

AMNESTY INTERNATIONAL AUSTRALIA (AIA)

Workplace, Health & Safety Handbook for  
Employees and Volunteers



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## 1. PURPOSE

The purpose of this manual is to provide an induction into the Amnesty International Australia (AIA) Workplace Health and Safety (WHS) System for:

- Existing employees and volunteers;
- New employees and volunteers; and
- Contractors and any other persons identified as being covered by AIA's WHS regulations.

## 2. SCOPE

The information provided is general in nature and therefore can be applied to all of AIA sites across Australia. While the information is predominantly aimed at office and home based tasks, persons engaged in tasks outside of those areas can apply much of the information provided.

## 3. TRAINING

AIA believes the training of its employees and volunteers is an important part of its commitment to the health, safety and welfare of its employees and volunteers.

Your training begins with your Induction and further training, information and instruction will be provided throughout your time with our organisation.

**Do not hesitate** to advise your Line Manager or Volunteer Supervisor if you believe you are not able to undertake (or need additional training in) any activity you are directed to perform.

## 4. FURTHER INFORMATION

If you require any further information, or want to raise a possible WHS issue, contact your Line Manager or Volunteer Supervisor.

A list of people who are involved in the management of safety at AIA can be found on the Human Resources Google Site under the WHS Tab.

If you still have concerns after talking to your Line Manager or Volunteer Supervisor, contact a WHS representative to discuss the issue.

## 5. RIGHTS AND RESPONSIBILITIES

### *EMPLOYEE'S AND VOLUNTEERS' DUTIES*

Whilst you are working at AIA, whether as an employee or volunteer, you must:

1. Take reasonable care for the health and safety of yourself and other persons who are here.
2. Co-operate with us in making sure that we comply with WHS legislation.
3. Not intentionally or recklessly interfere with or misuse anything which has been provided in the interests of health and safety.
4. Not help or assist anyone to breach WHS legislation or to create a risk to people's health and safety.
5. Report any issues that could cause an injury.

## **EMPLOYEES AND VOLUNTEERS RIGHTS**

You have the right to:

1. Work in a safe workplace.
2. Expect us to take reasonable care for your safety.
3. Refuse to perform any unsafe work.

## **6. WORKPLACE HEALTH & SAFETY COMMITTEE**

AIA recognises the successful management of health and safety in the workplace relies on commitment, consultation and cooperation.

AIA has a WHS Committee which meets not less than once every three months. All formal WHS committee meetings are conducted in accordance with a predefined agenda and minutes for each meeting are available on the HR site.

The agenda items and minuted items (for the WHS Committee) are to include:

- The date, time and place of the meeting;
- Opening and welcome;
- Apologies;
- Extra agenda items (late);
- Read minutes – confirmation of minutes of previous meeting and action items;
- Incidents and injuries reported;
- Review of worker's compensation claims;
- Inspection reports of each action centre;
- Any other business; and
- Next meeting and close.

If you have a matter that you wish to raise with the WHS Committee, please see your representative or the HR team.

## **7. EMERGENCY EVACUATION**

In the event of a fire or other threat to your safety, it may be decided to evacuate the premises. Make certain you know where the closest evacuation point is to you in the event of an emergency being raised. Emergency warnings for evacuation will be communicated through the building's intercom system or by fire alarm. Fire Wardens will direct you to the assembly areas and assist you in exiting the building. You must follow their instructions.

<b>Do <input checked="" type="checkbox"/></b>	<b>Don't <input type="checkbox"/></b>
Do treat every alarm as the real thing	Don't go back to your work area if you're away from it
Do turn off equipment if you are at your normal location	Don't go back to your location to turn off equipment
Do evacuate immediately when told to do so	Don't go to collect personal belongings
Do walk briskly, following proper walkways	Don't go looking for mates. Others have that job
Do go straight to the Assembly Point and wait there	Don't go back to the work area until told you can
If asked, help Fire Wardens or First Aid Officers	Don't try to be a hero

The Assembly Points, Emergency Signals and other information for each Action Centre are listed in Attachment A at the back of this Manual. Emergency evacuation procedures are positioned near your fire exit doors.

**FOR ALL EMERGENCIES REQUIRING AMBULANCE, FIRE BRIGADE OR POLICE- DIAL 000**

## 7. FIRST AID

AIA is committed to providing suitably trained first aid officers, together with first aid facilities to administer first aid treatment.

Human Resources handles the process for determining First Aid Officers and ensuring they are trained. Where first aid officers exist, their name and phone number will be located next to the first aid facilities and are also located on the HR Google Site.

The level of first aid facilities should be determined by each First Aid Officer and they are responsible for ensuring that first aid kit items are ordered, delivered and restocked. Do not attempt first aid unless you are trained to do so.

In the event of a first aid incident, the below steps should be followed:

- Always seek immediate first aid treatment following any type of injury, regardless of how small you consider it to be.
- If you are not feeling well, contact one of the First Aid Officers or HR. If the office has a sick bed available, you will have access to that bed if unwell.
- When a fellow employee is injured, arrange for the First Aid Officer to be notified immediately. **DO NOT LEAVE** the person unless they are conscious and it is absolutely necessary. If they are unconscious, yell or scream for assistance and render what help you can until a qualified first aider arrives.
- Always treat an injured person for shock by doing three things:
  - Keep them warm
  - Keep them quiet
  - Keep them reassured
- The First Aid Officer will attend to the injured or ill person and provide the assistance that they consider the most appropriate. First Aid Officers must only provide assistance in accordance with their training.
- Where an injury is of a more serious nature and requires the person to be referred to a doctor or taken to hospital, the First Aid Officer or a Manager will determine the appropriate transport.
- The injured person together with the First Aid Officer and/or the WHS representative must complete an Incident Report form and forward it to Human Resources.

**FOR ALL EMERGENCIES REQUIRING AMBULANCE, FIRE BRIGADE OR POLICE- DIAL 000**

## Sharps Prevention and Protection

### Things to remember when dealing with sharps:

1. Never put hands where you cannot see or run fingers behind toilets, wash basins, cupboards, etc.
2. Never put your hands into bins.
3. Never pick up sharps without appropriate training.
4. If you see a sharp- cordon off the area with a warning sign and contact your Line Manager or WHS representative to arrange specialized cleaning.
5. If for any reason you have to handle a sharp – NEVER try to recap it.

### Cleaning Spills (for example – blood or body fluids).

The following procedure applies when cleaning up spills:

1. Wash and dry hands and cover any open cuts, abrasions or sores with a waterproof dressing.
2. Wear gloves (rubber, heavy latex or vinyl) and eye protection.
3. Use absorbent material, such as paper towels or cloth to absorb the bulk of the blood or body fluids. This is to be disposed of in a leak proof waste bag after use.
4. Clean and disinfect the area (bleach is ideal).
5. As bleach is classified by the Material Safety Data Sheet (MSDS) as “hazardous” then the MSDS must be closely followed.

### Post Exposure Plan

If an employee receives a sharps injury, that is, the skin is penetrated, or blood splashes into the eye or other mucous membranes, onto broken skin or into a cut:

1. Wash the area well with soap and water;
2. If blood gets on the skin, whether there are cuts or abrasions, wash well with soap and water; or
3. If the eyes are contaminated, rinse the area gently but thoroughly with water while the eyes are open; or
4. If blood gets in the mouth spit it out and then rinse the mouth with water several times.
5. Immediately report the accident to your Line Manager or Volunteer Supervisor.
6. Complete the Injury/Incident Report Form.
7. Seek medical attention for blood testing (which must include a HIV test) and counseling via the Employee Assistance Program.
8. If a needle/syringe was involved, carefully place it in a rigid-walled container such as a lunch box. Take it with you to the doctor.

## 8. ACCIDENT/INCIDENT REPORTING

- AIA recognises that the health and safety of its staff and volunteers is a priority and that if accidents or incidents do occur, they should be reported immediately. Incidents will be investigated to ensure that the possibility of recurrence or further risk is minimised.
- AIA understands the importance of incident reporting and investigation and has developed hazard inspection, hazard reporting and maintenance programs to minimise workplace accidents or dangerous occurrences.
- **All cases** of injury, accident or near miss **MUST** be reported to your Line Manager or Volunteer Supervisor, and the WHS representative in your action centre immediately via the Injury/Incident Report Form located on the HR Google Site.
- The WHS representative and HR will then investigate the accident/incident to identify preventative action or incident recurrence. Once finalised, the Incident/Injury Report form will then be retained and filed with HR.
- Any workplace accident or injury which has the potential to result in injury or damage to property must be reported in the same manner as an incident or accident that results in injury or damage to an individual.
- All Volunteers who are injured whilst performing work as directed by AIA are covered by our Voluntary Workers Personal Accident Insurance policy. Any questions about this policy or what it covers can be directed to the HR team.
- If the injury results in a Workers Compensation claim, we have strict legal reporting obligations placed on us with which we must comply. **All injuries, or accidents that may result in a claim are to be reported to HR within 24 hours.**
- If making a Worker's Compensation claim, the following forms are required to be completed; Worker's Compensation Form from the staff member or volunteer; Worker's Compensation Form from the employer; and all claims for compensation must be accompanied with an appropriate medical certificate for time lost. See Clause 9 Return to Work – Rehabilitation for further information regarding workplace injuries.
- Managers must report all work related accidents or incidents (even if the incident did not result in injury or illness) as soon as it occurs to your WHS representative or the HR team.

### Immediate Actions

All injuries and illnesses at work should be assessed by a qualified First Aid Officer to determine whether medical treatment is required. The relevant Manager must advise the WHS representative of all injuries and illnesses. If medical treatment is required, the injured person's Manager or the most senior staff member in the particular Action Centre should ensure that suitable arrangements are made for transport to a doctor or hospital.

### In The Event Of A Death

Advise emergency services on 000 if an incident results in a death. The site of the incident must not be disturbed until:

- An Inspector arrives at the site of the incident; or
- An Inspector directs otherwise at the time of notification.

The above does not apply if the disturbance to the site is for the purpose of:

- Protecting the health and safety of any person; or
- Aiding an injured person involved in an incident; or
- Taking essential action to make the scene safe or to prevent a further occurrence of an incident.

The WHS representative and HR Manager should be notified immediately.

It is the responsibility of **Managers** to ensure:

- They notify the WHS representative of all dangerous occurrences;
- They are aware and understand the principles of incident and accident reporting and investigation;
- All incidents and accidents that result or have the potential to result in injury or damage are investigated and where necessary, corrective or preventative action is taken; and
- All matters relating to staff and volunteer welfare are dealt with in the most appropriate and timely manner.

It is the responsibility of all **staff members and volunteers** to ensure that:

- Accidents and hazards are reported to the Manager at the earliest opportunity;
- The Injury/Incident Report Form is completed and sent through to WHS representative; and
- All requirements and obligations under the relevant legislation are complied with.

It is the responsibility of the **WHS representative** to:

- Assist sites in identifying the cause of dangerous occurrences, and accidents and develop corrective action; and
- Ensure state or territory authorities are appropriately notified of all reportable occurrences or events.

It is the responsibility of the **HR team** to:

- Ensure that WHS representatives have adequate training in staff consultation, accident and injury prevention and hazard and injury reporting, both internally and externally to AIA; and
- Ensure that there are WHS representatives in conformity with State and Territory legislative requirements.

## 9. RETURN TO WORK- REHABILITATION

- AIA is committed to providing a safe and healthy work environment with an emphasis on preventing accidents, work related injuries and illnesses, and hazard identification.
- Injury management will commence as soon as possible following the injury of an employee. Ideally, AIA seeks an early return to work for the injured employee where suitable duties will be provided as is practicable, and subject to medical and rehabilitation provider advice.
- AIA ensures a transparent and consultative process between all parties involved in the injury management plan where employees are aware of their rights and responsibilities and confidentiality is maintained.
- In the event of an accident, employees should follow the notification procedure outlined in Clause 8 'Accident/Incident Reporting'. This details immediate notification to your Line Manager and WHS representative via the Incident/Injury Report Form. At such a time, your HR representative will also notify the insurer of the injury within 48 hours.
- The injured employee will receive the necessary first aid or medical treatment as soon as possible. An injury management plan will then be devised with your treating doctor.
- Suitable duties will be provided that are consistent with medical advice and will be meaningful, productive and appropriate for the injured employee's physical and psychological condition depending on the individual circumstances of the injured employee.



- A workplace rehabilitation provider may be consulted if it becomes evident that the employee is unlikely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.
- If disagreements or disputes exist, AIA will work with employees to resolve these as our primary concern is the health and safety of our employees. Employees also have access to dispute resolution mechanisms such as the Grievances Policy & Procedure located on the HR Site.

## 10. HOUSEKEEPING

What does this term really mean?

**“A place for everything and, everything in its place”.**

A successful safety program begins with good housekeeping. The basics of good housekeeping are:

- Clean up all spills as soon as they occur.
- Leave walkways free of bags, boxes, and other items.
- Ensure the correct receptacles are used for all waste.
- Beware of electrical and other connecting cables, as they can present a tripping hazard, and ensure that power points are not overloaded.
- Storage of excess paper and archives in the workplace presents a fire hazard. Ensure all archiving is stored off site, and that paper storage is kept to a minimum.
- Stairs must not be obstructed. Storage, of any material next to them is prohibited, as is storage of flammables under stairways.
- Fire fighting equipment, power switchboards and exits must have unobstructed access at all times.
- Ensure your work area is clean and tidy at the end of the day.

**HOUSEKEEPING IS THE RESPONSIBILITY OF ALL EMPLOYEES AND VOLUNTEERS ALL THE TIME.**

## 11. PRACTICAL JOKES

Practical jokes or skylarking have no place in the workplace and have caused many serious accidents, some proving fatal.

**This behaviour may result in instant dismissal. Please refer to our Code of Conduct, Appropriate Workplace Behaviour, and Counselling and Discipline policy for further information which are located on the HR Google Site.**

## 12. PERSONAL HYGIENE

- Personal hygiene at work plays an important part in avoiding accidental contamination through the skin or mouth;
- Wash your hands regularly and properly, especially prior to eating;
- Food scraps and lunch wrappers must be disposed of in the containers provided to reduce the risk of vermin and bacteria, and should never be placed in bins at your desk;
- Cover your mouth and nose when you sneeze or cough;

- ☑ Do not share personal items such as eating and drinking utensils and food; and
- ☑ Avoiding close contact with other people and staying home when sick.

### 13. DRUGS AND ALCOHOL

- No person is allowed to commence or continue work if they are under the influence of alcohol or non prescription drugs.
- Any person found to be in possession of non prescription drugs or alcohol at work is subject to disciplinary action, up to and including dismissal. Please refer to our Counselling and Discipline Policy for further information.
- If you are taking drugs or medicine that has been prescribed to you that is likely to cause drowsiness or prevent you from performing your job safely you **MUST** report this to your Line Manager or Volunteer Supervisor **IMMEDIATELY**.
- For further guidelines about Drugs and Alcohol, please refer to the WHS Policy, Drug and Alcohol Procedure and After Hours Work Related Functions Policy, located on the HR Google Site.

### 14. SMOKING

Smoking is not permitted within AIA offices. Smokers should ensure that they:

- Eliminate passive smoking exposure to other staff members and visitors;
- Eliminate the risk of discarded cigarette butts causing a fire;
- Ensure smoke does not affect air conditioning intakes; and
- Are not crossing or exposed to heavy traffic areas; and
- Cigarette butts must be placed in a safe and environmentally friendly place.

### 15. SAFETY SIGNS

Safety signs are signs, which are displayed in the workplace to:

- Prevent accidents;
- Warn of health and safety hazards;
- Point out where emergency equipment is kept; and
- Tell workers where special safety equipment must be worn.

Different colours and shapes of safety signs mean different things.

- **A RED CIRCLE WITH A LINE THROUGH IT**-This is something you must not do.



- **A GREEN RECTANGLE** - shows where emergency safety equipment is kept.

- **A RED OVAL ON A BLACK BACKGROUND** warns of a HAZARD



*Safety signs have been put up in your workplace to help protect your health and safety at work.*

*Pay attention to them!*

## 16. MANUAL HANDLING

At some time, we are all going to have to lift, carry, move or hold something at work. The following information is provided to help you avoid getting injured when this has to be done.

**1. Must the load be moved?**

Don't move loads that don't need to be moved. If the load must be moved, the next question is:

**2. Must it be lifted?**

Some loads can be slid, pushed, rolled, poured or pumped, removing the need to lift. Do not lift a load that does not need to be lifted. If the load must be lifted:

**3. Can it be moved mechanically?**

If there is a suitable trolley or the like available to handle the load when it should be used. Do not manually handle a load that can be moved mechanically. If mechanical assistance is not available:

**4. Can the load be reduced?**

Perhaps into smaller and lighter components. If not, carefully consider the load's bulk, the distance it must be moved and its difficulty in handling. Dividing a load will reduce its weight and bulk, clearing a more direct path will reduce the distance, and better containerisation will reduce the difficulty of handling. Do not carry a load that is excessive in weight, bulk or is difficult to handle.

***THE LAST RESORT IS THE HUMAN FACTOR.***

When all else fails and people are the only way to move or lift materials, ask yourself:

**5. Do I need help?**

Some loads require a team lift, or at least two people to handle the size, bulk or weight. Do not lift on your own if a team lift is required. Whether assistance is available or not, there is one final question which must be asked, and it is:

**6. Is the load too heavy to lift safely?**

In other words, is the load within your own lifting capacity? If the load is not too heavy the lifter(s) can proceed, ensuring they follow correct lifting techniques.

NOTE: Avoid stretching or twisting when moving or lifting loads.

## 17. SAFE LIFTING TECHNIQUES

By using the following safe lifting procedures both at work and at home, many back injuries can be prevented.

**1. Plan the lift**

Is the intended path clear? Look at the loads size, shape and check the weight. Is it in your capacity to lift? **If the load is too heavy or awkward, get help.**

***DO NOT LIFT A LOAD THAT IS TOO BULKY, TOO AWKWARD, OR IS NOT WITHIN YOUR COMFORTABLE LIFTING CAPACITY.***

**2. Correct feet position**

Assume a well-balanced position facing the direction you intend to move the load. The centre line of the load should be as close to the body as practicable. The feet should be parted with one foot alongside the object to be lifted and one behind. With the feet comfortably spread, greater stability is obtained and the rear foot is in position for the upward thrust of the lift.

**3. Firm hold with palm**

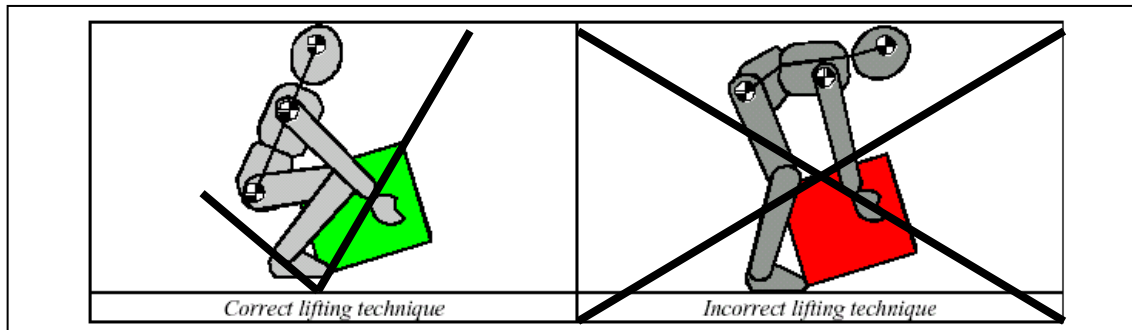
The hold must be secure and comfortable. Use palms of the hands and not finger tips. For objects such as boxes, hold diagonally opposite corners. Move in close to the load with arms and elbows tucked in.

**4. Position**

Bend at the knees and keep the back straight. But remember that "straight" does not mean "vertical". A straight back keeps the spine, back muscles and body organs in correct alignment.

**5. Head raised, chin in**

Keep the head raised and chin in so the neck and head continue the straight back line. Tucking in the chin helps keep the spine straight and firm.

**6. Lift with legs**

Leg muscles are stronger than back muscles; use them to lift the load. Do not jerk or strain, use a smooth action.

**7. Use body weight**

Start the lift with a thrust from the rear foot and follow through with the body when possible. Use of the body weight helps to propel the load, reduce fatigue and strain on the arms.

**8. To put the load down**

Bend the knees and keep the back straight keeping the chin in.

**18. WORKSTATION ERGONOMICS**

- Always choose a chair that is right for you, and remember to take regular breaks away from the computer.
- Avoid static posture while sitting in office chairs - no matter how comfortable you are in your office chair, prolonged, static posture is not good for your back and is a common contributor to back problems and muscle strain.
- When sitting in an office chair for a long period, the natural tendency for most people is to slouch over or slouch down in the chair, and this posture can overstretch the spinal ligaments and strain the discs and surrounding structures in the spine.
- Try to remember to stand, stretch and walk for at least a minute or two every half hour. Even a quick stretch or some minimal movement – such as walking to the water cooler or bathroom – will help. A twenty-minute walk at lunchtime will help even more, promoting healthy blood flow that brings important nutrients to all the spinal structures.

**GUIDELINES FOR SEATING AND EXERCISE**

An office chair is a tool that, when used properly, can help one maximize back support and maintain good posture while sitting. However, it is necessary to adjust the office chair to the proportions of the individual's body to improve comfort and reduce aggravation to the lower back and neck while sitting.

Outlined below are the most important guidelines to help make sure that your office chair and work area are as comfortable as possible, and cause the least amount of stress to your spine:

### **Elbow measure**

First, begin by sitting comfortably as close as possible to your desk so that your upper arms are parallel to your spine. Rest your hands on your work surface (e.g. desktop, computer keyboard). If your elbows are not at a 90-degree angle, move your chair either up or down.

### **Thigh measure**

Check that you can easily slide your fingers under your thigh at the leading edge of the chair. If it is too tight, you need to prop your feet up with an adjustable footrest. If you are tall and there is more than a finger width between your thigh and the chair, you need to raise the desk/work surface so that you can raise your chair.

### **Calf measure**

With your bottom against the chair back, try to pass your clenched fist between the back of your calf and the front of your chair. If you can't do that easily, the chair is too deep. You will need to adjust the backrest forward, insert a low back support (such as a lumbar support cushion, a pillow or rolled up towel), or get a new office chair.

### **Low back support**

Your bottom should be pressed against the back of your chair, and there should be a cushion that causes your lower back to arch slightly so that you don't slump forward or slouch down in the chair as you tire. This low back support in the office chair is essential to minimize the load (strain) on your back. Never slump or slouch in the chair, as that places extra stress on the structures in the lower back, and in particular on the lumbar discs.

### **Resting eye level**

Close your eyes while sitting comfortably with your head facing forward. Slowly open your eyes. Your gaze should be aimed at the center of your computer screen. If your computer screen is higher or lower than your gaze, you need to either raise or lower it to reduce neck strain.

*An ergonomic workstation setup chart is available from your WHS representative or the HR team.*

## **19. ELECTRICITY**

Report any electrical fault immediately to your WHS representative or the Activism Support Coordinator in your State, marking the report as urgent. AIA has adopted a STRICT NO LIVE WORK POLICY.

This means that no-one is allowed to perform any repairs or maintenance on electrical equipment unless specifically authorised to do so.

Whenever this work is performed, it must be done with all power to the unit disconnected and isolated. Any person disobeying this policy, or any Manager knowingly allowing this to be done, can be subject to summary dismissal.

### ***When dealing with electrical items:***

- Keep all power leads away from heat and water.
- If extension cords must be used, ensure that they are not placed in places where people walk.
- Keep all spare electrical cords coiled up and place in storage.

- Ensure all power leads in use are neat and do not create a trip hazard. Use cable ties or desk cable carriers as appropriate.

## 20. ELECTRICAL EQUIPMENT

- Electrical equipment must at all times be assumed to be "live" and therefore dangerous.
- Report any apparent defects in wiring or electrical equipment IMMEDIATELY to your WHS representative or Activism Support Coordinator in your State, marking issue as urgent. Ensure that an 'Out of Order' sign is immediately placed over equipment, and inform any staff and volunteers in the area.
- All electrical equipment has been tagged in accordance with our legal obligations where required. Check that the tag is current before using the equipment.

### *NEVER TAMPER WITH ELECTRICAL EQUIPMENT*

## 21. MACHINERY

- Make sure you know how to handle any office machine before operating it.
- Never remove guards on any machine. Anyone removing a guard potentially faces disciplinary action up to, and including, dismissal.
- Never operate a machine or mechanical equipment without authorisation from your Manager.
- Defective safety devices and/or machinery should be reported immediately to your WHS representative or Activism Support Coordinator in your State, marking issue as urgent. Ensure that an 'Out of Order' sign is immediately placed over the machinery, and inform any staff and volunteers in the area.
- If you notice any machine that you feel should be guarded or may be hazardous, report this to your Manager or WHS Representative immediately.

## 22. LADDERS

- Ensure all ladders in use have an Industrial Rating of at least 120kg.
- Make sure the ladder you are about to use is in good condition and manufactured to Australian Standards - report any defects immediately.
- Never lean out from a ladder - take the time to move it. Never climb higher than the third rung from the top of the ladder.
- Make sure the ladder won't slip and have someone hold it for extra stability. Must be stable at the base.
- Use both hands to go up or down.
- Ladders should be kept clean and free from moisture.
- Always face the ladder.
- Ensure three limbs are in contact with the ladder at all times.

- It is recommended that ladders be used for heights greater than 1m.
- Do not use metal ladders near exposed electricity lines, power lines or electrical boxes.

## 23. MOTOR VEHICLES

- Use of hire vehicles or your own vehicle for AIA purposes must be approved in advance by your Line Manager.
- For approval to be given, Managers must ensure that the staff member or volunteer holds a valid drivers license, and in the case of own vehicle use, that registration and maintenance records are up to date.
- On the cancellation of driving licenses due to infringements, it is the responsibility of all employees or volunteers who are involved in driving vehicles on behalf of AIA to report this situation immediately.
- Do not operate vehicles with faulty brakes and/or steering.
- Look out for pedestrians, especially at crossings, openings and doorways. Sound your horn when necessary.
- Mobile phones must be used with a hands free arrangement. Never attempt to text or dial while driving the vehicle. This is illegal!
- Make sure loads are secure.
- Never overload or carry an unsuitable load.
- If you are directing the driver of a vehicle, be sure to stand well clear and in view of the driver, especially when the vehicle is reversing.
- Switch off the engine and apply parking brakes when leaving the vehicle stationary.
- Lock and secure the vehicle against theft if you leave it unattended.
- Switch off the engine as soon as possible and do not start up until necessary, especially when inside buildings.

## 24. SECURITY & PERSONAL SAFETY

### **Don't forget to lock up!**

- While at AIA premises, you are responsible for your own personal property. AIA is not responsible for any loss you may suffer. You are also responsible for the security of AIA's property.
- AIA has designated employees and volunteers who have keys and access to our offices. The last person to leave must secure the premises.
- All employees and volunteers issued with a door key or security pass are responsible for its safekeeping. If you leave AIA, keys and security passes must be given to the appropriate person prior to departure.

- Access after hours is not permitted without prior agreement with your Manager. Entry by staff and volunteers at unauthorised times or entry by unauthorised persons is not permitted.
- In the event that you are working, with approval, outside of normal office hours, be sure to follow the security procedures for that action centre.
- If you notice that there is an unauthorised person on site, notify your Manager or the HR team immediately.
- If a security door is not functioning properly, notify your Line Manager, the Activism Support Coordinator in your State, or your WHS representative immediately.

### **Dealing with aggressive or violent people and preventing violence in the workplace**

- Learn and follow safety and security procedures.
- Learn how, and who, you should report hazards and emergencies to.
- Establish how to reach safety quickly from anywhere that you may be working.
- Report any suspicious persons or security violations immediately.

### **If you find yourself dealing with an aggressive person, remember these de-escalation techniques:**

- Remain calm
- Be polite
- Show confidence, not fear
- Talk in a clear voice
- Relate to the person
- Offer them choices – not blame
- Set limits “I cannot help you if you do not calm down”
- Apologise, if appropriate

### **Personal Safety Techniques:**

- Utilise barriers
- Keep your distance and stay calm
- Have an escape route
- Command presence
- Your last resort is to use physical force – get out or evacuate the area
- Try to get people out of harms way
- If the person has a weapon. Do not try to disarm them – Call 000

### **Things to Avoid:**

- Do not make false statements or promises you can't keep
- Do not explain technical, complicated information when emotions are high
- Do not take sides or disagree



- Do not take remarks personally
- Do not show anger
- Do not patronise
- Do not invade the individual's personal space
- Avoid any hostile verbal or non-verbal (body language) styles of communicating
- Do not make threats or dares
- Do not belittle or make the person feel foolish
- Do not criticise or act impatient
- Do not attempt to "bargain" with a threatening individual

## 26. HANDLING GENERAL MAIL

- Wherever possible, isolate the sorting and opening of mail and packages.
- Be observant for any suspicious packages or envelopes.
- Open all mail with a letter opener or use a method that is least likely to disturb the contents. Do not use just the hands.
- Open packages with a minimum amount of movement.
- Do not blow into envelopes.
- Do not shake or pour out contents.
- Keep hands away from your nose and mouth when handling mail.
- Wash hands after handling mail.

If you find something suspicious, do not go around showing everybody – report it to your Line Manager or Volunteer Supervisor.

### **If you suspect that you have received a package that may contain hazardous material and HAVE NOT OPENED IT:**

- Place item in a plastic bag and seal it.
- Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Remember you are not in immediate danger.
- Call for help. This may be to your Manager or to 000 to ask for the Police or Fire Brigades. Advise the following:
  1. Exact location of the incident - street address, building floor number.
  2. Number of people potentially exposed.
  3. Description of the package/device.
  4. Action taken eg, package covered with black coat, area isolated.
  5. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
  6. If possible (without leaving your work area) wash your hands.
  7. If possible have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the workplace.
  8. Wait for help to arrive.

### **If you suspect the mail item may contain an explosive device:**

- Follow your normal emergency procedures.

- Ring 000 and report the package to the Police.
- Evacuate the area.

### ***BOMB THREAT CHECK LIST***

#### **REMEMBER, DON'T HANG UP THE CALL**

Recall the exact wording of the threat. Record calling line identification – don't hang up, and take action by immediately notifying your Manager or Volunteer Supervisor.

<b>Questions to ask:</b>	<b>Caller's Voice:</b>
When is the bomb going to explode?	Accent (specify):
In which building?	Any impediment (specify):
Where did you put the bomb?	Voice (loud, soft, etc):
When did you put it there?	Speech (fast, slow, etc):
What does the bomb look like?	Diction (clear, muffled):
What kind of bomb is it?	Manner (calm, emotional, etc):
What will make the bomb explode?	Did you recognise the voice?
Did you place the bomb?	Was the caller familiar with the area?
Why did you place the bomb?	<b>Threat Language:</b>
What is your name?	Well spoken:
Where are you?	Incoherent:
What is your address?	Irrational:
<b>Background Noises:</b>	Message taped or read by caller:
Street noises:	Abusive:
House noises:	<b>Other:</b>
Aircraft:	Sex of caller:
Local call:	Estimated age:
Voices:	<b>Call Taken Details:</b>
Long distance:	Date:
Music:	Time:
STD:	Duration of call:
Machinery:	Number called:
Other:	

## 28. EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) provides counseling and support to all employees and immediate family members.

You can feel comfortable using your EAP to confidentially discuss any work or personal issues that are an inevitable part of life.

Your EAP can assist you with:

- Relationships and family problems.
- Anxiety, depression and stress.
- Work and/or personal issues.
- Financial and legal concerns.
- Alcohol and/or drug issues.
- Gambling problems.

Further information regarding the EAP service can be located on the HR Google Site.

## 29. WORK/LIFE BALANCE

- AIA recognises that employees have a range of work/life balance needs and demonstrates a commitment to address the challenges of balancing work and personal lives through effective leadership.
- AIA recognises that implementing organisational structures, systems and practices, and working conditions and employment practices to facilitate a work/life balance for all employees directly enhances health and productivity.
- AIA supports the balance between employee needs and organisational needs by recognising that each flexible work arrangement should reflect the staffing and work requirements of each workplace and be negotiated between individual employees and their Managers.
- AIA recognises that employees have a range of cultural affiliations and family responsibilities that impact on work/life balance and is committed to ensuring that these employees are not disadvantaged or discriminated against in any way connected to their employment.

## 30. Attachment A – WHS Contacts

Position	NSW	Victoria	Queensland	South Australia	Western Australia	Tasmania	ACT
First Aid Officer	Jessica Frost; Chris Ringland	Lara Murray (03) 9412 0712	Tia Lancaster (07) 3136 6402	Naomi Vaughan (08) 8110 8103	Ken Matahari (08) 9476 4803	Louise Durose (03) 6221 1004	Matthew Holmes (02) 6202 7502
Fire Wardens	Julie Ong; Amanda Atlee; Rebekah Reader	Lara Murray; Sarah Marland	Tia Lancaster; Sam Hagaman; Tracey Foley; Candace Wright	Naomi Vaughan (08) 8110 8103	Ken Matahari (08) 9476 4803	Louise Durose (03) 6221 1004	Tamara Lions (02) 6202 7504
WHS Representative	Rebekah Reader	Lara Murray	Tia Lancaster	HR Team	HR Team	Louise Durose	Matthew Holmes
First Aid kits are located at	Kitchen areas and IT area	First Aid Room	Above the safe	Cupboard in kitchen area	Kitchen & In the volunteer area	Outside the meeting room	Kitchen
Assembly Point in case of an Evacuation	Peace Park, end of Myrtle Street	Crn of Peel st & Cambridge st	Outside the Royal George Hotel	Victoria Square	In the grass area, about 150m north of the building	Footpath outside the Tasmanian club	The fountain in front of the Canberra centre
Return to Work Coordinator	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)	Sarah Murphy (02 8396 7641)  Georgie Kelso (02 8396 7623)