

OUR COMMITMENT TO YOU

Conduit is committed to the Occupational Health & Safety of all employees, contractors and clients.

Our Occupational Health & Safety policy is displayed on site and is available from your Manager. You should take time to become conversant with this and any safety procedures that are appropriate to your job.

This safety commitment places responsibility on all levels of employees and non-employed persons. This booklet concentrates on your responsibilities as an employee or contractor within the Conduit organisation. Your responsibilities as a Manager or other specific safety position such as fire wardens will be explained to you separately.

As a Conduit employee, contractor or visitor you will also come into contact with a number of different tasks and this booklet provides an overview of the basic office tasks. You will be provided with more detailed information when you are given task or position responsibilities.

This booklet cannot hope to cover all Occupational Health & Safety issues you may be exposed to. It will however provide sufficient information to enable you to appreciate the range of hazards. If you require any further information on these hazards or procedures you need to consult your direct Manager.

Conduit – SAFETY SYSTEM

To ensure all employees and contractors are aware of safety procedures and rules Conduit have developed this booklet.

Not everything to do with safety can be written down and there will also be safety information provided to you as part of your overall training. From time to time the information will be updated and you will be asked to attend additional training.

In fact safety is part of everything we do and written information is available in many different documents, training courses and information sheets. Examples of these would be the:

- Safety policy
- Injury management policy
- Training materials
- Safety instructions
- Material safety data sheets for chemicals
- Labels
- Instruction booklets and service manuals

You should identify these in the area you work in and if you feel that you do not have adequate written guidance or training then you should bring this up with your Manager.

To assist you in understanding the legislation and Conduit requirements this booklet has identified a number of procedures that you need to be aware of. Your Manager will expand upon this initial information.

Consultation Process

Consultation between Conduit management, employees and contractors is one of the most important elements in improving Occupational Health & Safety performance. Conduit is committed to open communication on safety issues and many of our procedures in safety are aimed at ensuring this.

To assist in consultation Conduit has developed a simple consultative process with staff. The process has been agreed with staff and is on display on the noticeboard.

You will be involved in this process on an ongoing basis.

Finally consultation is two sided Conduit will consult with you on safety issues but we need employees or contractors to raise issues with their Manager if action is to be taken.

Training

Safety is part of the way we do our job and you have been recruited on the basis of the skills that you possess. Where changes are made to equipment etc you will be trained in this new equipment or changes to procedures or layout. Safety will also be incorporated into other training courses and you should attend these when requested to ensure that you are aware of all safety issues.

Risk Management

To ensure safety Conduit has undertaken a process of risk assessment to identify safety issues and put into place appropriate controls.

In some cases we can only go so far in improving safety by physical means and we have to rely upon written procedures. These are provided for you where required and you will be expected to use these procedures to carry out your tasks.

If you are asked to follow procedures which appear to vary significantly from the written procedures provided or if you believe the procedures are in some way unsafe contact your Manager and if necessary complete a Safety Issue Report Form noted below.

Hazard Reporting

From time to time you will identify safety issues in your workplace. These may include slippery floors, unsafe lifting practices or other unsafe practices.

You or your Manager can correct most of these issues easily. Occasionally you will identify an issue that cannot be easily corrected and you should complete a Safety Issue Report Form that is available from your Manager.

When the issue or hazard is finally resolved your Manager will inform you of the action taken.

Inspections & Audits

To improve safety we have to ensure that procedures are being carried out diligently and that conditions meet legal and our own requirements.

Conduit is therefore committed to perform a series of inspections and audits of the site and system. You may be asked to be part of these inspections and audits and training will be provided for this purpose.

Incident Investigation & Injury Management

Occasionally despite all our best efforts accidents may occur. All accidents must be reported to your Manager and will be investigated and you may be asked to assist in this process even if you are not the person injured.

If you do suffer an injury it is our expectation that you will assist us by taking positive action to return to work as soon as practicable. These actions will include reporting all accidents immediately, ensuring that you obtain the necessary certificate from your doctor and co-operating with any advice from management.

Remember statistics indicate that you have a significantly better chance of a full recovery if you aim to return to work as quickly as medically possible after the accident.

Emergency response

Conduit is committed to ensuring that everyone can safely evacuate from our location should there be an identifiable risk to the location. You should ensure that you are aware of these emergency procedures and you may be asked to assist by being a warden. You will be provided with training if this is required.

OFFICE SAFETY ISSUES

Conduit may be your first job or you may be experienced in our industry. In either case we want you to take the time to be safe

Nobody in Conduit should ask you to do something which you consider unsafe neither is it expected that you will act unsafely to 'get the job done'. Conduit want to improve on our safety performance and we therefore need you to help us identify safety issues.

We have therefore identified a number of issues that need to be addressed in the office environment and also when we visit properties.

Safety in the office can be divided into two elements:

- 1) The design of the office layout and equipment; and
- 2) Planning your tasks

In both of these elements you have a direct input.

DESIGN OF OFFICE LAYOUT & EQUIPMENT

Whilst every effort is made to purchase safe equipment and design layouts to facilitate good housekeeping your work area may still require adjustment to improve the ergonomics of the tasks you have to perform.

Conduit asks that you take the time to adjust you working area to meet these Occupational Health & Safety requirements.

Lighting and glare

The office has been assessed for adequate lighting levels but there may be shadows or glare in your office environment. Lighting levels deteriorate with age and accumulated dirt over the surface and if you believe there is inadequate lighting contact your office administrator to have the lighting units cleaned or replaced.

Glare occurs when one part of an area is much brighter than the background. An example of this is when a bright window is directly behind a screen. If your working area is subject to glare lower the blinds or reposition your working area if possible. If this cannot be achieved easily then report the situation to your Manager or office administrator using the Hazard Report Form that is available from your Manager.

Eye muscles can become tired when constantly focussed on close work. This can result in tired eyes or other symptoms of eyestrain. If this occurs relax your eyes on a regular basis by focussing on a more distant object such as the view out of a window or an object down the corridor.

Noise

Some background noise is desirable, as absolutely quiet environments can be uncomfortable.

In general the levels of noise in offices is well below the level which has been demonstrated to pose a risk to hearing and excessive noise however can be distracting and affect a persons performance or may interfere with communications.

Where the noise can be reduced by closing your door or other doors try to reduce the noise levels at your work area. Where this solution is not practicable you should report the noise source to the office administrator.

Thermal Environment

There are considerable individual differences in the area of thermal comfort and it is unlikely that everyone will react in the same way to standard conditions of temperature and humidity. You will have some control over aspects of temperature such as direct sunlight or ventilation if your office has opening windows. If these are inadequate contact office administrator who will arrange for further tests to be carried out.

Air Quality

All Conduit offices are smoke free and there should be no significant airborne contamination. In rare cases office equipment or failures in the air conditioning or filtration system (if applicable) may result in noticeable contamination. You should report all such incidents.

Floor surfaces

Carpet or other floor coverings should be properly laid without loose edges or ripples. The floor covering should also be of a non-slip nature. If the floor covering in your work area does not meet these criteria you must report it to your office administrator.

Passageways

The passageway to and from your work area provides your method of egress in emergencies and must remain clear at all times. Filing cabinets and other storage units must not be positioned to open onto the passageway. Likewise the passageway must not be used for temporary storage. If you notice any of these hazards try to resolve the issue by discussion with the person responsible for the storage.

Technology issues

Technology is changing continuously and therefore these comments are general in nature. As a rule you should be able to set up your workstation to suit you and the tasks you are doing. If you are happy with the arrangements you are probably safe. The following points should however be checked as a guide. These are based on AS 3590-1990 Screen-based workstations, part 2 work station furniture and various WorkCover guides.

1. Work surface height

Adjust the height of your desk/or chair so that the surface is approximately a finger length below the height of the elbows when seated.

2. Chair

Adjust the seat tilt so you are comfortable when using the keyboard. This will be horizontal or slightly tilted forward. Use a footrest if your feet do not reach the floor. Adjust the backrest to support the lower back.

3. Keyboard placement

Place the keyboard in a position that allows the forearms to be close to horizontal and the wrists to be straight. If you are using a notebook consider using an external keyboard as the thickness of the notebook and the small size of the keyboard may give rise to increased stress on the arms.

4. Screen placement

Set the eye to screen distance at a point that permits easy focus. This will usually be within an arms length. Set the height of the screen so that the top of the screen is below eye level and the bottom can be read without a marked inclination of the head.

5. Desk-top layout

Ensure that all materials and mouse pad can be within comfortable reach.

6. Document holder

Place this close to the monitor screen so that it causes the least turning and inclination of the head.

GENERAL TASK PLANNING

The second aspect affecting safety is the way that you plan and carry out the tasks.

Our activities involve a number of well known hazards and these include:

- Manual handling of materials
- Slips and trips
- Occupational Overuse Syndrome
- Stress
- Personal Security

General

Conduit requires all tasks to be carried out safely. This requires planning of the task by yourself and if necessary your Manager.

Tasks with the potential for serious injury have been reviewed and are included in the back of this booklet but you also need to think about you day to day activities and review the following aspects.

Manual Handling

Manual Handling is a term used to describe everyday activities such as carrying, stacking, pushing, pulling, rolling, sliding, lifting or lowering loads.

This can include tasks such as moving boxes, filing, loading paper in printers or photocopiers and moving office furniture or equipment.

Injuries can include sprains or strains and more serious traumatic injuries.

In Conduit we are continually reviewing our accidents to determine any obvious causes but we need all persons to identify high hazard tasks so that they can be eliminated or otherwise controlled.

Examples of these tasks can include activities that include:

- Lifting over 15 kg
- Twisting of the body
- Repetitive tasks
- Carrying packages over long distances

Where these tasks are one-off they can be resolved by requesting assistance but where they need to be carried out regularly you should report the task to your Manager.

Remember any task requiring manual handling can be made safer by using correct manual handling techniques where the lift is undertaken by your legs and your back is kept as vertical as possible with the item kept as close to the body as possible.

Slips & Trips

Most slips and trips are due to rushing or inadequate flooring. This latter cause will be prevented by your earlier inspection.

To ensure that you do not slip the following simple rules need to be applied:

- Do not rush. Remember you will be a lot later for that meeting if you are injured
- Always hold onto handrails on the stairs
- Wear suitable footwear
- Report spilled liquids and clear up if possible

Occupational Overuse Syndrome (OOS)

Occupational Overuse Syndrome is caused by a variety of factors including repetitive motion such as typing.

Frequent short breaks are most effective in relieving the strain associated with keyboard work. For reasonably sustained keyboard activity a break should be taken every half hour. During this break you should walk around and perform whatever movements relieve the feeling of muscle fatigue.

Another method is to occasionally alter your posture.

If you still have symptoms of strain at the end of the day and it is not completely gone by the time you start on your next shift you should contact your Manager or office administrator.

Stress

Stress has been demonstrated to be due to a variety of factors including workload, interpersonal conflicts and anxiety caused by change.

Maintenance of a positive relationship is an important part of management and Conduit will seek to contribute to your wellbeing by consulting you and identifying any concerns you have.

You can assist us in this aspect by contacting your Manager if you have concerns or if you recognise indications of stress in a colleague. These indicators may be more frequent absences from work, lack of concentration, motivation or morale. They may also complain of physical symptoms which last a longer period of time.

CHECKLIST

1. I am aware of the consultative process
2. I have been informed of the Hazard Reporting Procedure
3. I am aware all accidents must be reported immediately
4. I have been made aware of the evacuation plan
5. I have reviewed my work area for lighting & glare
6. My work area is free of hazards due to obstructions
7. I have reviewed my workstation for:
 - Correct height
 - Chair adjustment
 - Keyboard placement
 - Screen placement
 - Desktop layout
8. I have checked that all stored materials are safe
9. I have reviewed my activities and believe they can be carried out safely

Name: _____

Signature: _____

Date: _____