

SPICEBUILD



COMPANY HEALTH & SAFETY MANUAL 2016

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SPICE BUILDING SOLUTIONS

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ANNUAL REVIEW AND AMENDMENT RECORD

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SECTION ONE

SPICEBUILD'S OBLIGATIONS



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1.1 EMPLOYERS DUTIES UNDER THE ACT

SPICEBUILD recognises that it has a primary duty of care under NZ law. As a PCBU, SPICEBUILD will ensure so far as is reasonably practicable:

- That the health and safety of workers employed or contractors engaged by the PCBU or those workers who are influenced or directed by the PCBU (for example, contractors, visitors and public) is not put at risk from work carried out by the PCBU.
- To provide and maintain a work environment, plant and systems of work that are without risk to health and safety.
- Ensure the safe use, handling and storage of plant, structures and substances.
- Provide adequate facilities at work for the welfare of workers, including ensuring safe access to those facilities
- Inform, train, instruct or supervise to a level sufficient to protect workers and others from risks to their health and safety.
- Monitor the health of workers and the conditions at the workplace for the purpose of preventing illness or injury.
- Involve workers in work health and safety, so far as is reasonably practicable, with workers who work for its business or undertaking *and* are directly affected, or likely to be directly affected, by a health and safety matter of the PCBU.
- Provide *effective practices* that allow workers who work for its business or undertaking to have an opportunity to participate in improving work health and safety on an ongoing basis.

In addition to these specified positions, an officer can be any person who makes decisions that affect the whole, or a substantial part, of the business of the PCBU i.e. directors, managers, project managers and foremen.

The acid test of an officer is whether the person has sufficient authority to make decisions that affect a substantial part of the business operations or practice.

An officer must exercise due diligence to ensure that the PCBU is meeting its health and safety obligations.

The due diligence duty complements and supports the primary duty of care of the PCBU – it does not replace it.

Due diligence functions include:

- Be knowledgeable about work health and safety matters affecting the PCBU and keep up-to-date to changes to standards of practice.
- Gain an understanding of the operations of the organization and the hazards and risks generally associated with those operations.
- Ensure the PCBU has appropriate resources and processes to eliminate or minimise identified risks.

- Ensure the PCBU has appropriate processes for receiving information about incidents, hazards and risks, and for responding to that information.
- Ensure there are processes for complying with any duty, and that these are implemented and verify that these resources and processes are in place and being used.

General Duties

Take ALL PRACTICABLE STEPS to ensure the safety of employees while at work.

Note:

The term ALL PRACTICABLE STEPS is important and is defined in the Act as:

"All practicable steps", in relation to achieving any result in any circumstances, means all steps to achieve the result that is reasonably practicable to take in the circumstances, having regards to:

- a) The nature & severity of the harm that may be suffered if the result is not achieved; and***
- b) The current state & knowledge about the likelihood that harm of that nature and severity will be suffered, if the result is not achieved; and***
- c) The current state of knowledge about the harm of that nature; and***
- d) The current state of knowledge about the means available to achieve the result, and about the likely efficiency of each; and***
- e) The availability and cost of each of those means.***

1.2 HAZARD MANAGEMENT

Identify Hazards

SYSTEMATICALLY identify existing hazards or new hazards to employees at work (before they arise if possible).

A Significant Hazard means a hazard that is an actual or potential cause or source of:

- a) Serious harm; or***
- b) Harm (being harm that is more than trivial) the severity of whose effects on any person depend (entirely or among other things) on the extent or frequency of the persons exposure to the hazard; or***
- c) Harm that does not usually occur, or usually is not easily detectable, until a significant time after exposure to the hazard.***

Serious Harm is also defined and includes a list of injuries that result in certain physical or medical conditions - see First Schedule of the Health & Safety in Employment Act 1992.

Significant Hazards

Once a Significant Hazard has been identified the following process must be followed:

- 1) Take all Practicable Steps to **ELIMINATE** it;
- If that is not practicable;
- 2) Take all Practicable Steps to **ISOLATE** the significant hazard from places of work or employees;
- If that is not practicable;
- 3) Take all Practicable Steps to **MINIMISE** the likelihood that the hazard will be a source of harm to Employees (SPICEBUILD Workers); and
 - provide, and ensure employees wear suitable protective clothing and equipment to protect the employees from any harm that may arise from the hazard; and
 - monitor the employees exposure to the hazard (with the consent of the employee as far as is possible)

Summary

The process for the control of hazards at places of work is:

- Identify **Hazards**;
- Determine if they are **Serious Hazards**;
- If Yes, **Eliminate**;
- If not practicable, **Isolate** it from employees & others;
- If not practicable, **Minimise** risks and monitor hazard.

1.3 SUPERVISION & TRAINING, DEVELOPING PROCEDURES & OTHER DUTIES

Supervision & Training

SPICEBUILD is responsible to ensure employees do not work or use any plant or any substance until they have been given information about:

- 1) What to do if an emergency arises while the employee is doing work or using plant or substance; and
- 2) All identified hazards to which the employee is or may be exposed, and the steps that can be taken to minimise the likelihood that the hazard will be of harm to the employee; and
- 3) All identified hazards the employee will or may create while doing work or using plant or a substance, and the steps that can be taken to minimise the likelihood that the hazard will be the source of harm to other people.

SPICEBUILD is responsible to ensure that an employee has, or is supervised by a person who has, the knowledge and experience of similar places, work, plant or substances (whichever is relevant) to ensure that they are not likely to cause harm to themselves or

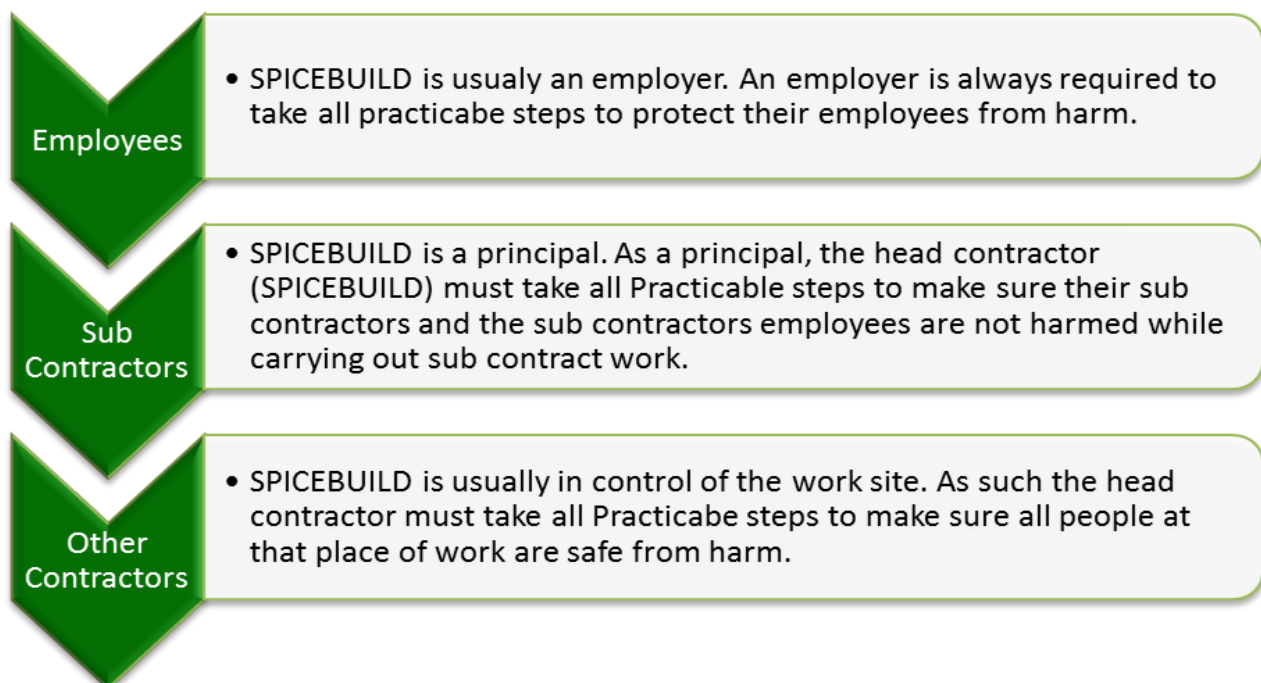
SPICEBUILD is responsible to ensure that an employee has, or is supervised by a person who has, the knowledge and experience of similar places, work, plant or substances (whichever is relevant) to ensure that they are not likely to cause harm to themselves or other people; and

SPICEBUILD is responsible to ensure that the employee is adequately trained in the safe use of all plant, objects, substances and protective clothing and equipment, that the employee is, or may be, required to use.

SPICEBUILD have an obligation under the Act to ensure that all employees have the opportunity to be fully involved in the development

1.4 HEAD CONTRACTORS (SPICEBUILD) AND SPECIFIC OBLIGATIONS

SPICEBUILD is likely to wear a number of different hats on a project and as such may have responsibilities for various people for different reasons.



The obligation includes other workmen the employer may have contracted indirectly to perform work on SPICEBUILD sites this may include labour hire personal.

Information

Persons working under SPICEBUILD control are required to receive information on:

- Emergency Procedures;
- Hazards they may be exposed to, or create;
- Location of safety equipment;
- Results of Health & Safety monitoring.

Specific Obligations

Regulations

In addition to the obligations set out in the Act, SPICEBUILD and others must comply with regulations issued under the Act.

Codes of Practice and Guidelines

Worksafe NZ has published Authorised Codes of Practice and many industry Guidelines on nearly every issue occurring on site (e.g.):

- Management and Handling of Asbestos,
- Safe Erection and Use of Scaffolding,
- How to Identify Hazards,
- Excavations and Shafts for Foundations, etc

SPICEBUILD undertake to refer to these guidelines in how to "Take all Practicable Steps" to ensure the health and safety of people performing work in the SPICEBUILD workplace and sites

SPICEBUILD must keep a register of accidents and must investigate record and report where someone may have been injured or harmed.

Where serious harm has occurred additional information will be required and the Secretary of Labour must be notified in writing within seven (7) days. SPICEBUILD use the OSH prescribed forms for the recording and reporting of accidents.

Health & Safety Inspectors

SPICEBUILD acknowledge that WorkSafe NZ Inspectors have powers of inspection and entry to site or the place of work:

- Conduct examinations, tests, take photos, measurements etc;
- Bring other persons to assist;
- Copy relevant documents;
- Remove samples;
- Require places to remain undisturbed;
- Require statements.

Inspectors are required to identify themselves.

SPICEBUILD will cooperate with all reasonable request made by a WorkSafe NZ inspector and maintains the right to:

- Obtain information as to the return of samples, documents or other items removed;
- Refuse to provide self-incriminating evidence.

Notices

Improvement Notice

Improvement notices are issued by WorkSafe Inspectors where there has been non-compliance and they set out the remedial steps required to be implemented.

Prohibition Notice

Issued where failure has caused serious harm or is likely to cause serious harm.
All work must stop until the hazard is removed.

OFFENCES

1) Knowledge

Where a person knowingly takes action (or in-action) likely to cause death or serious harm.

2) Non Compliance

Where a person causes death or serious harm (non-deliberate)

3) Non Compliance with Act

Non Compliance offences are strict liability offences. This means a person does not need to have the intention to not comply to be liable. The fact the person does not comply can make them liable.

It is a defence to show that even if a person is in breach they exhibited due diligence or were without fault. The onus is on the person to establish the defence.

4) Persons Liable

Officers, Directors, Supervisors and Employees of a company can be liable.

PCBU roles and responsibilities under the Health and Safety Reform Bill 2014

Owners, board members and directors have newly defined responsibilities as PCBU's - **person conducting a business or undertaking** - and are principal duty holders under the law.

All PCBUs have a primary duty of care in relation to the health and safety of workers, contractors and others affected by the work carried out by the PCBU.

Recent changes to Health and Safety in Employment Acts due to the Pike River mining disaster and the low ranking in the OECD of NZ for fatalities and serious harm injuries amongst workers have created an acute awareness of H&S responsibility on the part of owners, board members and the directors of companies operating in New Zealand. The Department of Labour has been replaced by Worksafe NZ. The new regulator is in the process of increasing the responsibilities placed upon Persons Conducting Business or Undertaking (PCBU) and increasing the inspection and fine regimes.

Everybody in the workplace has a statutory duty for health and safety and must take reasonable care to fulfil that duty.

H&S breaches will now be investigated using a root cause and contributing factor process and systematic failures found to be contributory will attract fines and possibly criminal charges.

Under NZ law three offence tiers relating to breaches of the health and safety duties exist. The offences and possible maximum penalties can be summarised as follows:

- **Reckless Conduct** (has a duty and exposes any person to whom the duty is owed to risk of death or serious injury/illness and is reckless as to that risk) – fines up to \$3 million (or \$600,000 and/or up to five years' imprisonment for individuals).
- **Failure to comply with a Duty** (with exposure to risk of death or serious injury/illness) – fines up to \$1.5 million (or \$300,000 for individuals).
- **Failure to comply with a Duty** (no exposure to death or serious injury/illness) – fines up to \$500,000 (or \$100,000 for individuals).

In addition to the fines and imprisonment that may be imposed the court may impose at sentencing:

- **Adverse publicity orders** – requiring the offender to publicise in a particular manner the offence, its consequences, and the penalty imposed.
- **Restoration orders** – requiring an offender to take specified steps to remedy any matter caused by the offence.
- **H&S project orders** – requiring an offender to undertake a specific project for the general improvement of work health and safety.
- **Court-ordered enforceable undertakings** – adjourning the proceeding for up to two years, during which the offender undertakes to comply with certain conditions.

SECTION TWO

SPICEBUILD'S RULES



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2.1 SPICEBUILD RULES

- The SPICEBUILD set of rules aim to set out a minimum standard of behaviour through our sites and they apply to all employees without exception. The first person to benefit from your observance of the rules is yourself!
- Stay alert to situations, which might be dangerous to you or your fellow workers.
- The following rules are designed to keep you and other people safe at work and as stress free as possible.

2.1.1 SAFETY

- SPICEBUILD expect all employees to obey all health and safety instructions and comply with the employee obligation as described in the Health and Safety Act 1992 and its amendments.
- All employees are expected to participate in risk assessments and hazard control procedures to Eliminate, Isolate or Minimise risks to themselves, other people and SPICEBUILD property.
- If you cannot eliminate it yourself, bring it to the attention of your supervisor.
- Use tools and equipment properly. Keep them in a safe working condition and put them back in their proper storage when finished.
- Where a SPICEBUILD SOP, industry ACOP or Client safe work instruction exists employees are to comply with these procedures when working on SPICEBUILD sites.
- Lift objects correctly, keeping the back straight and asking for assistance where necessary
- All chemicals or hazardous materials brought onto site must be pre approved for use and be accompanied by and used in compliance to an MSDS.

2.1.2 SAFETY EQUIPMENT

- The safety equipment supplied must be used at all times.
- Failure to wear and/or use safety equipment may result in disciplinary action.

2.1.3 ABSENTEEISM

- Any employee who for any reason finds they are unable to attend work must contact their supervisor or the main office as soon as practicably possible stating the reason for their absence and the anticipated date of their return. A txt message prior to shift start is acceptable in the first instance, but should be followed by a phone call as soon as possible.
- Continual absenteeism may be grounds for dismissal.

2.1.4 ACCIDENTS

- All property damage and injury accidents must immediately be reported to your supervisor as soon as possible and no later than the end of shift. Notification by phone is acceptable in the first instance.
- An accident form must be filled in prior to shift end on the day the accident occurred. The supervisor must be involved in filling in the accident form and any investigation.
- Accident scenes where serious harm has occurred must be left undisturbed unless a person has to:
 - i. Save a life or further injury and/or suffering;
 - ii. Maintain access for emergency services;
 - iii. Prevent serious damage or loss of property.

2.1.5 SPICEBUILD PROPERTY

- Any clothing, equipment, tools or safety equipment remain the property of SPICEBUILD and must be returned before uplifting your final pay prior to leaving SPICEBUILD.
- No SPICEBUILD property may be removed from the workshop or site without express authority from the management.
- All material, demolition waste and fittings belong to SPICEBUILD and not to be removed for private use without express authority from the management.

2.1.6 SPICEBUILD VEHICLES

- Vehicles are the responsibility of the person they have been allocated to and must not be used without that person's permission.
- Only appropriately licensed and experienced drivers are to operate SPICEBUILD vehicles.
- Any damage or accident must be immediately reported. When an accident occurs involving another party's property you are required to obtain all relevant identification and insurance information before leaving the scene of the accident.
- Where police have attended the accident all police reports must be forwarded to SPICEBUILD management.
- Staff using SPICEBUILD vehicles are responsible for keeping the vehicle clean inside and out.
- Staff using SPICEBUILD vehicles are responsible for routine daily service maintenance i.e. tire pressure, water and oil levels.
- All vehicles carrying loads on trays or decks must comply with the NZ Road Transport Truck Loading Code 2012
- Smoking is not permitted in SPICEBUILD vehicles.
- Under no circumstances must;
 - (a) staff who have no current Drivers Licence or
 - (b) staff who have been drinking or using non prescription drugs drive any SPICEBUILD vehicle.

2.1.7 CONFIDENTIALITY

- All SPICEBUILD correspondence and statistics are considered confidential. Our competitiveness in many cases relies on this information not being known to other Companies. Your position and SPICEBUILD's future success could depend on your discretion.
- Your employment contract is a confidential agreement between your employer and yourself and must be treated as such.
- All personal information will be stored securely in the SPICEBUILD office and used only for internal SPICEBUILD purposes related directly to your employment.

2.1.8 CLIENT COMMUNICATION

- All staff are to communicate in a friendly respectful manner toward client representatives.
- Discussion of the technical, schedule and budget issues are to be deferred to the site supervisor or site manager.
- Any instructions from the client's representative must be communicated to the SPICEBUILD supervisor or site manager before actioning.
- Client site specific rule must be adhered to at all time and any disputes or modifications referred to the SPICEBUILD supervisor or site manager for discussion with the client.

2.1.9 DISCRIMINATION

- It is an offence for any person to use threatening, abusive or insulting actions or language likely to cause ill will against any person or group of people on the grounds of religion, colour, race or ethnic origins of the person or persons. SPICEBUILD will take disciplinary action where an employee is found to have been discriminatory and may refer the matter to the police.

2.1.10 DISMISSAL

- In general terms the dismissal of employees will only relate to charges of misconduct as set out in SPICEBUILD rules.

2.1.11 DRUGS AND ALCOHOL

- Employees in presenting themselves for work are required to be fit and capable of working and in no circumstances are they to be under the influence of drugs, stimulants or alcohol.
- By entering into an Employment Contract, employees are agreeing to any reasonable request by the Employer to undergo a test for the use of unlawful drugs or alcohol.
- All prescription medication which may affect your ability to operate equipment or vehicle must be reported to your supervisor.
-

2.1.12 DURESS

- No employee shall be subjected to any duress in relation to membership or non-membership of an employee's Organisation.

2.1.13 DUTIES

- At any time when the normal work of any staff member is not available, it is expected that the employee will perform other reasonable tasks as requested. We are a team.

2.1.14 GRIEVANCES

- It is in the best interests of all parties to solve any problems quickly. Discuss any issues with your supervisor or site manager as soon as practicable.

2.1.15 HONESTY

- SPICEBUILD demands absolute honesty and accuracy in every business transaction. Any employee found to be dishonest with a customer, a supplier, SPICEBUILD or a fellow employee in any manner will face strict disciplinary action.

2.1.16 LICENCES

- All employees are required to have an appropriate and current drivers licence when operating SPICEBUILD vehicles or performing specialist work.

2.1.17 MISCONDUCT

- The following are examples of behaviour that may constitute **misconduct** AND may LEAD TO IMMEDIATE TERMINATION OF YOUR EMPLOYMENT.
 - i. Falsifying your own or another employee's time sheet or any SPICEBUILD or personal record, or requesting such falsification.
 - ii. Unlawful access, use or misuse of any SPICEBUILD computer.
 - iii. Bringing drugs, except as prescribed by a registered medical practitioner, or intoxicating liquors or stimulants onto SPICEBUILD premises or work sites.
 - iv. Reporting for work in such condition that you are unable to perform duties properly and safely.
 - v. Unauthorised possession of a co-worker's property without written authorisation, or taking SPICEBUILD property without written authorisation, unless as a requirement of your employment.
 - vi. Deliberate or wilful damage to SPICEBUILD plant or property.
 - vii. Refusal to perform work reasonably assigned within a reasonable time, or walking off the job without sufficient reason.
 - viii. Using abusive or derogatory language to a Supervisor, Manager or any other person while at the place of work. Provocation will not be accepted as an excuse.
 - ix. Undertaking any activity, which may be, considered as direct competition to SPICEBUILD.
 - x. Failure to wear protective clothing or use safety equipment correctly when required to do so.
 - xi. Gambling on a SPICEBUILD work site.
 - xii. Sleeping during working hours.
 - xiii. Smoking in restricted areas.
 - xiv. Boisterous play which may result in injury or property damage.
 - xv. Irresponsible use of fire protection or safety equipment.

- xvi. Unlawful access to, use or misuse of any SPICEBUILD files or information.
- xvii. Assaulting another person on an SPICEBUILD site, or while wearing or displaying an SPICEBUILD logo.
- xviii. Harassment.
- xix. Such other matters that may from time to time be advised by that SPICEBUILD i.e. not complying with client site rules.
- xx. Misuse or unauthorised use of SPICEBUILD tools, vehicle, plant and equipment or defacing SPICEBUILD property, including time records.
- xxi. Deliberate or unreasonable waste of time or material. Should any employee not be able to perform any assigned task, or not be assigned to any task you shall notify your Supervisor to that effect and perform any reasonable alternative task to which you may be assigned.
- xxii. Failing to report without good reason to SPICEBUILD office as close as possible to your usual commencement time that you are unable to commence work at that time.
- xxiii. Failure to complete the normal day's work unless sick or because of personal emergency.
- xxiv. Continual lateness or lack of application to assigned tasks.
- xxv. Failure at all times to keep proper time and material use records.
- xxvi. Not adhering to the terms and conditions of your Employment Agreement and/or failure to observe the rules of SPICEBUILD may constitute misconduct.
- xxvii. Breaches of confidentiality of SPICEBUILD business.

2.1.18 OVERTIME

- Overtime from time to time is expected of all employees.

2.1.19 PRIVATE TELEPHONE CALLS

- Although receiving occasional brief telephone calls within work time is acceptable, calls should be made during lunch or tea breaks. Personnel mobile telephones are not permitted on the work site.

2.1.20 PERSONAL PROPERTY

- SPICEBUILD does not accept liability for personal property brought into the workplace.

2.1.21 SECONDARY EMPLOYMENT

- The Employee undertakes to obtain the Employer's written consent prior to undertaking secondary employment.

2.1.22 STANDARDS OF DRESS

- An acceptable standard of dress and personal hygiene is required.

2.1.23 TECHNOLOGICAL CHANGE

- The methods used to perform certain tasks are changing constantly and management reserves the right to introduce new work methods or equipment from time to time.

2.1.24 TIMEKEEPING

- As part of a team, it is essential that you always commence work at the specified time. If you arrive late report to your superior and explain the reason.

2.1.25 TIME OFF

- Appointments with doctors, dentists, etc should be made, wherever possible, outside of normal working hours. However, if an appointment has to be made during your normal working hours then permission for time off must be obtained prior to making the appointment.

2.1.26 WASTE & SCRAP

- Separate scrap from reclaimable waste. Know the location of and designated waste and scrap receptacles in the workshop.

Please take note:

All materials on site or in SPICEBUILD's store are the property of SPICEBUILD or its client, irrespective of whether or not they are surplus to requirement or deemed as waste and are not to be removed from site unless specifically authorised to do so. Unauthorised removal is theft. If in doubt ask. **Important**, it is an important part of any 'Service' to leave the client's premises neat and tidy.

2.2 DISCIPLINARY PROCEDURES

- When it is considered necessary to take disciplinary action the employee will be given the opportunity to explain any mitigating circumstances. Once the manager or supervisor knows all the relevant facts and after evaluating the information against the employees past record the employee is to be informed of disciplinary action to be taken.
- Where the employee's action is deemed to be **SERIOUS MISCONDUCT** as contained within these SPICEBUILD Rules **INSTANT DISMISSAL** without the requisite notice may be made.
- Where the employee's action is deemed to be **MISCONDUCT** as contained within these SPICEBUILD Rules the following procedures are to be followed:

2.2.1 FIRST OFFENCE:

- The employee is given an opportunity to put his/her view point A verb. I warning may be given by the supervisor or manager in the presence of the Union or Union delegate or another worker. A written record of this warning is kept on your personal file.

2.2.2 SECOND OFFENCE

- A final written warning is delivered in the presence of the Union or Union delegate or another worker. This warning should include:

- i. A statement of the problem
 - ii. Identification of any rule that has been violated
 - iii. Consequences resulting from the infraction
 - iv. Corrective action required of the employee
 - v. Proposed action by the employer, failing corrective action
 - vi. Reference to previous verbal warnings and the dates given
 - vii. A statement that any further breach or rules or unsatisfactory work performance may result in termination with notice.
- A copy of this final warning will be kept on your personal file.

2.2.3 THIRD OFFENCE: Termination of employment

- Should the employee not transgress any of the rules for a period of twelve months after receiving a first or second (final) warning then the warning is deemed to have lapsed. Notwithstanding the procedures detailed the employee will retain the right to invoke a Personal Grievance should he/she consider that he/she has been disadvantaged or unjustifiably dismissed.

SECTION THREE

SPICEBUILD'S COMPUTOR USE POLICY



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3.1 COMPUTER USE

3.1.1 Purpose

- This policy provides guidelines for the appropriate use of the Internet and SPICEBUILD e-mail systems and outlines the standards of language, activity and behaviour required of SPICEBUILD employees, contractors and agents when either searching the Internet and/or communicating internally or externally via e-mail.

3.1.2 Permitted Email use

- The following usage of the SPICEBUILD e-mail system is permitted under this policy:
 - I. Exchange of work related information with other employees.
 - II. Sending and receiving business related attachments (e.g. documents) to other department employees or to external customers or suppliers.
 - III. Communicating with employees on work/business related matters.
 - IV. Communicating with external customers or suppliers on business related matters.
 - V. Brief and infrequent communication with family and friends provided this is done in the employee's own time and does not breach any unauthorised use as set out below.

3.1.3 Unauthorised Email use

- Please note that any prohibited usage may result in disciplinary action being taken.
- Types of activities that are not permitted under this policy include:
 - I. Sending of inappropriate material, including pornography, cartoons, jokes, executable files, and graphics, to either other SPICEBUILD employees or external parties.
 - II. Failure to take steps set out in "Response to inappropriate e-mail" (see below) after receiving and opening an e-mail and/or attachments that turn out to contain inappropriate material.
 - III. Saving of inappropriate e-mails and/or their attachments to any SPICEBUILD computer hard drive, network directory or other data storage.
 - IV. Printing and/or distribution of any inappropriate non-work related material.
 - V. Frequent use for personal communications.
 - VI. Provision of any employees' personal details, including their e-mail address, to any external person for non-business related use (e.g. sales and marketing, insurance firms etc).
- Any activity that violates the SPICEBUILD Code of Conduct and/or policies.

3.1.4 Response to inappropriate email

- When an employee receives and opens an e-mail and/or attachment that turns out to be inappropriate the employee must:
 - I. Note who sent the e-mail (internal or external).
 - II. Advise their Manager of the incident and if instructed provide a copy to their Manager if action is to be taken.
 - III. Delete the e-mail and any attachments from their computer only after discussion with their Manager. If instructed by their Manager, contact the sender and advise them not to send inappropriate messages.

3.1.5 E-Mail Content and Language

- Employees must not use or include language or material in e-mails which infringes upon the rights of others or which a reasonable person might consider to be abusive, profane, discriminatory, offensive, defamatory, or in breach of a New Zealand law.
- All e-mails are treated in the same way as all other written communications. Therefore employees should keep in mind that e-mails are official communications and may be requested under the Official Information Act or the Privacy Act or in a court of law at a later date.
- Employees should ensure that any information about SPICEBUILD that is used in any e-mail is accurate and up-to-date.

3.2 INTERNET ACCESS

- Internet access is provided to SPICEBUILD employees and is intended only for business purposes that support the business goals and objectives of SPICEBUILD.

3.2.1 Permitted Internet Use

- The following usage of the Internet is permitted under this policy:
 - I. Conducting research and investigation in support of output delivery.
 - II. Retrieving news stories and other information of interest and relevance to SPICEBUILD and/or the performance of an employee's duties.
 - III. Professional development activity, such as maintaining currency with issues in a field of knowledge. This includes personal development activity, such as university associations and professional societies.

3.2.2 Unauthorised Internet Use

- The following usage of the Internet is a guide for the type of activity that is not permitted under this policy.
 - I. Visiting sites that contain material that is obscene, objectionable, or likely to be offensive.

- II. Printing and/or forwarding of material that is obscene, objectionable, or likely to be offensive.
- III. Gambling.
- IV. Making or posting indecent remarks and proposals.
- V. Downloading commercial software in violation of its copyright.
- VI. Unauthorised private use of the Internet.
- VII. Use of the Internet that interferes with the production of business unit outputs, or incurs unbudgeted costs to SPICEBUILD.
- VIII. Any activity that violates New Zealand law, SPICEBUILD Code of Conduct and/or policies.
- IX. Objectionable material is as defined in Section 3 of the Films, Videos and Publications Classification Act 1992.

3.2.3 Integrity of the system

- Animations, programs and attachments received from any source outside SPICEBUILD must not be opened without first completing a successful virus check and checking with IT Administrator.
- Where employees are unsure about how to carry out a virus check on attachments sent to them, they should discuss any training needs or requirement for further guidance with their manager.
- Animations, unauthorised graphics, unnecessarily long documents or any other material that could overload the SPICEBUILD e-mail service or affect the SPICEBUILD computer network must not be sent, forwarded, or stored on its computer system.

3.2.4 Housekeeping

- The following housekeeping requirements must be followed:
 - I. All files should be saved to the “F” drive which is backed up regularly.
 - II. The IT Administrator will advise when the mail capacity is nearing the maximum allowed. Employees are then required to clear all unnecessary files and to delete attachments or save them to the “F” drive.
 - III. Personal hardware and/or software must not be installed without the express approval of the IT Administrator.
 - IV. All e-mails in and out of SPICEBUILD are recorded and saved and can be accessed at a later date by management.

SECTION FOUR

SPICEBUILD'S HARASSMENT POLICY



Item	Title	Page
4.1	Harassment	2
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4.1 Harassment

- SPICEBUILD is committed to providing a fair workplace. Harassment of any sort is contrary to SPICEBUILD's code of conduct, is unlawful and will not be tolerated.
- Harassment comprises any behaviour of a nature which is unwelcome or offensive to the receiver. It can take place in the work place, or during work-related activities.
- SPICEBUILD will protect any person who makes a valid complaint of harassment, or anyone who responsibly supports another's complaint.
- Any person who wishes to complain of harassment may approach either a designated contact person, or any manager. All complaints will be treated confidentially and seriously.
- In the event that a harassment complaint is upheld against a member of SPICEBUILD's staff, this will be treated as serious misconduct, and may result in dismissal.
- Everyone within SPICEBUILD is expected to treat colleagues, clients, and the public with respect. Harassment prevention is assisted by all staff adopting and adhering to professional standards of behaviour.

4.1.1 Definition

- Harassment is:
 - I. Behaviour of a racial or discriminatory nature (including words, actions or visual material) that is unwanted by the receiver and is either repeated or of such a significant nature that it has a detrimental effect on the receiver's work environment or performance in some way.
- Harassment can include (but is not limited to):
 - I. unwanted physical contact
 - II. leering
 - III. unwanted hugging, kissing, touching, patting or groping
 - IV. misuse of visual material, displaying offensive posters, items, pictures or graffiti
 - V. following or stalking a person
 - VI. Jokes, teasing, or comments about a person's alleged activities, gender or preferences
 - VII. repeated invitations or a request for favours
 - VIII. unwelcome social attentions or telephone calls at home or at work
 - IX. promises of preferential treatment in return for favours
 - X. threats of detrimental treatment if favours refused

- XI. Assault, coercion, violence or rape
- XII. use of computer software of a pornographic nature e.g. floppy discs, internet or screen savers
- XIII. degrading references to a person's work that relate to their gender
- Harassment is not:
 - XIV. occasional compliments
 - XV. behaviour based on mutual attraction
 - XVI. developing friendships, or otherwise, between consenting parties

4.1.2 Effects of Harassment Within the Organisation

- Effects on the individual can include:
 - I. stress and tension
 - II. personal harm
 - III. physical and mental health suffers,
 - IV. absenteeism
 - V. self-esteem issues
 - VI. lower productivity
- Effects on the workplace can include:
 - I. lowered morale for the recipient and their colleagues
 - II. unnecessary distractions
 - III. reduction in productivity
 - IV. absenteeism
 - V. increased staff turnover
 - VI. negative effect on industrial and public relations

4.1.3 What You Can Do About Harassment

- Employees are entitled to work in a workplace that is free from harassment by either colleagues or clients.
- An accusation of harassment is a serious one to make against another person. What employee's allege must be true, and must be made to someone who has a right to know the information. Such a person would be the employee's manager, or a Contact Person.

4.1.4 Dealing with Harassment

- If an employee has been harassed they can deal with the issue at an informal or formal level.

Informal:

- It is useful for the employee to tell the harasser directly that the harasser's behaviour is unacceptable, and the employee would like them to stop the offending behaviour. The employee is not required to do this before lodging a formal complaint, but it may sort the matter out and perhaps clear up a misunderstanding.
- The employee can tell the harasser by putting their concerns in a letter. Ensure the letter is marked "Personal and Confidential" and is not sent in a way that another person is likely to open it.
- The employee should keep a brief diary note about any action they have taken. Should they wish to make a formal complaint, they have a record of previous actions.
- If the behaviour continues after the employee has asked the harasser to stop, and the employee does not wish to speak to them again directly, the employee may choose to ask a manager or the General Manager (GM) to help them resolve the situation informally.
- It is resolved if the respondent (person the employee is complaining about) agrees with the facts of the complaint, and with the resolution. In this case no record would be placed on the personal file of either the complainant or the respondent, but a brief note of the complaint and its agreed resolution would be held with the co-ordinator for a period of two years in a sealed envelope. If there were no further complaints against the respondent in that period of time, the record of the complaint would be destroyed. The only people who have access to the information in the envelope are the GM or his/her assistant.

Formal (within the Company):

- If there is no resolution at the informal level, then the complainant can take the matter further in a formal complaint. The process is outlined below.
- In a formal complaint the complainant will need to put their complaint in writing to the GM or his/her assistant.
- In the complaint it is important to cover:
 - I. who the complaint is against
 - II. the behaviour that is being complained about
 - III. when and where the action complained about took place
 - IV. what the complainant did in response to the behaviour
 - V. whether the behaviour has occurred before
 - VI. whether there were any witnesses or people who could provide relevant information
 - VII. what you want to happen as a result of your complaint.

- The manager will interview the complainant. The complainant can have a support person with them (e.g.: a Contact Person). The complainant should not use anyone who may possibly be a witness in the investigation of the complaint.
- The manager will speak separately to the person complained about. That person, who can have a support person with them, will give their account of the event(s). The rules of natural justice for the respondent mean that the respondent must be given the opportunity to;
 - i. know what the complaint is about, and who made it (they will know the complainant's name)
 - ii. respond to the complaint (have their account heard)
 - iii. have time to respond
 - iv. have support to respond
- Both the complainant and the respondent will be cautioned to keep the information relating to the complaint confidential.
- The manager will decide whether it is necessary to interview further witnesses. When the manager has gathered sufficient information on which to base a decision, a finding will be made as to whether the complaint is upheld or not upheld.
- Both the complainant and the respondent are entitled to see the manager's report of the investigation and the finding. This is based on "balance of probabilities" (this means a weighing up of the evidence presented to see if the complaint is more likely to be valid than not).
- If the complaint is upheld, the complainant will be given the opportunity to make a submission relating to the appropriate action Management should take. Disciplinary action against the respondent can range from:
 - I. a verbal warning
 - II. formal warning
 - III. removal of responsibilities, leading to a down-grading of the role
 - IV. dismissal, if the action was considered to constitute serious misconduct
- Resolution for a complainant may include:
 - I. an apology from the respondent
 - II. reinstatement of ANY leave taken because of the harassment
 - III. payment of medical or counselling fees incurred because of the harassment
 - IV. special leave
- If the complaint is not upheld the manager will consider whether the complaint was a malicious or vexatious complaint. If it is considered the complaint was malicious, then disciplinary action may be taken against the complainant.

- **Formal (outside the Company)**

- If the internal procedure did not achieve what was hoped for, or the complainant feel the internal procedure would not be a fair one, the complainant can use an external avenue to seek redress. The complainant can either file for a personal grievance under the provisions of the Employment Relations Act 2000 or make a complaint to the Human Rights Commission. The complainant cannot exercise both options.
- To lodge a personal grievance the complainant would normally contact a Union official or a bargaining agent to act on their behalf. The Employment Contracts Act, Schedule 1 outlines the procedure to be followed.
- To lodge a complaint with the Human Rights Commission, the complainant contacts it either in Wellington, Auckland or Christchurch. An officer of the Commission will discuss the complainant's options, and assist the complainant to lodge a formal complaint if the complainant wishes to do so.
- If the issue is one of physical assault, coercion, threatening behaviour or offensive language, the complainant can lodge a complaint with the Police.
- A Contact Person would have further information to assist the complainant to make a decision on what option they choose.

.1.1 Rights and Responsibilities

- Employees have a right to:
 - I. work in an environment free from harassment
 - II. be listened to
 - III. make a complaint if harassment occurs
 - IV. "natural justice" if harassment has been alleged against an employee
- Employees have a responsibility to:
 - I. contribute to a harassment free environment for others to work in
 - I. model appropriate behaviour
 - II. respect work colleagues
 - III. intervene where employee's observe instances of inappropriate behaviour, (speak to someone the employee trust or a contact person about their observations)
 - IV. communicate clearly
 - V. ensure support is available for those who have been harassed

4.1.6 Manager's Responsibilities

- Managers are responsible for ensuring that SPICEBUILD's policy on harassment is understood and upheld by all members of their staff. As in all aspects of our business, SPICEBUILD expects its managers to model the appropriate behaviour in this area.

- Any manager who receives a complaint must act promptly, and fairly. They must ensure there is support available for the complainant, and ensure natural justice occurs for the respondent to the complaint.
- Receiving a complaint:
- You are expected to act promptly and impartially in the handling of any complaint of harassment. If you believe you may not be able to act impartially for any reason, or you may not be seen to be impartial, you should refer the complaint to another manager.
- Whether you receive a complaint in writing, or in person, you will need at some stage to interview the complainant.

4.1.7 Guidelines for Interviewing Complainant

- Establish whether the complainant wants to talk to you on their own, or whether they wish to have someone with them.
- Find an area that is private, and free from interruption. Ensure that you do not take phone calls, or have people coming into the area unannounced.
- Ask the complainant to recount the event(s) that they are concerned about:
 - I. who was involved
 - II. what was said or done
 - III. where and when the event(s) took place
 - IV. what the complainant has done in response
 - V. if other people were involved
 - VI. who might be able to provide further information
 - VII. whether the complainant knows if the behaviour has happened to others
 - VIII. what the complainant wants to happen as a result of talking to you
 - IX. Make brief notes about the complaint, and check the accuracy of these with the complainant. Ensure the complainant knows resolution requires agreement on the facts by the respondent. They also need to be clear about what will fully resolve the issue for them.
- If the complainant wishes to have the matter investigated formally, the complaint must be in writing from the complainant, with your notes from the interview (checked with the complainant) attached.
- Ensure the complainant knows the respondent will be told the complainant's name whether the complaint is handled formally or informally by the manager.
- Ensure that the complainant knows it is essential to maintain confidentiality on their complaint. They need disclose details only to those who have a need to know. Help them identify appropriate support e.g.: a Contact Person.

Next Steps:

- After receiving a complaint, the respondent must be informed. The rules of natural justice for the respondent mean that the respondent must be given the opportunity to:

- I. know what the complaint is about and who made it
 - II. respond to the complaint (i.e.: have their account heard)
 - III. have time to respond
 - IV. have support to respond
- II. If the rules of natural justice are breached, the respondent may have grounds for a personal grievance.

4.1.8 Guidelines for Interviewing Respondent (informal investigation)

- Arrange an appointment with the respondent, ensuring the same privacy and freedom from interruptions that you accorded the complainant.
- Advise the respondent verbally that there has been a complaint made about them, who made the complaint, and the nature of the complaint. Advise them that the complainant wishes to have the matter dealt with informally, i.e. to resolve the matter between the two parties.
- Establish whether the complainant wants to talk to you on their own or whether they wish to have someone with them.
- Allow the respondent to have their account of the events heard. They may seek advice from another person, and have a support person present during the interview. The respondent is not required to respond immediately to the allegation.
- If the respondent agrees in general with the complainant's account of the events, but places a different interpretation on them, (e.g.: the complainant was consenting to the behaviour), ask if they wish to resolve the issue directly with the complainant.

4.1.9 Resolution

- If the respondent wishes to resolve the issue informally, clarify with the complainant whether they wish to have the issue mediated. As the Manager will be responsible for the monitoring of any agreement that may be reached between the parties, it may be useful to use a third person, either internally or externally, to mediate a resolution between the two. Arrange the mediation meeting.
- Once the resolution is reached between the two parties, a brief outline of the complaint, and the agreed resolution is to be written and lodged with the GM. No record of the complaint will be kept on either party's personal file.

4.1.10 Formal Investigation Procedure

- In the event of a formal complaint, the manager must contact the GM or his/her assistant prior to informing the respondent of the complaint.
- The respondent must be notified in writing of the formal complaint, and an appointment made for them to have their account of the issue heard.
- Before the interview, check whether the respondent wishes to have a support person with them. Ensure that any support person is not likely to be a potential witness in the investigation.

- The interview space should be private and interruption free.
- Explain what you understand the complaint to be, and seek the respondent's account of events. (Do not ask "why did you do xx?" as this indicates that you have already judged the matter. Ask, for example "what is your response to this? "Did you do xx?").
- The respondent is entitled to know what the possible penalties could be in the event that the complaint is substantiated.
- If the respondent accepts the complaint, there is no need to interview other witnesses. If the respondent denies all or part of the complaint the manager should interview any witnesses who may provide relevant information.
- If the investigation of the complaint is taking more than a few days, ensure both parties are advised regularly of the progress of the complaint.
- At the conclusion of the investigation, prepare a report stating relevant issues and the finding. Findings are based on "balance of probabilities".
- The report should include:
 - I. the basis of the complaint
 - II. the response of the respondent to the allegation(s)
 - III. who else was interviewed
 - IV. the reasons that one person's evidence was preferred to another's
 - V. reason for the finding
- The report is to be forwarded to the GM, before either the complainant or the respondent has access to it.

4.1.11 Outcome of Investigation

- Complaint upheld:
 - I. A copy of the investigating Manager's report is to be submitted to the GM. The respondent will be subject to disciplinary action. The respondent will have the opportunity for input to the GM prior to any decision being made about disciplinary action. The GM will make the final decision on action to be taken as a result of the findings (of fact) by the investigating manager.
 - II. Disciplinary action will be taken by the manager with the appropriate level of authority. A record of action taken will be kept on the file of the respondent, after having been sighted and signed by the respondent.
 - III. Action relating to the complainant may also take place, such as:
 - IV. an apology from the respondent
 - V. reinstatement of leave taken (if any) because of the harassment
 - VI. payment of medical or counselling fees incurred because of the harassment
 - VII. special leave

Complaint not upheld:

- If the complaint is not upheld, the report must also consider whether the complaint was a malicious or vexatious complaint. In this instance, disciplinary action may be taken against the complainant.

Complaint not established:

- In some instances it may be that a complaint can not be established, either because there is a lack of evidence either way, or because harassment has been established, but not harassment. Both parties will be advised of the outcome.

4.1.12 Records

- A record of the complaint including the outcome will be held in the GM's office, in a sealed envelope for a period of two years. Access to the information will be by the GM or his/her assistant in the event of a further complaint against the respondent.

4.1.13 Legislation

- Discrimination or harassment is unlawful under the Human Rights Act 1992. Sec. 22 makes it a breach of the Act if a person is subject to differential treatment in employment because of their gender. Section 62 of the Act covers goods and services to the public. It would, for example, be a breach of the law if any employee or agent of SPICEBUILD Ltd harassed a client. Both these sections make it clear that it is the employer who is responsible for ensuring that the harassment ceases.
- The Employment Relations Act 2000 section 108 states discrimination because of gender or experiencing harassment, are grounds for a personal grievance by an employee. Section 117 shows a personal grievance for harassment also arises if a person is harassed by colleagues or clients. Again, it is the employer's responsibility to take whatever steps are practical to ensure the action complained of does not recur.
- Full copies of the Employment Relations Act 2000 and the Human Rights Act 1992 are available for your perusal from the GM's office.

SECTION SIX

GENERAL SAFETY INDUCTION



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6.1 COMPANY SAFETY POLICY

SPICEBUILD is committed to the protection of its Employees, Property, Sub Contractors and others from accidental injury or harm from work carried out by and on behalf of the company and adopts Health, Safety and Welfare as a fundamental business objective.

In meeting this commitment, the Company will comply with all legislative requirements, and take all practicable steps to ensure that:

- We will actively promote the use of risk assessment and hazard identification to minimise the risk of personal injury, adverse harm to health, potential fatality, property damage and environmental damage.
- All practical steps will be taken to ELIMINATE, ISOLATE or MINIMISE significant risks identified or found in the workplace.
- Risk assessments and hazard identification will be regularly conducted through consultation with employees, their representatives, contractors, advisors and discipline specialists.

It is our expectation that management and employees at all levels in our business are committed to achieving the highest standards and are continually improving health and safety management throughout the organization.

SPICEBUILD recognizes that it is the responsibility of all managers and employees to create a safe and healthy work environment. Management will encourage and support individual employee's to maintain his or her own safety, and the safety of others, within the workplace.

Management will consult and support employees and their representatives in managing health and safety in the workplace and provide training.

All workplace injuries, incidents and near misses will be reported and recorded accurately and investigated immediately. Injured workers will be provided with the necessary support for a safe and structured early return to work.

SPICEBUILD Ltd will comply with the Health and Safety in Employment Act 1992, Health and Safety Reform Bill 2013, NZ Land Transport (Road User) Act 2004 and any other relevant legislation and codes of practice.

Safety is everyone's responsibility. No one in this organization should feel compelled to work unsafely.

Signed by: _____ Signed: _____

Role: _____ Date: _____

Next review: _____

This Policy will be reviewed annually.

All employees and subcontractors have viewed this policy at the time of induction.

6.2 HEALTH AND SAFETY RESPONSIBILITIES UNDER THE ACT

Employers Duties

General Duties

- Provide and maintain a safe working environment.
- Provide and maintain facilities for employees.
- Ensure that any plant and equipment is safe to use.
- Ensure that employees are not exposed to hazards.
- Develop procedures for dealing with emergencies.
- Investigate and report all accidents and incidents.

Duties in Relation to Hazard Management

Ensure that there are effective methods for:

- Systematically identifying existing hazards
- Systematically identifying new hazards
- Regularly assessing the identified hazards to determine whether they are significant or not
- **Eliminate** significant hazards, if not practicable to **isolate** them and where neither elimination nor isolation is practicable to **minimize** the hazard and protect employees from harm

Duties in Relation to Information

- Employees to be given the results of monitoring;
- Employees to be given clear information about what they are to do in case of an emergency;
- Employees to be given clear information about the identified hazards they may be exposed to while doing their work and the steps to be taken to minimize the likelihood that the hazards will cause harm to the employee;
- Employees to be given clear information about the hazards they may create while doing their work and the steps to be taken to minimize the likelihood that the hazards will be a cause of harm to other people;
- Advise employees where all the necessary safety clothing and equipment is kept and when it is to be used.

Duties in Relation to Training and Supervision

Take all practicable steps to ensure that every employee:

- Has, or is, supervised by a person who has the required knowledge and experienced of how to do the work, the plant to be used or the substances to be used;
- Is adequately trained for safe use of plant, equipment, substances and protective clothing and equipment;
- Give all employees the opportunity to be fully involved in development of procedures for the purposes of hazard management and for dealing with emergencies or imminent dangers.

Other Duties

Every employer shall ensure that no action or inaction of any employee while at work harms any other person

Every person who is in charge of a place of work shall take all practicable steps to ensure that people in the place of work, or people in the vicinity of the place of work are not harmed by any hazard that arises in that place of work.

Employees Duties

The Act requires every employee to take all practicable steps to ensure:

- Their safety while at work
- That no action or inaction on their part causes harm to any other person
-

Assisting in hazard management by:

- Complying with the requirements for the control of hazards
- Notifying management of hazards that may arise
- Taking action where an identified hazard can safely be corrected

Employees have a duty to inform employers of any physical or medical condition that could affect safety in their place of work.

It is important that employees notify the employer of all accidents and incidents immediately.

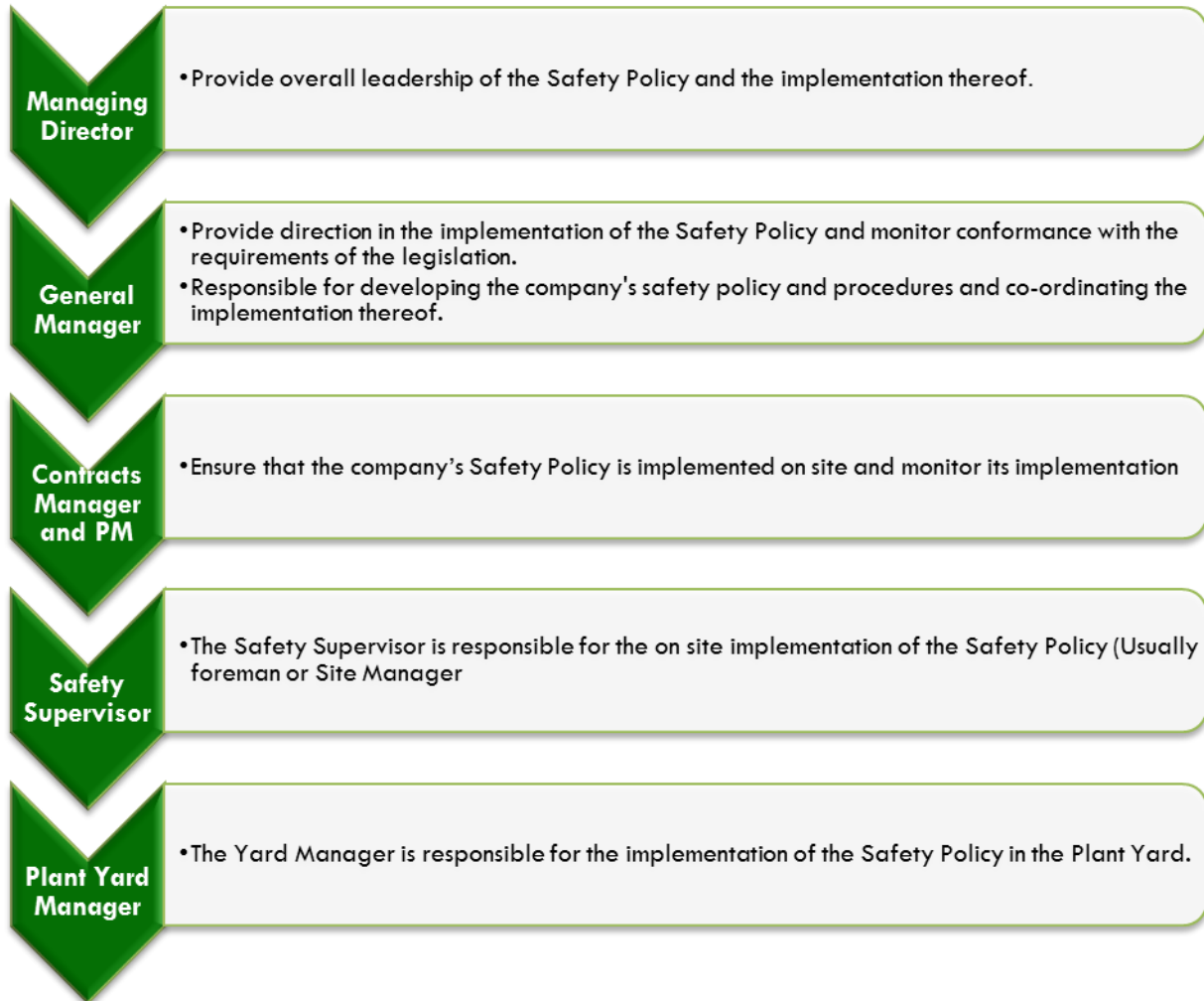
Subcontractors Responsibilities

Subcontractors who work on the sites are responsible for the safety of their own employees and all others who may be affected by their works. The subcontractor will not be allowed to start work until they have submitted their Site Safety Plan which must contain the following:

- **Who** their on site Safety Supervisor is.
- A complete list of **what** the hazards are that they will be bringing onto site.
- Clear statements on **how** they intend to manage these hazards.
- Regularly, and whenever there has been a change, communicate to SPICEBUILD how many personnel they have on site.

Designated Roles

The duties of the designated roles in the company are described in detail in section 2 of the Safety Manual. A brief description of these roles is as follows:



6.3 HAZARD IDENTIFICATION

Where the hazard is significant, the Act requires the Employer to:

- Where practicable, *eliminate* the hazard
- If elimination is not practicable, the hazard must be *isolated*
- If it is not practicable to either eliminate or isolate the hazard, then the hazard must be *minimised*.

In addition the Employer must:

- Ensure that protective clothing and equipment is provided
- Monitor employees' exposure to the hazard and their health.
- Inform employees of the hazards

Employers must establish systems for the process of identifying and managing hazards. In situations where exposure to hazards can only be minimised, the Employer must ensure that control measures are put in place to protect employees and that these are correctly used. Employers need to involve employees in the development of these systems and emergency procedures

RISK RANKING MATRIX

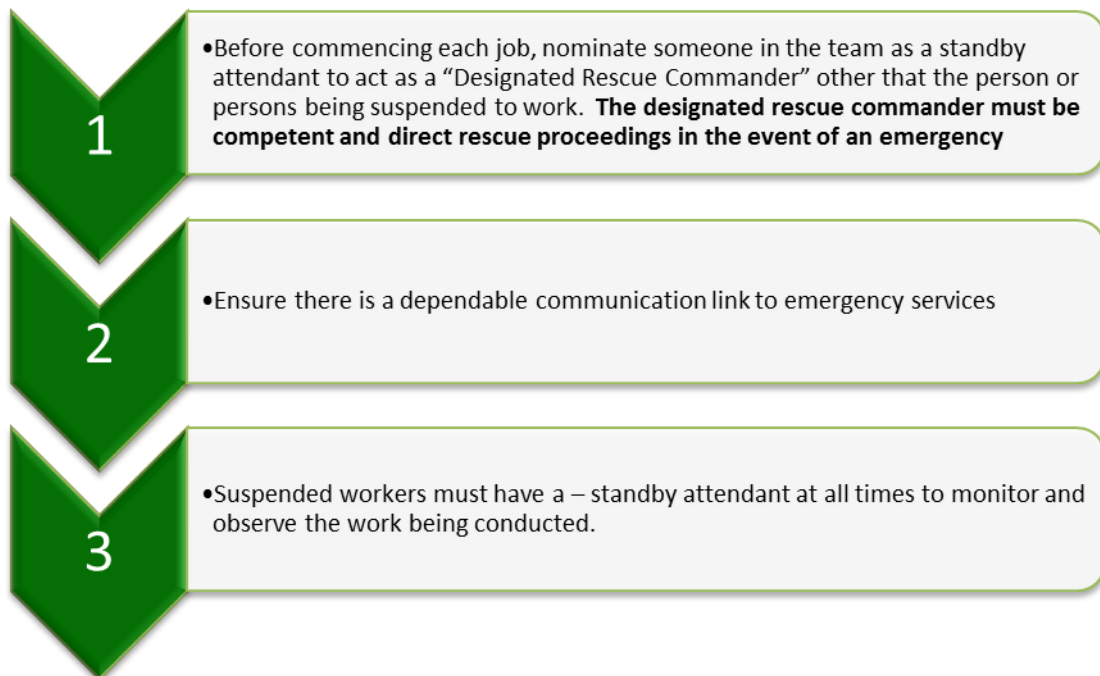
CONSEQUENCE How severely could it hurt someone? How ill could it make someone? How much damage could it do? How much money could it cost the business?	LIKELY With no controls happens frequently. Doesn't feel right! Doesn't look right! DON'T DO IT.	UNLIKELY It could happen but very rarely. Chance is low with good controls being used on the job.	VERY UNLIKELY It could happen but probably never will. Work with caution.
CATASTROPHIC Results in death e.g. scaffold collapse, huge financial loss.	<u>SIGNIFICANT RISK</u> NO WORK TO START Eliminate or Isolate or Minimise	Moderate Risk Eliminate, Isolate or Minimise	Moderate Risk Eliminate, Isolate or Minimise
MAJOR Causes extensive injury, or property damage.	<u>SIGNIFICANT RISK</u> NO WORK TO START Eliminate or Isolate or Minimise	Moderate Risk Eliminate, Isolate or Minimise	Moderate Risk Eliminate, Isolate or Minimise
MODERATE: Results in medical treatment e.g. crushing injury, breaking a bone or high financial loss. Equipment damage.	<u>SIGNIFICANT RISK</u> NO WORK TO START Eliminate or Isolate or Minimise	Moderate Risk Eliminate, Isolate or Minimise	Low Risk Eliminate, Isolate, Minimise
MINOR Requires first aid treatment, low medium financial loss, cuts sprains, strains. Equipment damage.	<u>SIGNIFICANT RISK</u> NO WORK TO START Eliminate or Isolate or Minimise	Low Risk Eliminate, Isolate, Minimise	Low Risk Eliminate, Isolate, Minimise

6.4 EMERGENCY PROCEDURES

Working at Height Emergency Rescue Plan

Pre Job Commencement

As part of the risk assessment process choose an appropriate rescue plan method to effectively respond to all likely fall scenarios. Nominate the emergency rescue equipment to be used for the specific task. Ensure that the rescue equipment needed is positioned in a handy visible location for immediate use. Method of rescue must be able to be completed without relying on external assistance from emergency services or other party.



6.4.1 Tower / Scaffold Emergency Rescue Plan

If a Fall Has Occurred

1. Preferred Method of Rescue

If the person that has fallen is conscious and seems uninjured the workers below are to attempt pulling the fallen person into the confines of the scaffold without putting themselves at a risk of falling. This may require the removal of some ledgers or transoms. 2.5m ledgers can be used as a hook to pull the worker into the scaffold.

2. EWP Rescue

IF A PERSON IS IN EWP AND UNABLE TO OPERATE CONTROLS

The spotter shall immediately take control of the EWP and lower it to the ground if the person that has fallen is unconscious or seems injured (unable to climb back down the stairs), EWP's in the area are to perform the rescue by simply raising the basket up under the fallen worker. The workers on the scaffold are to try pulling the worker towards the scaffold and trying to take some of the weight until the EWP is in a position to take over

- All methods of rescue have a very fast response time and should all be able to be completed in under 5 minutes
- If the fallen person loses consciousness at any point then the rescue must be completed within 3 minutes
- If breathing ceases at any point then the casualty must be brought to ground and laid in the supine position and CPR commenced ASAP.

Supine Position



Rescue Planning

Unfortunately rescue planning is often overlooked until someone has fallen. Rescue planning should be performed at the time of conducting a pre start risk assessment. It is important that the rescue method chosen should be carried out without the assistance of outside help.

THE RESCUE PLAN SHOULD NOT:

- Rely on Emergency Services responding in time
- Endanger rescuers or others
- Depend on actions from the victim (AS/NZS 1891:2009)

Work crews must have the capability to provide their own means of rescuing a fallen person without relying on external assistance (Autonomous Rescue). A standby attendant should be present to enable the immediate initiation of emergency procedures. It should be noted that a fallen person should be rescued within a 5 minute time frame wherever possible to avoid the onslaught of suspension trauma. If the person lapses into consciousness then the maximum time to effect a rescue is reduced to 3 minutes. To reduce the effects of suspension trauma a means of relieving the weight from the harness should be provided, i.e. Use a suspended rope or sling to allow the fallen person to stand up

Suspension Trauma Treatment

- The condition known as suspension trauma or orthostatic intolerance can be fatal and should be planned for. If a fallen person has been hanging for 5 minutes or longer then there is a good chance that the person has suffered some degree of suspension trauma and therefore the rescuer must take this into consideration for post rescue treatment. Sometimes excessive toxins build up in the blood pooled in the legs of the fallen person. After rescue, if the blood flow is restored too quickly the body could experience an overdose of toxins caused by the release of the pressure. As a precautionary measure, a gradual release of pressure is recommended.

AFTER RESCUE

(for periods in
excess of 5 minutes)

- DO NOT allow the person to stand up or lay down immediately
- Place them into a comfortable sitting position with knees raised
- Keep them in this position for 10-15 minutes and maintain an open airway
- Then, move them into a laying position for 10-15 minutes.
- They may stand up once the first two steps are completed
- Seek medical attention treat other injuries
- Ensure the casualty's airway stays clear

NOTE: if the rescue is completed quickly and the person has been SUSPENDED FOR LESS THAN 5 MINUTES THEN THE TREATMENT ABOVE IS NOT REQUIRED. If at any stage breathing stops. CPR should be commenced as this takes priority over suspension trauma treatment.

6.4.2 FIRE

- If you see smoke or flames raise the alarm and evacuate the people in the immediate area.
- Activate any emergency shutdown systems.
- Call emergency services on 111.

Know where the fire extinguishing equipment is, and how to use it.

Fire extinguishers to be kept in the site offices and tool sheds or where circumstances require, close to the work place.

- Extinguish the fire if it is safe to do so.
- Contact the site manager.

Decrease the risk of fire by:

- Keeping work area clean and tidy.
- Careful use of tools and equipment, which produce sparks (e.g. grinding, welding, cutting).
- Don't smoke near flammable materials.
- Keep extinguisher close when welding or cutting.
- Do not make open fires or burn rubbish without first obtaining the necessary permits or approval.

Using a Fire Extinguisher

- Make sure the extinguisher is of the correct type.
- Make the extinguisher ready for use by breaking the seal/removing the safety pin.
- Carry the extinguisher to the fire.
- Keep yourself low to reduce the effect of heat and smoke.
- When in position, aim the extinguisher at the base of the flames.

Discharge the extinguisher in a sweeping motion across the base of the flames.

- Keep going until you have completely extinguished the fire.
- If the fire becomes uncontrollable, or there is too much heat or smoke for safety, leave immediately.
- Always keep between the fire and your escape route.

After the event

- Complete an incident report.
- Review the effectiveness of the emergency plan.

WHAT EXTINGUISHER TO USE ON TYPES OF FIRE				
Types of Fire	Water	CO2	Orv Powder	Foam
A - Combustible Solids e.g. wood, paper, coal	YES	YES	YES	YES
B - Flammable Liquids e.g. oil, paint, diesel	NO	YES	YES	YES
E - Electrical Hazards	NO	YES	YES	NO
C - Gases e.g. natural gas acetylene	Turn off Source			

6.4.3 Earthquakes

In the event of an earthquake:

1. Move away from windows and brick walls.
2. Shelter under a doorway or solid furniture.
3. If safe to do so, vacate the building, following the evacuation procedures.
4. At all times follow the instructions of management or civil defense offices.
5. Fire alarms may be activated during an earthquake. Await instructions from management prior to vacating the building. If management is not present, wait for the earth quake to stop, and calmly vacate the building.

After the quake:

1. Make sure you are safe and unhurt.
2. Check to see if you need to help others.
3. Watch for hazards i.e. broken glass, fires, live electric cables, and gas and water leaks.
4. If you're near the coast there may be a tsunami so move to higher ground
5. If a person is injured or trapped call the Ambulance and Fire service on 111.

6.4.4 Gas Leak

If you discover a gas leak raise the alarm and evacuate the people in the immediate area.

- Activate any emergency shutdown systems.
- Call emergency services on 111.
- Contact the site manager.

Keep clear of the gas and no smoking.

- Demarcate the area affected by the gas leak and do not leave it unsupervised.

Leak suspected with cylinder or appliance

- If there is any possibility of cylinder(s) being engulfed by fire, evacuate adjacent areas
- Call the Fire Service, advise the location of the cylinder or appliance, that it is LPG and the cylinder size
- Keep cylinder cool with a water hose, sprayed from maximum possible distance
- Remove or extinguish sources of ignition
- Remove from heat source if it is possible and safe to do so
- Stop the leak by shutting the cylinder valve if it is safe to do so
- Do not interfere with any part of a fixed installation
- If gas is leaking ventilate the area thoroughly until the air is clear
- If the leak persists, remove the cylinder to a safe outdoor area if it is safe to do so
- If it is a minor leak, check the system for any indication of gas, such as a smell or hiss
- Test with soapy water solution, which will bubble at any point where gas escapes
- If a leak is found at a connection, re-make the connection and test again
- Do not use the cylinder or appliance again until inspected

After the event:

- Complete an incident report
- Review the effectiveness of the emergency plan

6.4.5 Emergency First Aid**Control of bleeding:**

- Apply direct pressure to wound – use your hand(s) (wear gloves)
- Elevate (raise) the limb
- Apply a pad and firm bandage
- If necessary use clean rags or clothing Remember Always check circulation below the bandage If there is tingling, numbness or blueness, loosen the Bandage

Poisoning:

- Seek medical advice or call an ambulance Remember Do not make the person vomit without advice from a medical professional Do not give fluids without advice from a medical Professional

Foreign bodies in the eye(s):

- Wash the eye(s) with clean cool water If the foreign body is stuck to the eye surface, do not attempt to remove it
- Place a covering over both eyes and send for, or take the person to, medical aid

Management of burns:

- Cool the burnt area with cool water for 10-15 minutes
- If necessary, cover the burn with a clean dressing or plastic wrap before removing person to medical aid

Remember:

- Do not burst blisters
- Do not remove clothing that is stuck
- Do not apply creams

6.4.6 Power Failure

1. Ensure all equipment is turned off at the power source.
2. If unsure do not touch and keep clear.

6.4.7 Electrocution

Call Emergency Services on 111.

Whatever the cause of electrical injury NEVER TOUCH THE CASUALTY with bare hands until you are sure there is no further danger to yourself and that the casualty is no longer in contact with the source. In the case of injury from high-voltage electricity, do not approach the casualty until the police or similar authority inform you that it is safe to do so:

1. Break the current or remove the casualty from the source if it is safe to do so
2. If the casualty is unconscious, open the airway and check breathing
3. Complete CPR if required and place the casualty in the recovery position
4. Treat any burns if appropriate
5. Arrange relocation to hospital

6.4.8 In the event of an accident

Should a serious injury or fatality occur the following procedures are to be followed:

- Attend to the medical needs of the injured person in accordance with applicable emergency procedures
- No interference to the area of the site of the accident is permitted until advised by the Site Safety Supervisor after OSH inspection, unless it is required;
 - To save life, prevent harm or relieve suffering
 - Maintain general access to an essential service
 - Prevent serious damage to, or loss of, property
- Immediately notify the Safety Manager and OSH
- In the case of a fatality, the Police should be informed
- Do not communicate with the media
- Obtain statements from witnesses
- Complete the required forms

6.4.9 Emergency evacuation plan

1. Raise the alarm.
2. Evacuate the building /site immediately in a calm and orderly manner using the identified egress routes.
3. SPICEBUILD's Safety Supervisor and each of the Subcontractors Safety Supervisor's are to make sure that all of their staff have left the work area.
4. All personnel shall go to the assembly area for accounting by their employing company.
5. The person in charge is to assess the situation, without endangering life, and call in emergency services if necessary.
6. Fight fire only if it is safe to do so.
7. Isolate, disconnect and contain danger
8. Provide first aid to injured personnel

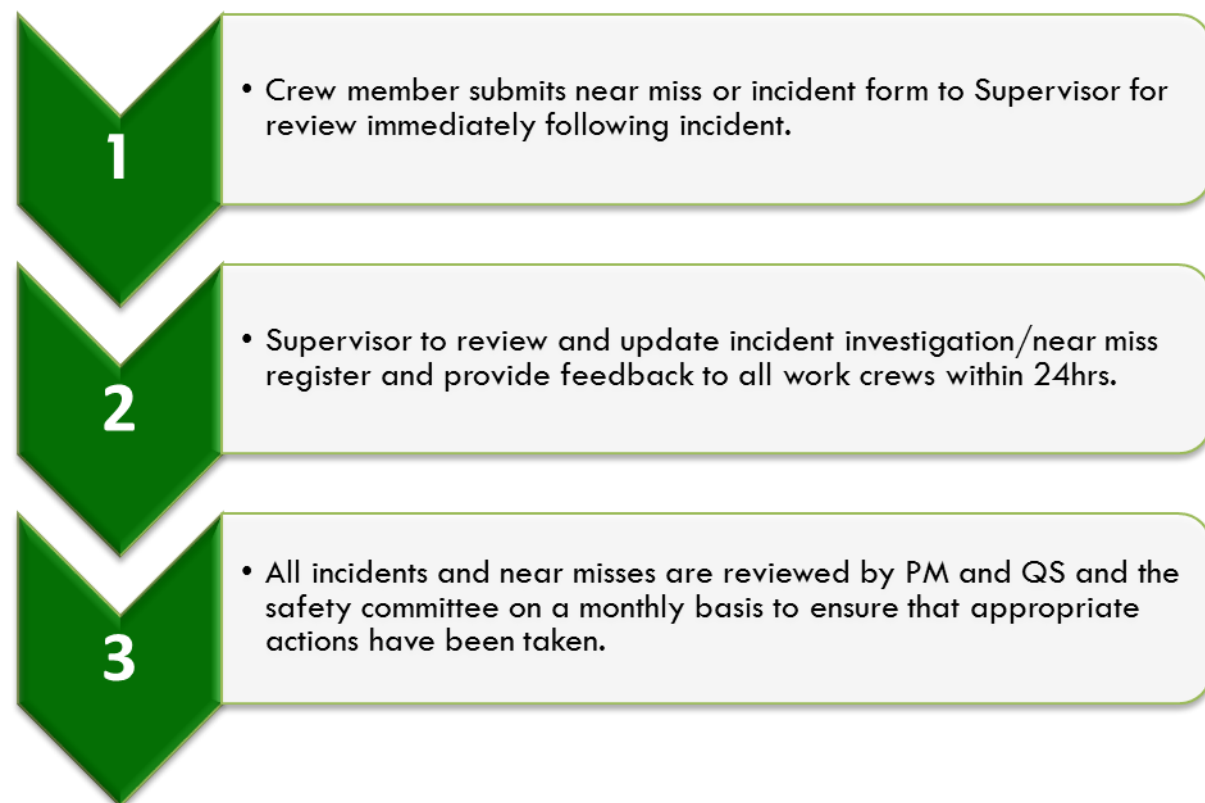
The accident scene is not to be interfered with unless absolutely necessary to save life or property etc

6.5 ACCIDENT INVESTIGATION AND REPORTING PROCEDURES

Should a serious injury or fatality occur the following procedures are to be followed:

- Attend to the medical needs of the injured person in accordance with applicable emergency procedures
- No interference to the area of the site of the accident is permitted until advised by the Site Safety Supervisor after OSH inspection, unless it is required;
 - To save life, prevent harm or relieve suffering
 - Maintain general access to an essential service
 - Prevent serious damage to, or loss of, property
- Immediately notify the Safety Manager and OSH
- In the case of a fatality, the Police should be informed
- Do not communicate with the media
- Obtain statements from witnesses
- Complete the required reports

All accidents and near misses are to be recorded and investigated.



6.6 WORK INJURY CLAIMS PROCESS

- Record incident in accident register
- Decide if there are any OSH issues
- Suggest that the employee see a treatment provider
- Treatment provider is consulted and ACC45 form is completed by the treatment provider and injured employee.
- ACC notifies injured employee and employer of the cover decision.

6.7 REHABILITATION PROCESS

It is SPICEBUILD policy to rehabilitate any employees who are injured through affording them the opportunity to perform light duties in the office or in the Plant Yard.

Rehabilitation is dealt with by the Health and Safety Manager in consultation with the General Manager and the specific requirements as noted by the Treatment Provider.

6.8 EMPLOYEE REPRESENTATION

All employees are encouraged to participate in safety management issues such as hazard management and development of procedures. This process is usually facilitated through Toolbox meetings and the company Health and Safety Committee meetings with employee representation to set objectives and review progress and procedures.

6.9 PERSONAL PROTECTION EQUIPMENT USE AND MAINTENANCE

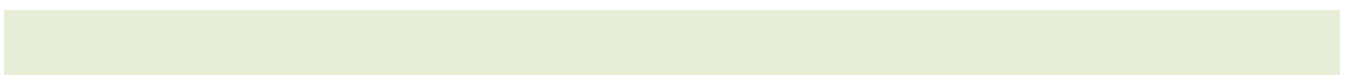
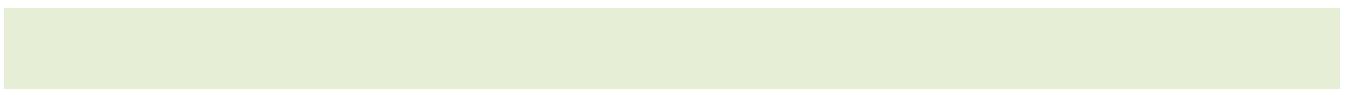
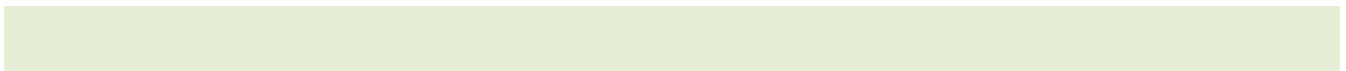
Personal protective equipment is required for specific work. The Safety Supervisor is to ensure that persons are supplied with or are in personal possession of, and use, PPE for the specific tasks requiring use thereof. Safety Supervisors are also to ensure that the users of PPE are properly informed about the correct use of the equipment. All PPE is to be regularly maintained in accordance with manufacturer's recommendations.

SECTION SEVEN

QUALITY ASSURANCE POLICY



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7.1	Quality Assurance Policy	57



QUALITY ASSURANCE POLICY

1. The management of SPICEBUILD is committed to the delivery of high quality works and services.
2. To achieve this commitment SPICEBUILD has worked hard to gain many industry awards and recognition. The effectiveness of the SPICEBUILD quality system depends on the support of all those involved with the company, including subcontractors, suppliers and customers.
3. The provision of appropriate quality works and services as defined by the client specifications is of paramount importance and this goal will not be sacrificed for short term gains.
4. SPICEBUILD management aims to:
 - 4.1 Improve performance and efficiency of SPICEBUILD operations
 - 4.2 Provide a product or service which meets the client's specific quality requirements
 - 4.3 Enhance reputation
 - 4.4 Improve competitiveness
 - 4.5 Raise competency and performance of all staff
 - 4.6 Build satisfaction.

To achieve these objective all projects will identify quality standards required to meet client needs, document quality assurance activities and report as early as practicable all risks to the stated project outcomes.

Project managers will require all contracted service providers to provide all quality, inspection and test reports and product warranty and maintenance information to the project team prior to key milestone dates for the specific task being reached.