All persons coming on to a building or construction site to perform work must have received the appropriate general construction induction training conforming to the *National Code of Practice for Induction for Construction Work*, and are the holder of the relevant qualification.

Persons who operate items of high-risk plant or machinery or carry out certain occupations must be competent to do so, and have obtained the education and training required for the relevant license or certificate to be issued, and be issued with the licence or certificate before carrying out the high risk work (except when under training).

Training plans will be developed in consultation with workers who will receive the training to ensure that the needs of those workers are met. The training plan will include the aims and objectives of the training, the type of training required to achieve the aims and objectives, who is to be trained, and who will deliver the training, and how, when and where the training is to be carried out. Documented records will be kept of all training carried out, and include all relevant data regarding the training.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# BOUTIQUEBREAD

## WASTE MANAGEMENT POLICY

1-039

### POLICY STATEMENT

As part of our commitment to achieving the principles of responsible environmental management, sustainability and protection of the natural environment in our workplace, we recognise our moral and legal responsibility to ensure that our activities, products and services are designed to protect and enhance the environment in the communities in which we operate, and our obligations to ensuring that our operations do not place the natural environment or the local community at risk of harm.

### AIMS AND OBJECTIVES

We will ensure that processes are implemented to minimise the quantity of waste generated by the company's activities and operations, and that waste is recycled where possible, or, where it cannot be recycled, disposed of in a manner that will not cause or will minimise harm to the environment..

### RESPONSIBILITIES

We will identify areas where actions to reduce waste can be applied through the entire lifecycle of a product or process, recognising that significant reductions in waste can be achieved through:

- planning purchases of raw materials and stock to minimise the amount of waste material generated,
- planning production to obtain the greatest use of a raw material or base product, and
- reduction of packaging materials required to deliver materials, or re-use of the packaging material.

We will encourage and enable recycling of materials, and will comply with recycling guidelines provided by recycling providers to avoid contamination by unwanted materials that may severely affect the recycling process. Separate bins and receptacles will be used to collect recyclable materials, and these will be clearly identified to enable correct use.

Solid wastes will be disposed of at an approved landfill facility. Bins and skips will be covered to prevent the contents becoming wet, and to prevent fine materials (such as dusts) being blown into the surrounding atmosphere. Dusts from dust collectors, etc, will be placed in sealed bags before being placed in bins. Toxic or harmful products which can pose a risk to the environment will not be placed into bins provided for general waste to be disposed of as landfill, but will be disposed of at an approved waste disposal facility.

Liquid wastes which cannot be safely disposed of by means of the local sewerage system will be collected in suitable containers or receptacles for transport to or by an approved liquid waste disposal facility. Containers for liquid waste will be large enough to allow all liquid waste to be collected, and will be secured against accidental spill or leak, and kept in a bunded area.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_\_

# BOUTIQUEBREAD

## WORK ENVIRONMENT AND FACILITIES POLICY

1-040

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that company workplaces, amenities and facilities provided for workers are provided and maintained, so far as is reasonably practicable, in a manner that is safe and without risks to any person.

### AIMS AND OBJECTIVES

We will provide a working environment that is safe and without risks to health, and provide adequate facilities for the welfare of workers while at work. We will also ensure that any amenities provided for the welfare of workers are maintained in a safe, healthy and hygienic condition.

### RESPONSIBILITIES

Management is to ensure the provision of appropriate workplace amenities that are important for the basic health and welfare of workers. The need for particular amenities may be governed by the type of work carried out in a particular workplace and the types of hazards encountered in the course of work. Workplace amenities to be provided for the welfare or personal hygiene needs of workers may include toilets, rest rooms, shelter, seating, dining rooms, change rooms, drinking water, lockers and storage facilities, and washing facilities.

We will ensure that workplace facilities comply with requirements specified in codes of practice (*Managing the Work Environment and Facilities; Managing Risks in Construction Work*) and in standards (such as the *National Construction Code of Australia*).

The company will provide adequate resources to keep workplaces properly cleaned and maintained, and ensure that workplace facilities and amenities are kept clean and, where necessary, in a hygienic condition, and that maintenance to keep the workplace in a safe and healthy condition is carried out when required.

Workers are required to assist in maintaining facilities and amenities in a clean and hygienic condition, and to report any faulty or damaged property. Systems of reporting and rectifying faults will be implemented, and all workers will be encouraged to report any damaged, unserviceable or unsafe facilities immediately.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

# BOUTIQUEBREAD

## WORK HEALTH AND SAFETY POLICY 1-001

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities do not place the local community or environment at risk of injury, illness or damage.

### AIMS AND OBJECTIVES

We will adopt procedures to –

- provide and maintain healthy and safe workplaces, safe plant and systems of work;
- provide written procedures and instructions to ensure safe work practices;
- ensure compliance with legislative duties and current industry standards;
- provide such information, instruction, training and supervision to workers, contractors and customers as is necessary to ensure their continued health and safety; and
- provide support and assistance to workers and involve them in consultation on safety issues.

### RESPONSIBILITIES

We recognise that the overall responsibility to provide a safe workplace rests with management, who will be accountable for the implementation of this policy. These responsibilities include –

- ensuring that all WHS policies and procedures are implemented;
- establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of work-related injuries and illnesses; and
- providing adequate resources to meet these WHS commitments.

Workers also have responsibilities, which include –

- following all WHS policies and procedures; and
- recognising hazards which may affect the health and safety of themselves, others, or the environment.

We are committed to encouraging consultation and co-operation between management and employees, and will formally involve elected health and safety representatives in any workplace change or any matters that may affect the health and safety of workers.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

BOUTIQUE BREAD PTY LTD - SAFE WORK PROCEDURE *Addendum (1)*

**WORKING ALONE OUTSIDE OF NORMAL WORKING HOURS**

**DESCRIPTION:**

A person is working alone when they cannot be seen or heard by another person and/or when they cannot expect a visit from another work or member of the public for some time. This Safe Work Procedure also includes Safe Work Procedures for Working in Freezer Conditions, Manual Handling, Pallet Jack, Working at Height.

**SPECIAL INSTRUCTIONS:**

The purpose of this procedure is to ensure the safety, health and security of all Locker customers who are working alone or in isolation and/or working outside of normal working hours.

Locker customers will demonstrate their understanding of the following Safe Work Procedures by their signature on this document and the Boutique Bread Pty Ltd Customer Agreement.

Task	Identified hazards	Key processes to be followed	Actions / Information
Customer's health, safety and wellbeing.	Isolation	Provide effective communication tools or device for customers working alone  Provide relevant Safe Work Procedures (SWP) and/or training designed to minimise risk.  Access to a method of communication, either landline phone or mobile phone.  Out of hours Security of the Locker areas.	Installation of fixed and/or personal duress alarms  High visibility garment must be worn by customers at all times.  Area to be covered and checked by security visits by nominated Security Company.
Customer's health, safety and wellbeing.	Cleanliness	The locker and the corridor is to be kept in a clean and safe condition.  Trade waste to be removed by the Customer  Rubbish is to be placed in the appropriate rubbish receptacle.	Customers to use cleaning tools as supplied by Boutique Bread Pty Ltd.
Protective clothing	Hypothermia	Customers working alone in freezing conditions must wear suitable protective clothing for the work they will be undertaking.  Customers must plan tasks to ensure that they do not spend significant lengths of time in freezers.	Ensure all customers working in isolation are wearing protective clothing and appropriate <b>non-slip</b> footwear.  Clothing worn should be water repellent, contain a light weight insulating filler and be fitted with collar and cuffs designed to keep the body warm.
First Aid	Hypothermia	Hypothermia <ul style="list-style-type: none"> <li>• Hands become numb</li> <li>• Uncontrolled breathing</li> <li>• Loss of motor control (difficulty undertaking minor tasks)</li> <li>• Slurred speech</li> <li>• Difficulty in thinking clearly</li> </ul>	Customers to be aware of Hypothermia warning signs.  If above physical symptoms are being experienced: Stop Work, move to warmer area, remove wet clothing and replace with warm clothing. Warm up with external heat source or hot drink. <b>If</b>

		<ul style="list-style-type: none"> <li>Irrational behavior- eg removing clothing</li> </ul>	<b>symptoms persist seek medical advice.</b>
Emergency action	Personal safety	<p>Customer's level of training in after-hours emergency procedures to be confirmed.</p> <p>Safe access and egress to the Safety Area location No evidence of risk from fire, chemical or other environmental hazards in or near the workplace.</p> <p>Report hazards and incidents in accordance with the Hazard Incident Investigation and reporting procedure.</p>	<p>Access to Emergency Evacuation Plan</p> <p>Access to process of notification to emergency responders, Dial 000</p> <p><b>If a fire occurs, use firefighting equipment available, only if it is safe to do so</b></p>
Manual Handling	Controlling workplace factors - workplace layout	Provide enough work space to allow upright working posture.	
Manual Handling	Controlling workplace factors - design of work and workflow	<p>Organise flow of work to reduce or eliminate overload during peak periods.</p> <p>Reduce prolonged exposure to movements and postures by rotating tasks.</p> <p>Store heavier and frequently used items at waist level where possible.</p>	
Manual Handling	Tasks	<p>Be aware of tasks which require over-exertion which may lead to injury.</p> <p>Be aware of tasks which involve repetitive or sustained movements which may lead to injury.</p>	Training in how to select and use appropriate manual handling techniques to be conducted by appropriately skilled person.
Pallet Jack	Movement of pallets	<p>Obtain assistance with large or extremely heavy pallets, and in restricted work areas.</p> <p>Do not use broken or damaged pallets. Rectify any protruding nails. <b>Report all hazards or damage identified and report all injuries.</b></p> <p>Ensure that pallets are clear of all products and packing material before stacking.</p> <p>Ensure that pallets are stacked in line on a level, even surface.</p> <p>Do not place a greater load on a pallet than it was built to carry.</p> <p>Exercise care that load being moved on pallet jack does not move or fall.</p>	

Pallet Jack	Use of Pallet Jack	<p>Ensure that the Pallet Jack controls operate correctly.</p> <p>Pallets must not be loaded in excess of the working load limit of the Pallet Jack.</p> <p>Use legs and body weight to move Pallet Jack.</p> <p>Do not use Pallet Jack over rough or uneven surfaces.</p> <p>Ensure that the Pallet Jack is free from load before attempting to remove from under pallet.</p> <p>Pallet Jacks are unstable when steered with handle in upright position.</p> <p><b>Do not allow other persons to ride on Pallet Jack, pallet or load.</b></p>	<p>Observe correct manual handling practices.</p> <p>Wear protective footwear.</p>
Working at Height	Falling objects from height	Pallets of products on racking above head height are to be shrink wrapped or cross stacked.	
Working at Height - Ladders	Falls	<p>Only industrial ladders to be used.</p> <p>Always have 3 points of contact.</p> <p>Must be placed on a firm, stable surface and be secured against movement.</p>	Wear head protection

I have read and understood the requirements of this Safe Work Procedure.

Read and signed for and on behalf of

<Company>.....Date.....

Name of Signatory.....

# BOUTIQUEBREAD

## WORKING IN COLD CONDITIONS POLICY

1-041

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that risks to health and safety due to exposure of employees to cold conditions is minimised as far as is practicable.

### AIMS AND OBJECTIVES

We will ensure that exposure of employees to cold conditions that pose risks to health and safety is minimised as far as is practicable, or, where work must be carried out in refrigerated storages or freezers, that workers are provided with suitable protection and instructed in safe work procedures

### RESPONSIBILITIES

We will ensure that workers exposed to cold or working in a cold environment have adequate access to heated or sheltered work areas and warm clothing or other personal protective equipment. We will also ensure that workers are not, as far as is practicable, exposed to extremes of temperature that could prejudice their health and safety at the workplace, and that where this is not practicable, that administrative measures are used to reduce risks to workers working in cold environments.

We will implement practicable precautions for persons working in cold outdoor conditions, including -

- provision of protection from wind and rain (including temporary protection)
- provision of appropriate protection through warm clothing
- monitoring the use of vibration causing tools which can present a greater risk to users in cold conditions
- ceasing work if conditions become too cold to continue safely
- informing and training workers to recognise unsafe conditions arising from exposure to cold while working outdoors, and
- development of first aid and emergency procedures, and ensuring that all persons understand them

Precautions to be considered for persons working in areas such as refrigerated storages, freezers, cold rooms, etc will include –

- ensuring that workers are suitably clothed for work in cold conditions
- informing and training workers to recognise unsafe conditions arising from exposure to cold
- organising work to minimise risk by providing breaks, rotation of duties to limit exposure of individual workers, and organising work-rest regimes
- development of first aid and emergency procedures, and ensuring that all persons understand them.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_



# BOUTIQUEBREAD

## WORKING AT HEIGHTS POLICY

1-042

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring the safety of persons working at heights by providing safe access to workplaces above ground, and ensuring that adequate means of preventing persons falling from heights are provided.

### AIMS AND OBJECTIVES

We will ensure that

- adequate means of preventing persons from falling when working at heights are provided at a workplace
- all workers engaged in working at heights are fully trained in the proper safe working practices for working at heights
- any work at heights is carried out in the prescribed manner, and that
- all equipment necessary for the safe working at heights is safely erected, used and maintained.

### RESPONSIBILITIES

We will identify and manage, so far as is reasonably practicable, risks to health and safety associated with a fall by a person from one level to another that is reasonably likely to cause injury to the person or any other person.

Where a risk of a fall of a person exists, we will ensure, so far as is reasonably practicable, that any work that involves the risk of a fall is carried out on the ground or on a "solid construction".

Risk assessments will be carried out of any work where there is a risk of a person falling, especially if the area to which a person may fall presents abnormal hazards. The length of time of exposure to a fall will not be considered when evaluating the hazard, but may have some bearing on the control measures adopted.

The hierarchy of preferred fall control measures that will be implemented is -

- a stable and securely fenced work platform (such as scaffolding or other form of portable work platform), or
- if a stable and securely fenced work platform is not reasonably practicable, secure perimeter screens, fencing, handrails or other form of physical barrier that is capable of preventing the fall of a person, or
- if screens, fencing, handrails or barriers are not reasonably practicable, other forms of physical restraints that are capable of arresting the fall of a person from a height of more than 2 metres.

### AUTHORISED BY

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_