



POLICY MANUAL



USING COMPANY VEHICLES

Here at Laser Plumbing Kilkenny we aim to provide our staff with sufficient, up to date vehicles and equipment to aid our personnel in performing their duties as diligently and as professionally as possible. All workers are required to use Laser Plumbing Kilkenny vehicles and equipment responsibly.

We expect that any person/s provided with a company vehicle will be totally responsible and accountable for the use and condition of the vehicle. It is also expected that a vehicle inspection checklist should be used in accordance with commercial vehicle use legislation including the Traffic Act. You will find a form for the vehicle inspection checklist in the OHS Diary which will be located in each company vehicle.

When driving a company vehicle it is the responsibility of the worker to be familiar with and obey all applicable laws in your state. If you are not familiar with the traffic laws of your state, be sure to inform your manager in order to acquire the relevant information.

Driving Behaviour, Speeding & Fines

Always be courteous to other drivers. Remember that you are presenting the company image of Laser Plumbing Kilkenny while on the road. Your conduct on the road should also be professionally presented.

If in traffic and needing to be stationary or the vehicle stalls, becomes immobile or breaks down always be sure to use the hazard lights as to warn off any other vehicles in order to avoid an unnecessary accident. In the event of an accident, refer to the Incident Reporting Policy. Be sure to travel at a speed within the confines of the speed limit. Speeding in Laser Plumbing Kilkenny vehicles is strictly prohibited.

Tailgating has been responsible for many accidents. Under no circumstances whatsoever should you tailgate another driver. Where practical be sure to always remain at least 4 car lengths behind other vehicles. Always allow for sufficient room to respond safely should the car in front of you suddenly brake.

Any speeding fines incurred will be at the expense of the person driving the vehicle at the time of the incident. Never drive while talking on a mobile phone. Always ensure that the vehicle is in park and stationary when talking on a mobile phone. Road Rage will not be tolerated under any circumstances and will result in instant dismissal. You must also remain fully qualified to drive the vehicle.

Keep, maintain and use the vehicle that always meets and is in accordance with the manufacturer's warranty, including being serviced as per the manufacturer's recommendation and also ensure that the conditions of any insurance policy on the vehicle are observed.

You must not drive the company vehicle in a manner or at a time which would be a breach of laws including the law relating to blood alcohol content; and Laser Plumbing Kilkenny reserves the right to recover costs from you where the vehicle has sustained damage and was being used in such a manner that it is uninsured.



USING PRIVATE VEHICLES

Here at Laser Plumbing Kilkenny, we value the health & safety of all our employees, contractors, clients and visitors. It is for this reason that we require all personnel to be well informed in what procedures must be followed when using company and privately owned vehicles for work duties.

Approval

A private motor vehicle must not be used for the conducting of Company business without prior approval for the use of that vehicle. Applications for approval to use a private motor vehicle on Company business must be made in writing to the Manager and copies of the following documents must be provided:

- Current registration papers for the vehicle
- Current comprehensive insurance policy for the vehicle
- Current drivers licence
- Consent to such use of vehicle (if owner is not the worker)
- An undertaking to keep the vehicle in good repair

Where a vehicle is covered by a Third Party Policy only, approval will not be considered unless the application is accompanied with a written undertaking provided by the owner of the vehicle that the Company is not liable for any claims for compensation arising from any loss or damage to the vehicle whilst being used on Company business.

Where approval to use a private motor vehicle is granted in accordance with this Policy, it is a condition of that approval that the worker provides copies of all the above documents at the time of renewal to the respective registrations and policies.

Maintenance of Records

Applications for approval to use particular motor vehicles on Company business, together with authorisations for the use of the vehicle for particular purposes or on particular occasions, will form part of the workers personal file. The Vehicle Inspection Checklist is also located in the OHS Diary and must be completed on a regular basis to ensure the safety of your vehicle.

It is the responsibility of personnel to keep full maintenance of their vehicles up to date if being used for Company business. All maintenance records must be submitted to the manager and kept up to date.

Other Safety Matters

Personnel must follow all applicable Australian road laws. The company's drug & alcohol policies also apply to the use of private vehicles.



WORKPLACE FIRST AID

Laser Plumbing Kilkenny has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that all personnel are not exposed to health and safety risks arising from the performing of your duties.

All personnel have the responsibility of taking reasonable care for their own health and safety and must not adversely affect the health and safety of other personnel. Laser Plumbing Kilkenny personnel (and contractors) must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace, such as procedures for first aid and for reporting injuries and illnesses.

First Aid Consultation

Consultation involves sharing of information and giving our workers a reasonable opportunity to express views and then taking those views into account before making decisions on health and safety matters.

The WHS Act states: A business must consult, so far as is reasonably practicable, with workers who carry out work for the business or undertaking who are (or likely to be) directly affected by a work health and safety matter.

If the workers are represented by a health and safety representative, the consultation must involve that representative.

Laser Plumbing Kilkenny will consult and discuss with our workers when making decisions about what facilities are needed, including those required for administering first aid.

Consultations will include:

- the number, location and contents of first aid kits and other equipment such as defibrillators
- the type of first aid facilities that may be needed
- first aid procedures, and
- the number of trained first aiders on site

First Aid Equipment

Laser Plumbing Kilkenny management requests that you think of any risks that may be associated with your role with the company and provide any valuable feedback of the types of first aid equipment that could possibly be needed in the case of an incident or accident.

Laser Plumbing Kilkenny management will also conduct risk assessments of the workplace to determine the types of accidents and incidents which could possibly occur and then add the items to our first aid kits which would treat such injuries.

First aid facilities will be located at convenient points and in areas where there is significant risk of an injury or illness occurring. First aid kits will also be supplied in all company vehicles for mobile workers. First aid equipment will be available in more than one location where:

- work is being carried out a long distance from emergency facilities
- small numbers of workers are dispersed over wide areas
- access to treatment is difficult, and/or there are multiple floor levels

Record keeping & Confidentiality

A first aid recording system should be maintained at the workplace. A copy of the first aid record should accompany the ill or injured person if the person is transferred to a medical service or hospital. The original copy of the first aid records should be retained at the workplace and a copy should be given to the worker or be available on request. Personal information about the health of a worker is confidential including details of medical conditions, treatment provided and results of tests.

First aid signs

Laser Plumbing Kilkenny will have standardised first aid signs displaying where the first aid station is which will assist in easily locating first aid equipment and facilities.

Note: First aid signs may be constructed to suit individual requirements but should comply with AS 1319: 1994 - Safety Signs for the Occupational Environment.



Please see your manager to be shown where the First Aid points are located.

Trained first aiders

Laser Plumbing Kilkenny will ensure that an adequate number of workers are trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.

The company's trained first aid officer is: _____

Additional first aid officers: (Enter here or delete)

Note: Laser Plumbing Kilkenny first aiders are instructed not to exceed their training and expertise in first aid. Other personnel, including supervisors, are also instructed not to direct first aiders to exceed their first aid training and expertise.

Emergency Numbers

- ❖ Ambulance, Fire or Police Call - triple zero (000) or 112 from some mobile phones.
- ❖ Non Urgent Transport Call - 13 12 33 (after authorised by a medical practitioner)
- ❖ Deaf Emergency Number Call - 106
- ❖ Poisons Information Centre Call - 13 11 26



Response to an Emergency or an Urgent Condition

There are a number of critical factors that need to be followed during an emergency. In any emergency, it is important to initially confirm that it is safe to approach a casualty and assess the situation for any life threatening hazards.

The first aid provider should do the following in the case of an emergency:

1. Assess the incident area and determine whether or not it is safe to approach the casualty.
2. Phone for help – Call (000)
3. Assess the casualty for life threatening injuries – This includes aiming to get a response from the casualty. Do not shake the person, instead use the touch and talk method which you should incorporate soft touching with loud talking. The touch and talk method will help you to determine the level of consciousness to the casualty.

Immediate Attention

There are a number of situations which will require immediate attention, they are:

Breathing - Check the persons breathing by gently tilting their head backward and looking into the mouth for foreign objects such as food, loose dentures and fluid. Unless the persons' airway is blocked by water, vomit, blood or any other fluids, checking the airway should be done while the casualty is on their back. If the airway is obstructed with any fluids however, place the injured person on their side and clear the airway from any obstruction as best as possible. If the casualty is breathing, the first aid provider should keep the casualty on their side while maintaining neck stability and then call (000) for assistance. Keep checking the airway and breathing regularly and look for other injuries while waiting for the ambulance paramedics to arrive.

Bleeding - When dealing with blood or other bodily fluids use the appropriate PPE at all times, including equipment such as gloves, overalls, aprons and glasses where contact may occur. Bleeding is considered severe when it is spurting or cannot be controlled. Such severe bleeding is life threatening and should be addressed as quickly as possible by applying firm, direct pressure to the injury using a sterile pad or clean cloth. DO NOT remove any penetrating objects if there are any lodged in the wound.

Apply a clean dressing directly over the wound and firmly secure it with a bandage if possible, ensuring the entire wound remains covered, then elevate the wounded part of the body and restrict any movement as much as possible. Keep the casualty calm to avoid going into shock while occasionally checking to make sure that the bandage is not restricting circulation.



Poisoning – In all cases of poisoning, call triple zero (000) and then seek advice from the Poisons Information Centre on 13 11 26 (Available 24hrs). If the casualty is unconscious, do not leave them alone if possible by asking someone else to seek help. Do not induce vomiting. Find out as much information as possible about what poison has been taken in order to advise the paramedics when they arrive.

Electrocution - NEVER try to cut leads or power lines. Do not go anywhere near a high tension power line. Electrical current can arc (jump) 1 inch per every 10,000 volts being carried. A person does not have to touch the source to sustain an injury. Always ensure the power source has been switched off before handling the casualty, then dial triple zero (000) for an ambulance. Commence any resuscitation if required. If the casualty is conscious, away from danger and has suffered burns as a result, cool the area by flushing with clean water. Be aware that excessive cooling can lead the casualty to becoming dangerously cold. Stabilise the casualty and wait for an ambulance to arrive.

Risks of Exposure

First aid personnel and workers may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a skin penetrating injury such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

Be sure to remove any risks of infection or exposure to biological hazards.

Standard precautions

Assume all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of Personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste



There are a number of areas to take into consideration when administering first aid. They are:

Risk of infections

First aid personnel and workers may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a skin penetrating injury such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

All workplaces should undertake a review of their first aid practices to remove the risks of infection or exposure to biological hazards.

Standard precautions

Always assume that all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste.

Hygiene

Hands should be washed using soap and water:

- before and after contact with an ill or injured person
- when there is contact with blood or body substances or contaminated items
- when protective gloves are removed

When soap and water is not available, use an alcoholic chlorhexidine hand wash or equivalent.

Waterproof dressings should be available to allow first aid personnel to cover injuries. This reduces the risk of an injured person's blood or body substance coming into contact with the broken skin of the first aid person.



Management of blood or body substance spillage

Spills should be attended to immediately and protective gloves should be worn. Absorbent material such as paper towels should be used to absorb the bulk of the blood or body substance. These contaminated materials should be disposed of in a sealed, leak-proof waste bag.

A spills kit should be available where there is a risk of blood or body substance spills. A 'spills kit' should contain:

- PVC household rubber or disposable latex gloves
- cleaning agents
- disposable absorbent material
- a leak-proof bag

Cleaning the area when finished

When finished, the area should be cleaned with warm water and detergent and then disinfected. Mops and buckets should be rinsed with warm water and detergent and stored dry. Reusable gloves and other protective clothing should be removed and disinfected after cleaning the contaminated area and equipment.

Cleaning, disinfecting and sterilising

- Single use disposable sterile items like disposable splinter forceps, should be used to reduce the risk of cross infection. When disposable items are used for first aid they should not be reused.
- Non-disposable items need careful handling and should be processed after each use. The method of processing depends on the purpose for which the equipment is to be used.
- If first aid equipment has contact only with intact skin, such as bandage shears, then it requires cleaning.
- Cleaning removes soil and reduces the number of germs from the surface.
- If the equipment becomes contaminated with blood such as used kidney dishes and liquid containers, or has contact with intact mucous membranes, such as a thermometer in the mouth, then the equipment needs cleaning and disinfecting.
- Disinfecting inactivates bacteria, viruses and fungi, but not necessarily bacterial spores.
- When reusable equipment such as reusable splinter forceps come into contact with wounds or are used to penetrate the skin, they should be cleaned and sterilised immediately.
- Sterilising completely destroys all germs. The only practical means of achieving sterilisation, in the first aid setting, is by using an autoclave.
- Thorough cleaning of all items should start as soon as possible after use. Protective gloves should be worn during cleaning and care should be taken to avoid eye splashes.



Waste management

Contaminated waste should be placed in a leak-proof bag or container and sealed. The bag or container should not be overfilled. All waste should be handled with care to avoid contact with blood or body substances. Gloves should be worn when handling waste bags and containers. Waste bags, appropriate for the type of waste, should be used when large amounts of waste are generated. Waste disposal practices must comply with state or local government requirements.

Laundry and storage of equipment

- Soiled linen should be identified and kept separate from clean linen.
- PVC latex or household rubber gloves and protective clothing should be worn when handling soiled linen.
- Soiled linen should be washed immediately in hot water with detergent.
- Heavily soiled items should be placed in a leak-proof bag and closed and soaked in bleach where possible.

All first aid items and equipment should be stored to maintain an appropriate state of cleanliness and sterility. All items and dry, sterile, packaged instruments should be stored in a clean, dry environment.

Sharps

Sharps are a major cause of accidents involving potential exposure to biological hazards which can pose a risk of transmission for Hepatitis B, C and HIV viruses. Sharps include hypodermic needles, syringes (with or without the attached needle), scalpel blades, suture needles and lancets.

The following practices should be followed:

- if there is a risk of finding discarded sharps, tongs or a similar item should be available to pick up the sharp items safely
- sharps should be disposed of in a puncture proof container
- sharps containers should be located as close as possible to the area where sharps are used
- dispose of sharps containers in accordance with local government requirements

Immunisation

If you will be regularly exposed to bodily substances, consider enrolling in an immunisation program. Medical advice should be sought in this matter. For instance, a Hepatitis B immunisation program should be assessed for first aid personnel who are at risk of regular exposure to blood or body substances.



Personal protective equipment (PPE)

Personal protective equipment (PPE) should be used to protect first aid personnel and ill or injured persons from risks of exposure to infections. PPE should comply with the relevant Australian standards.

PPE includes but is not limited to:

- protective gloves such as disposable PVC, latex gloves or heavy duty gloves where there is a risk of exposure to sharp objects or when cleaning blood or body substance spills
- protective clothing such as disposable non-porous overalls or plastic aprons
- eye protection such as goggles and safety glasses
- safety footwear to protect feet from sharp objects
- resuscitation mask to reduce the risk of exposure to blood and body substances

Skin penetrating injuries (SPI)

Management of skin penetrating injuries (SPI) and other blood or body substance exposures:

- encourage the wound to bleed by gently squeezing
- wash the area with cold running water and soap if available
- apply an antiseptic if available then cover the wound with a band aid or dressing

When a person has exposure to blood or body substances

- wash away the blood or body substance with soap and water. If water is not available then use a 60-90% alcohol based hand rinse or foam
- if the eyes are contaminated, rinse eyes while open with tap water or saline solution
- if blood gets into the mouth, spit it out and then repeatedly rinse with water

If exposed to blood or body substances the person should be referred for medical assessment as soon as possible. The doctor can then assess the degree of exposure and arrange blood tests and immunisation where appropriate. Access to professional counseling should also be available if needed.

Records of blood or body substance exposure should be documented and kept on file. Records of exposure and treatment should be kept confidential.



FIRE AND EMERGENCY EVACUATION POLICY

Here at Laser Plumbing Kilkenny we aim to provide a safe workplace and environment for all personnel. In the unfortunate event of a fire or any other emergency requiring evacuation of the premises, the following procedures should be adhered to:

- ❖ **STAY CALM, DO NOT PANIC** – In a state of panic, people tend to think irrationally. Ensure to the best of your ability to stay calm in order to think clearly and rationally.
- ❖ **STAY ALERT** – Beware and remove yourself from any immediate danger.
- ❖ Alert everyone within the vicinity immediately, then only if it is safe to do so, help and remove any person/s in any danger.
- ❖ Call the emergency number “000” or “112” from some mobile phones.
- ❖ Staff members who are properly trained in the use of fire extinguishers should use them to confine the fire only if it is safe to do so. If there are any risks in performing this, evacuate the building or area immediately.
- ❖ **NEVER USE AN ELEVATOR** - If the building has elevators, do not use them to evacuate the building. Always take the stairs.
- ❖ After evacuating the building, advance as quickly as possible to the evacuation assembly area provided, which should be located furthest away from the incident.
- ❖ A responsible person should be selected to make sure that everyone has been accounted for by conducting a roll check while another responsible person maintains directions of everyone at the evacuation assembly point. Be sure to inform the emergency services with the details of what has occurred and of any people unaccounted for.
- ❖ Remain at the evacuated point until you are given permission by the authorised person to re-enter the area.



Method of Operation of Fire Fighting Equipment

Fire Extinguishers

1. Select appropriate extinguisher for type of fire.
2. Pull pin from squeeze handle.
3. Test extinguisher by squeezing handles briefly.
4. Approach fire aiming nozzle at base of fire.
5. Squeeze handles and operate extinguisher in a sweeping motion.

Hose Reels

1. Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.
2. To release the hose reel, turn the valve on this will charge the hose and release the nozzle (if fitted with a nozzle release lock).
3. The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.

Further Instructions

Once the incident has been dealt with, management must be sure to fill out an incident report for the company's records in case of further investigations by the Department of Industrial Relations or Workplace Health & Safety.

***Provide a building map of the business premises, ensuring to show all exits points and attach it beside the above procedures.**

***Include photographs of your evacuation assembly points beside the map of the business premises.**

For more information on employer specific obligations call your local Department of Fire & Rescue.



INDUCTION COMPLETION ACKNOWLEDGEMENT

I _____ (Full Name) understand that Laser Plumbing Kilkenny endeavours to provide a safe, positive and productive working environment and I understand that my responsibility in contributing to this environment is by following the policies and procedures outlined in the Laser Plumbing Kilkenny Policy Manual.

I understand what I have read and agree to follow the policies and procedures in the Laser Plumbing Kilkenny Policy Manual and have raised any questions or concerns that required explanation or clarification with Management. I am aware that any infringement of these company policies and procedures will be subject to disciplinary action if required.

SIGNATURE OF DECLARATION

Signature:	Date:
Full Name:	Date:

Witness Name:	Date:
Witnesses Signature:	Date: