



Paengaroa Horticulture  
Limited  
Health and Safety Handbook

FEBRUARY 2021

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# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Paengaroa Horticulture Limited (**the Business**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

## 1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**Health and Safety Handbook**) will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety at Work legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Business. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook
- breach any other health and safety policy or procedure made known to you
- take any action that could threaten the health or safety of yourself, your colleagues or others

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Business.

## 1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

## 2 DEFINITIONS

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### 2.1 HSWA

The acronym HSWA represents the Health and Safety at Work Act 2015.

### 2.2 NZ

The acronym NZ represents the country of New Zealand.

### 2.3 HSW

The acronym HSW represents the term Health and Safety at Work.

### 2.4 PCBU

A PCBU is a 'person conducting a business or undertaking'. While a PCBU may be an individual person or a business, in most cases the PCBU will be a business (for example, a business entity such as a company). An individual, such as a sole trader, can also be a PCBU.

While the terms 'business' and 'undertaking' are not defined in HSWA, the usual meanings of these terms are:

- 'business': an activity carried out with the intention of making a profit or gain
- 'undertaking': an activity that is non-commercial in nature (e.g. certain activities of a local authority)

### 2.5 REGULATOR

The New Zealand national regulator for health and safety as determined by the HSWA is WorkSafe NZ (WorkSafe). Other regulatory agencies who may also hold certain enforcement powers under the HSWA are:

- The Environmental Protection Authority (EPA)
- Maritime New Zealand
- New Zealand Police
- Fire and Emergency New Zealand
- New Zealand Transport Authority
- The Civil Aviation Authority
- A Medical Officer of Health
- The Ministry of Health
- The Accident Compensation Insurer

- Local Authorities (City and District Councils)
- The Ministry of Business, Innovation and Employment

## **2.6 BUSINESS**

For the purpose of this handbook the term 'Business' refers to the PCBU as defined in Part 1, Section 17 of the HSWA. As prescribed by the HSWA this does not include volunteer associations.

## **2.7 OFFICER**

An officer is a person who holds a senior leadership position and has the ability to significantly influence the management of a PCBU. Businesses can have more than one officer. An officer does not include any person who merely advises or makes recommendations to one of the above persons.

## **2.8 WORKER**

A worker is an individual who carries out work in any capacity for the business, including work as:

- an employee
- a contractor or subcontractor
- an employee of a contractor or subcontractor
- an employee of a labour hire company who has been assigned to work in the business
- an outworker (including a homemaker)
- an apprentice or a trainee
- a person gaining work experience or undertaking a work trial
- a volunteer worker
- a person of a prescribed class.

### 3 HEALTH AND SAFETY POLICY STATEMENT

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Paengaroa Horticulture Limited and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- complying with the Health and Safety at Work Act 2015, and all other legislative requirements and relevant codes of practice
- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- ensuring that management has an understanding of health and safety management relative to their position
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
- ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

The focus of Paengaroa Horticulture Limited's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.

Parambir Singh  
Director

on behalf of **Paengaroa Horticulture Limited**  
February 2021

Review date: February 2022

## 4 HEALTH AND SAFETY RESPONSIBILITIES

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### 4.1 INTRODUCTION

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Business's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Business is to ensure a positive health and safety culture where health and safety is valued as a way we do business.

### 4.2 WORKER RESPONSIBILITIES

As an employee or worker undertaking work on behalf of the Business, you are responsible for:

- not undertaking any work that may be required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to yourself or others at work
- taking reasonable care for the health and safety of yourself and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Business or employer that has been notified to workers
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advising management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks

- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the Business's workplace policies, and
- ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your health, safety or welfare may be compromised by undertaking such a task or activity.



## **5 WORKER ENGAGEMENT AND PARTICIPATION**

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### **5.1 INTRODUCTION**

The Business will ensure that it has appropriate processes in place to engage with any person who carries out work for the business if that person is, or likely to be, affected by matters relating to workplace health and safety. Worker representatives will also be given a chance to participate in engagement and participation processes as and when this is required.

The Business will consult with workers and any appropriate representatives regarding the implementation of practices and systems that will ensure that they are protected against harm to their health and safety. Engagement and participation at all levels is essential for ensuring the successful implementation of these practices and systems. The primary medium for engagement and participation will be direct dialogue between management and workers.

The arrangements regarding worker engagement and participation at the Business will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

### **5.2 WORKER RESPONSIBILITIES**

Workers have a duty to actively participate in engagement and participation forums to help ensure ongoing improvement in the management of health and safety at the workplace.

Such engagement and participation will include:

- ensuring that you are aware of the agreed engagement and participation arrangements in place at work
- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- signing off attendance at engagement and participation forums, and
- ensuring that minutes or records of meetings are maintained and remain available for all workers and staff.

## 6 HAZARD AND RISK MANAGEMENT PROCEDURE

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### 6.1 INTRODUCTION

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

### 6.2 BUSINESS RESPONSIBILITIES

The Business will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess each hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risks, and
- monitor and review the effectiveness of the control measures.

Where necessary, the Business will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

### 6.3 WORKER RESPONSIBILITIES

As you go about your work, you may identify hazards that could present a health and safety risk to you, your colleagues and others. It is every workers responsibility to identify and report any such hazards to management.

Where you identify a hazard, if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk. If you cannot fix the problem, you are required to report it to management immediately and complete the **Hazard Report Form**.

In addition, where an inspection of the workplace is taking place, you should inform the person conducting the inspection of any ongoing health and safety concerns you have.

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

## 7 REPORTING OF INCIDENTS AND INJURIES

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### 7.1 INTRODUCTION

Wherever possible, the Business aims to prevent any incident or injury from occurring in the workplace.

However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of an accident compensation claim. It will also assist the Business to identify and address any ongoing health and safety concerns or unsafe work practices.

### 7.2 BUSINESS RESPONSIBILITIES

The Business will provide and maintain a workplace first aid treatment log. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of re-occurrence.

### 7.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete an **Incident Report Form**. Care should be taken not to disturb the scene of an incident, injury/illness or near hit/miss unless this is required to assist an injured person or if you are given authorisation to do so by management.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.

## **8 EMERGENCY PROCEDURES**

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### **8.1 INTRODUCTION**

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the Business will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

### **8.2 PROCEDURES**

#### **i) Fire**

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '111', and
- if safe to do so, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

#### **ii) Emergency evacuation**

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (e.g. fire wardens)
- leave the building via the closest designated exit, and
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you, and
- do not return to the building until it is safe to do so.

### iii) Earthquake

If there is an earthquake, follow these steps:

- stop, drop and hold onto secure furniture
- remain clear of windows, glass walls or unsecured furniture
- following the earthquake do not leave the building until you have been advised by management
- if the fire alarm has been disarmed or you discover a fire, follow the fire evacuation process, and
- you will be advised by management when it is safe for you to return to the workplace.

### iv) Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if you are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (if possible)
- record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property, and
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log** in accordance with the Reporting of Incidents and Injuries policy above

The employer must be informed of any and all incidents involving employer vehicles no matter how minor within 24 hours.

In addition, in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

### i) Chemical spill

In the event of a minor chemical spill or leak, you should adopt the following procedure:

- clean the spill in accordance with the product's Safety Data Sheet (SDS), making sure to wear any PPE that is required
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- contain the spill or leak to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react, and
- notify your manager and complete an **Incident Report Form**.

## **9 FIRST AID**

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### **9.1 INTRODUCTION**

First aid is the emergency care of sick or injured persons. The Business is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first-aid to workers or others who have been injured or become ill at our workplace. The overall objective of this service is to reduce the severity of any injury or illness.

### **9.2 WORKER RESPONSIBILITIES**

Although the Business has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- you are aware of the Business's overall emergency response plans
- you are aware of how to obtain first-aid treatment and the name and contact details of your first-aid personnel
- you seek first aid whenever the severity of a work related injury or illness may be minimised through such treatment, or where directed by management to do so
- you inform management of any injury or illness and record any first aid treatment in the First Aid Treatment Log
- the first-aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation
- the first-aid kit remains available and easily accessible for persons requiring or seeking first aid treatment
- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility
- you inform management if any first aid equipment and resources are running low or have run out, and
- no documentation relating to first aid treatment is removed from the first kit or facility.

### **9.3 INCIDENT RESPONSE**

If required to call an ambulance, clear concise information must be relayed to identify the injured persons location and severity of the injury or illness.

## 10 DEALING WITH CORONAVIRUS IN THE WORKPLACE

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### 10.1 INTRODUCTION

The Business is committed to ensuring the health and safety of all those in the workplace. To this end, this policy sets out steps that the Business is taking in order to tackle the Coronavirus outbreak, alongside expectations that are placed upon you. For the safety of yourself and others in the workplace, this policy must be followed at all times.

At any time medical or Government guidelines and restrictions change, this policy will be updated and again communicated to all workers who will sign their understanding.

For employees, leave entitlements can be accessed with authorisation and any additional leave entitlements announced by the Government will be provided along with your normal entitlements.

### 10.2 INFECTION CONTROL MEASURES

The Business strongly encourages you to follow guidelines from the World Health Organisation on infection control, along with specific Coronavirus Government guidelines, both whilst at work and in your daily life. These include:

- frequently cleaning your hands with soap and water for a minimum of 20 seconds at a time and then using alcohol-based hand sanitiser,
- always maintaining hand washing and sanitising protocols after visiting the toilet, kitchen, before and after eating and smoking,
- when coughing and sneezing, covering your mouth and nose with flexed elbow or tissue, throwing this tissue away immediately and washing and sanitising your hands,
- no excrement of bodily fluids such as spitting, and
- maintain physical distancing from others all around i.e. in front, behind, alongside you or from any angle (keep two metres apart in public from people you do not know, and one metre in other environments where possible).

### 10.3 CORONAVIRUS DIAGNOSIS OR EXPOSURE

#### **i) If you contract the Coronavirus or display any symptoms of the Coronavirus**

If you begin to display symptoms of the Coronavirus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify your Manager at the earliest opportunity. The following Ministry of Health website provides daily updates, symptoms, symptom checkers, details of respiratory clinics and how to get medical assistance. Many GP Clinics now provide online services for medical assessments.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-Coronavirus>



In order to protect your fellow workers, you are required to remain absent from the workplace and provide the Business with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

**ii) If you have contact with a confirmed case of the Coronavirus**

If you have been in contact with someone who has a confirmed case of the Coronavirus, you are required to notify management immediately.

In order to protect your fellow workers, we ask you to seek medical attention and remain absent from the workplace for fourteen days or until you can provide us with a medical certificate with clearance for work. You are required to get a medical clearance from your doctor prior to returning to the workplace. Consideration will be given, depending on your job role, to working from home options.

**iii) If you feel unwell**

If you feel unwell at all, seek medical attention and notify your Manager at the earliest opportunity. Many GP Clinics now provide online services for medical assessments.

In order to protect your fellow workers, you are required to remain absent from the workplace and provide the Business with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

**iv) If you have contact with a suspected case of the Coronavirus**

If you have been in contact with someone who has a suspected case of the Coronavirus, you are required to notify management immediately.

In order to protect your fellow workers, we ask you to seek medical attention and remain absent from the workplace for fourteen days or until you can provide us with a medical certificate with clearance for work. Even if you are not displaying any symptoms, we may take the decision to send you home and require you not to attend work as a safety precaution. Consideration will be given, depending on your job role, to working from home options.

## **10.4 SELF-ISOLATION**

You must not attend the workplace during any self-isolation period that the Government requires you to undertake.

**i) If you are unwell during self-isolation:**

If you are unwell during this self-isolation period, you should follow the usual sickness procedure to notify the Business that you require authorised leave and obtain a medical certificate in support of your leave. You are required to get a medical clearance from your doctor prior to returning to the workplace.

**ii) If you are well during self-isolation:**

If you are well during this period of isolation, the Business will consider any available type of leave that may be available to cover the absence. If you are an employee and there are no forms of accrued paid leave available, or entitlement to any special Government leave arrangements, the absence may be unpaid. Consideration will be given, depending on your job role, to working from home options.

## 10.5 TRAVEL

### i) If you intend to travel domestically

You must follow all Government requirements regarding travel within New Zealand. You must follow physical distancing and maintain proper hygiene practices during travel, as well as keep a log of where you visited and anyone you came into close contact with.

### ii) If you intend to travel internationally

You must follow all Government requirements regarding international travel and notify management if you are intending to travel internationally. Upon return from any international travel, you must go into self-isolation for fourteen days to confirm the absence of infection.

### iii) If you have come into contact with someone who has travelled internationally

If you come into close contact with someone who has travelled internationally, notify management immediately and you must go into self-isolation for fourteen days to confirm the absence of infection.

## 10.6 THE CONTINUATION OF BUSINESS OPERATIONS

### i) Attendance at work

It is our expectation that you attend work as normal during this time, unless:

- you are on a period of authorised leave
- you are not attending work due to a Government-mandated self-isolation period
- you are not attending work under our specific instruction, or
- there is a safety reason why you cannot be at work that has been discussed and agreed with your Manager.

### ii) Temporary business closure

It may become necessary for the business to temporarily reduce or cease operations, for example if someone in the workplace is diagnosed with Coronavirus.

The Business will do everything possible to continue operating in these circumstances, however, ultimately will take the action that is necessary to comply with Government advice and ensure safety within the workplace.

If you are an employee, the Business will consider any accrued paid leave and special Government leave arrangements available during this time, however it may need to process any shut down as leave without pay after consulting with you. Consideration will be given, depending on your job role, to working from home options

### iii) Working from another location

The Business will take all available steps to maintain normal business operations. To maintain normal business operations, it may be necessary for us to require you to work from an alternative work location

if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be required. Physical distancing and maintaining appropriate hygiene must be adhered to wherever you are working.

#### **iv) Harassment/bullying**

The business operates a zero-tolerance policy to all forms of harassment and bullying in the workplace. We will not tolerate any unacceptable behaviour towards anyone, including workers, colleagues, suppliers, members of the public. Any complaints of this nature will be investigated in line with our usual policy and for employees this may result in disciplinary action, up to and including dismissal.

### **10.7 MENTAL HEALTH AND WELL-BEING**

The Business is committed to ensuring it has a safe workplace, including one where workers' health and wellbeing (both physical and mental) is protected and supported.

The Coronavirus has a significant impact on daily life, with the uncertainty and changes impacting mental well-being. The Ministry of Health has a number of resources available to support your own and others mental wellbeing:  
<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-mental-health-and-wellbeing-resources>

Workers are encouraged to reach out to management should they have any concerns regarding their physical or mental wellbeing.

# 11 HEALTH AND SAFETY TRAINING

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## 11.1 INTRODUCTION

The Business will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Business will ensure that no worker will commence work where they may be exposed to a hazard/s without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

## 11.2 WORKER RESPONSIBILITIES

In relation to health and safety training conducted or endorsed by the Business, you will:

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- ensure that you have been deemed competent through appropriate health and safety training, to undertake any proposed work
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Business in a safe manner
- ensure the Business is provided with copies of any and all licenses, authorisations, approvals and/or qualifications required to undertake work for the Business, and
- ensure that you maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for the Business and that you duly advise the Business if your status in relation to holding such license, authorisation, approval and/or qualification changes.

## 12 HSW ISSUES RESOLUTION

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### 12.1 INTRODUCTION

Issues may arise anywhere within the Business in relation to health and safety at work matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When health and safety at work issue arises, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace, or
- the conduct of the Business.

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

### 12.2 BUSINESS'S RESPONSIBILITIES

The Business will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures, and
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Business that have not been resolved at the local level, the Business will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk, and
- the person responsible for implementing the resolution measures or controls.

The Business will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision making process.

### 12.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved

at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

#### **12.4 WORKER'S RESPONSIBILITIES**

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where you are authorised and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Business.

Where an issue raised by workers has been considered by all levels within the Business and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HSW issue to their industrial union, representative association or the regulator for assistance with resolution.

#### **12.5 ISSUES RESOLUTION OUTCOMES**

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Business to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution, and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

## **13 GENERAL WORKPLACE PROCEDURES**

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### **13.1 INTRODUCTION**

Along with the specific guidelines and procedures outlined throughout this Health and Safety Handbook, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

### **13.2 GENERAL**

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace, and
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any PPE and clothing issued for your protection at all appropriate times.

### **13.3 HOUSEKEEPING**

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards
- placing rubbish in the bins provided, and
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

#### **13.4 HYGIENE**

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported to management before commencing work.

#### **13.5 FITNESS FOR WORK**

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If you are concerned in any way about a perceived safety risk due to their own or any of their colleague's fitness for duty you have a responsibility to inform your manager.

If you arrive for work and, in the Business's opinion, you are not fit to work, the Business reserves the right to exercise its duty of care, particularly where the Business believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The Business may remove you from the workplace for the remainder of the day in accordance with the relevant employment agreement or contract of engagement, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.



## 14 MENTAL HEALTH

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### 14.1 INTRODUCTION

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to suffer a psychological injury.

Hazards in the workplace that may impact upon the mental health of workers, and therefore potentially result in psychological injuries, include the physical workplace environment, the nature and complexity of the work itself, work procedures, behaviour of workers towards one another, the structure of the Business and the potential exposure to violent or traumatic events.

The Business is therefore committed to helping to support the overall mental wellbeing of its workers and ensuring that the risk of psychological injuries in the workplace is eliminated as far as is practical and is effectively and pro-actively managed through a risk management approach.

### 14.2 WORKER RESPONSIBILITIES

The Business recognises that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Business. However, the overall success of our risk management strategies is also dependent upon workers understanding their responsibilities in relation to helping to minimise the risks to their own mental health and the mental well-being of others at work.

To this end, you will ensure that you:

- have received an appropriate induction that includes information related to the Business's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
- understand the Business's commitment to the overall mental health of workers and the policies and procedures developed to help identify, assess and control risks to mental health in the workplace
- understand your role at work, ensure that it has been clearly identified and it is clearly within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- actively participate in the consultation mechanisms or forums designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable Business operations that may impact upon your mental well-being and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to help ensure your health and safety and the health and safety of others at work, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable reporting procedure to report any work-related hazard to your own mental health or the mental wellbeing of others at work as soon as it becomes evident, include any incidence of bullying or harassment (as outlined in the following policy) affecting themselves or another worker, and
- receive adequate, appropriate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, you must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety, whether intentional or not, and will not be tolerated by the Business.

## 15 BULLYING AND HARASSMENT

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### 15.1 INTRODUCTION

The Business is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

The Business recognises that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect worker's working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### 15.2 HARASSMENT

The intention of these procedures is to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour

These examples are not exhaustive and appropriate action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

### **15.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

### **15.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

#### **i) Informal complaint**

The Business recognises that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

#### **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of the Business as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper and/or a support person or representative. You must take all reasonable steps to attend the meeting. Those involved in the investigation will be expected to act in confidence and any breach of confidence may be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and any decision will be sent, in writing, to you and to the alleged bully or harasser.

## **15.5 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Business's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Business.

## **16 DRUGS AND ALCOHOL**

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### **16.1 ZERO TOLERANCE POLICY**

The use of drugs or alcohol jeopardises a safe workplace. The Business has a zero tolerance policy with regard to drugs and alcohol and the workplace. Workers are not permitted to work while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination. Non-compliance by other workers may also result in appropriate action up to and including termination of their engagement with the Business.

The Business recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate Businesses or support groups.

Workers and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely.

Alcohol may be consumed at some Business events. Where this is the case, the Business encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

### **16.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION**

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

### **16.3 SCREENING**

The Business may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Business reserves the right to carry out random testing across all levels of workers.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Business. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than zero or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening
- are in possession of illegal drugs for supply or consumption in the workplace or the Business's vehicles

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Business.

If you return a positive result or refuse to participate in testing, you may be required to cease work immediately and leave the workplace. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident. Management will contact you regarding the date you are expected to return to work and provide you with the details of any resulting disciplinary procedure.

#### **16.4 NO SMOKING POLICY**

Smoking on the premises or in the Business's vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working on client sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

## 17 HAZARDOUS MANUAL HANDLING

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### 17.1 INTRODUCTION

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

### 17.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for ensuring:

- any tasks requiring physical exertion are assessed and as far as practicable manual handling risks are eliminated or minimised
- task assessment includes consideration of the workflow and environment to remove unnecessary/double material handling and any other obstructions that increase risk
- good housekeeping and appropriate storage keeping heavy, bulky and awkward objects as close as possible to waist height
- organising tasks to ensure rotation of duties whenever possible and regular breaks to reduce physical fatigue and stresses, especially repetitive actions and static postures
- mechanical aids are supplied when safe manual handling techniques are inadequate to reduce the risks associated with any task
- adequate time is allowed for workers to warm up before commencing heavy manual work
- information, instruction and training are provided to ensure workers understand safe manual handling techniques whether these are operational or office-based staff
- consultation with workers about manual handling tasks and any activity that exerts stresses on our bodies, is provided to ensure the risks are understood and considered in the risk assessment process, and
- hazard reporting identifies any symptoms of muscle and joint fatigue and/or pain associated with work tasks.

### 17.3 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks
- always assessing a load, the distance to be carried and whether a mechanical aid should be used
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward
- whenever possible breakdown the load or get assistance for a team lift
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done
- always checking your destination point and ensuring a clear path of travel
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load
- ensuring there are suitable grip points before lifting
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action and
- when putting down a load apply the same principles for lifting in reverse.

When performing tasks that involve manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or overuse injury
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods, and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.



## 18 MOTOR VEHICLES

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### 18.1 INTRODUCTION

Road crashes represent the most common cause of work-related fatality in New Zealand. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

The Business therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. Risks associated with operating a motor vehicle as a part of work will be therefore addressed via a risk management approach.

### 18.2 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking tasks related to the driving of a motor vehicle, you will:

- ensure that you have the appropriate licence or certificate, authority from the Business to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that you advise management immediately if you are disqualified or suspended from driving and that you are able to produce your licence for scrutiny by management as requested
- ensure that you are familiar with the motor vehicle you are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- ensure you comply with any legislative requirements relating to the use or operation of the motor vehicle
- ensure you follow any reasonable health and safety instruction given to you by the Business, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that you do not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking
- ensure that you comply with the Business's vehicle breakdown procedures when required
- in the event of a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Business's accident procedures
- ensure that the motor vehicle you are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken, and
- ensure that you undertake an inspection of the vehicle, preferably using a defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy.

## 18.3 PROCEDURES

### i) **Vehicle breakdown procedure**

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, you should:

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box, and
- advise the Business of the breakdown as soon as practical and provide details of your location, the fault/issue, and immediate actions you have taken.

You should not:

- attempt to repair the motor vehicle unless you are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for you (and your passengers) to keep well clear of the motor vehicle and wait for help to arrive
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for you (and your passengers) to exit via the passenger side, and
- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety.

### ii) **Motor vehicle accident procedure**

If you are involved in a motor vehicle accident, you are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, you should:

- exchange insurance details with involved parties
- seek medical attention if required
- notify the relevant emergency services as required, and
- advise the Business of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken.

### iii) **Use of mobile phone while operating a motor vehicle**

You must operate motor vehicles in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hand free or cradle device

- you limit your usage whilst using an approved device to short conversations only
- you do not use SMS, video and/or email whilst driving, and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

## 19 OFFICE SAFETY

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### 19.1 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- identifying, assessing and controlling any hazards associated with working in an office in consultation with workers
- ensuring safe access to office environments
- providing a work environment that is kept clean and hygienic and free from hazards, including through the maintenance of good housekeeping practices
- ensuring office equipment provided is fit for purpose and maintained appropriately in accordance with the manufacturer's instructions, in particular any electrical equipment
- providing aids that are necessary for you to safely perform your duties, and
- ensuring the office facilities and emergency response procedures are adequate for the type of work performed.

### 19.2 WORKER RESPONSIBILITIES

You are responsible for:

- maintaining your workstation in a manner that is consistent with ergonomic guidelines
- ensuring and maintaining good office housekeeping, including:
  - keeping work surfaces clean and tidy
  - maintaining clear access and passageways that are free of obstructions,
  - ensuring items and materials are stored appropriately in designated areas and not within a one metre vicinity of fire extinguishers, fire appliances, stairways, landings or electrical switchboards
  - closing drawers and filing cabinets promptly after use and removing any protruding keys
  - relocating trip hazards such as power cords, or securing these to the floor
  - disposing of rubbish and waste in the provided waste facilities, and ensuring that these do not overflow
  - cleaning up any spillages or breakages immediately, and
  - notifying management of any hazards that cannot be immediately rectified.

## **20 REMOTE/ISOLATED WORK**

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### **20.1 INTRODUCTION**

As part of your role, you may be required to work in remote or isolated areas away from your normal workplace. This can include working off-site, travelling in the course of your duties and work that is isolated from the assistance of others due to location, time or the nature of the work being performed.

When performing remote/isolated work you can face higher levels of exposure to hazards than when you are working in a controlled environment and you may not have the same level of access to support and emergency services.

### **20.2 BUSINESS'S RESPONSIBILITIES**

The Business is responsible for:

- identifying, assessing and controlling any hazards associated with remote/isolated work in consultation with workers
- consulting with workers on communication procedures applying to remote/isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed
- providing appropriate means of communication (for example a mobile phone, satellite phone, digital two-way radio, GPS tracking device, pager or land-line phone), and
- providing workers with access to a nominated person or management representative at all times whilst performing remote/isolated work.

### **20.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring you are familiar with weather and local conditions before commencing your journey
- assessing the risks posed by any hazards and controlling hazards where safe to do so
- contacting your manager where any hazard prevents you from performing your duties
- maintain regular contact with your nominated person in accordance with agreed communication procedures, and
- reporting any incidents and/or injuries sustained whilst performing remote/isolated work as soon as practicable.

## 21 WORKING OFFSITE

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### 21.1 INTRODUCTION

As part of your role, you may be required to work offsite in settings that are not under the control of the Business. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another Business (for example, in public domains).

### 21.2 BUSINESS'S RESPONSIBILITIES

The Business is responsible for:

- verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled
- where there is no host employer, ensuring a risk assessment has been completed for the work to be carried out. If this is not possible prior to the offsite work commencing, workers will be directed to complete a risk assessment prior to commencing the offsite work, and
- providing information to workers on the location, environment and layout of the site including access points and exits.

### 21.3 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you comply with any site-specific health and safety instructions, policies and procedures
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site's visitor attendance log where required
- carrying/wearing any visitor passes whilst on site as required
- completing any site-specific health and safety induction as required
- conducting any pre-use inspections and checks of plant and equipment as necessary
- wearing any safety protection clothing (PPE) as required
- using designated walkways or access paths, and obeying signage on the site
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately
- assessing the risks posed by any hazards and determining if it is safe to continue work, and
- following the site-specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

## **22 PLANT AND EQUIPMENT**

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### **22.1 INTRODUCTION**

As part of your role, you may be required to work with plant and equipment in the workplace. The procedures below are to be followed to ensure the health and safety risks associated with plant and equipment are minimised.

### **22.2 BUSINESS'S RESPONSIBILITIES**

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with plant and equipment. In particular, it is responsible for:

- ensuring operators are trained, licensed (if applicable), and competent to operate the plant and equipment in a safe manner;
- taking all reasonable steps to ensure the plant is only used for the purpose for which it is designed, unless a competent person has assessed that the proposed use does not increase the risk to health and safety;
- so far as is reasonably practicable, preventing unauthorised alterations to or interference with the plant, and
- ensuring all safety features, warning devices, guarding, operational controls, emergency stops are used in accordance with instructions and information provided.

### **22.3 WORKER RESPONSIBILITIES**

Where working with plant and equipment you are responsible for ensuring that you:

- are competent, or suitably supervised during training;
- maintain the appropriate licence to work on plant where it is required;
- operate plant and machinery in a safe manner so that you do not put yourself or others at risk;
- operate plant and machinery in accordance with the manufacturer's recommendations or procedures, including the use of required personal protective equipment, and
- inspect all plant and equipment before use and notify the Business if any defects are detected.

## 22.4 LOCKED OUT AND TAGGED PLANT

When working in the vicinity of any items of plant or equipment which are locked (out of service) or tagged to warn of a hazard, you must:

- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- not remove any lockout device or tag that was not put in place by you

Where locking out or tagging any items of plant or equipment, you must:

- adhering to the Lockout and Tagging of Plant Procedure
- only use approved lockout devices and tags
- utilise one lock per person when more than one worker is working on a locked out item of plant
- ensure that each locking device only has one key, and
- complete tags correctly and in full.

You must not lockout or tag an item of plant for inspection, repair, adjustment, maintenance or cleaning unless you are authorised by management to do so.



## **23 PERSONAL PROTECTIVE EQUIPMENT (PPE)**

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### **23.1 INTRODUCTION**

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

### **23.2 BUSINESS'S RESPONSIBILITIES**

The Business will ensure:

- suitable PPE and protective clothing are supplied
- PPE and protective clothing meet relevant legislative, New Zealand Standard and/or industry requirements or guidelines
- information and training are provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- tasks are assessed to determine correct level of PPE required
- PPE and protective clothing being used are in an appropriate condition for the works being performed
- damaged or worn PPE and protective clothing is replaced, and
- workers wear and use such items supplied to them.

### **23.3 WORKER RESPONSIBILITIES**

You have a responsibility to:

- wear and use PPE and protective clothing provided as instructed
- maintain and care for the PPE and protective clothing supplied, and
- report damaged or worn PPE to your manager.

### **23.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING**

Determination of whether PPE and/or specific protective clothing are required will be based on a risk assessment of a hazard or task and, where relevant:

- information contained in an SDS for substances and/or dangerous goods
- operating procedures for plant and/or equipment, and

- SWMS, Risk Assessments.

### **23.5 SELECTION OF PPE AND PROTECTIVE CLOTHING**

All PPE selected shall conform to the appropriate legislative, New Zealand Standard and/or industry requirements or guidelines. PPE supplied by the Business remains the property of the Business.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition, and
- the user understands the correct usage of the equipment.

If there are any defects or deficiencies found with the PPE after inspection it must be taken out of service immediately and reported to the manager. New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available. If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

### **23.6 PROTECTION**

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

## 24 HAZARDOUS NOISE

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### 24.1 INTRODUCTION

Hazardous noise can destroy the ability to hear clearly. It can permanently damage the nerve cells in the inner ear causing what is called noise induced hearing loss. It can also result in a permanent ringing in the ear known as tinnitus. The degree of hearing loss caused by hazardous noise is generally dependent on how loud the noise is and how long a person is exposed to it. However, if the noise is loud enough, it can cause an immediate loss in hearing ability. Hazardous noise can also present as an added risk to the workplace as it can make it more difficult to hear sounds necessary for working safely such as instructions or warning signals.

Where noise is assessed as being potentially hazardous, in consultation with workers, the Business will develop and implement a Noise Control or Hearing Conservation Program. This program will include regular monitoring of the workplace, the implementation of the most appropriate noise control measures, regular maintenance of plant and machinery specifically designed to minimise noise emissions as far as possible and education and training of workers. The program may also include regular audiometric testing for workers exposed to hazardous noise.

### 24.2 WORKER RESPONSIBILITIES

Where working in and around hazardous noise, you are responsible for:

- ensuring that you have received sufficient training and instruction to understand the risks associated with working with noise, how to identify potentially hazardous noise sources and understand the use and function of any control measure implemented for your protection
- following any reasonable procedure, guidance or instruction given by the Business that is designed to reduce your risk of exposure to hazardous noise, including the effective use and maintenance of PPE
- actively participate in the development and/or review of any program designed to help eliminate or minimise the risk to workers of exposure to hazardous noise
- ensuring that you do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that you do not enter a work area where hazardous noise has been identified and designated until all control measures required are implemented
- taking reasonable care to prevent risks associated with hazardous noise to yourself and other workers, and
- notifying management of any hazardous noise risk that you become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

## 25 ELECTRICAL SAFETY

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### 25.1 INTRODUCTION

Electricity presents a risk of death, electric shock or other injury caused directly or indirectly and may include:

- electric shock causing injury or death;
- arcing, explosion or fire causing burns;
- toxic gases from burning and arcing associated with electrical equipment;
- fire resulting from an electrical fault.

### 25.2 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and wellbeing at work of all its workers exposed to the risks of electricity. This will be achieved through:

- consulting with workers to identify electrical hazards and suitable control measures;
- the suitable design, construction, installation, maintenance and testing of electrical equipment or electrical installations;
- identifying electrical hazards, and
- controlling the risk posed by electrical hazards.

### 25.3 WORKER'S RESPONSIBILITIES

When working with items powered by electricity you are responsible for the following:

- checking electrical leads prior to and after use to ensure:
  - the plug has not come away from the lead
  - the outer sheath is not damaged and
  - internal wires are not exposed.
- ensuring any cords are fully uncoiled, properly plugged in to the power point and not running through water, doors or walkways or other areas where it may be damaged during use
- visually inspecting the power outlet to ensure it is not damaged before plugging items in, and
- plug in and unplug items by grasping the plug, not the cord to reduce the risk of damage.
- when using extension cords you need to ensure they are:
  - protected from physical damage at all times
  - inspected before use (see above)



- suitable for the environment i.e. outside, wet, sunlight, etc
- when using power boards you must check the board is not overloaded. Power boards should only accommodate the number of items for which there are plug outlets, do not plug a power board into another power board. If you do not have sufficient outlets advise your manager
- if the electrical equipment, extension cord or power board shows any signs of damage do not use and advise your manager
- determine whether the electrical supply is protected by a residual current device (RCD) (safety switch and if not, ensure that a portable RCD which has been inspected, tested and tagged (and is in date) is used
- do not alter, repair, adjust or tamper with any item of electrical equipment or electrical lead unless you are suitably qualified to do so
- do not operate electrical equipment in a damp or wet environment or one where the equipment may come into contact with a conducting liquid (such as water)
- internal (enclosed) areas of switchboards and distribution boards must only be accessed by authorised workers only
- observe and follow signage relating to electrical hazards
- do not operate electrical equipment within an explosive atmosphere
- you must be suitably competent to operate electrical equipment and use electrical leads, and
- only suitably competent and licenced workers are permitted to undertake 'electrical work'.

## 26 FORKLIFTS

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### 26.1 INTRODUCTION

Forklifts are very common pieces of plant and are used to lift, stack and transfer loads in warehouses, factories and other workplaces across New Zealand. Operation of a forklift is classified as a high risk task and must be treated as such.

### 26.2 WORKER RESPONSIBILITIES

You are responsible for ensuring you:

- possess a current forklift licence and management's authority to operate the forklift during the performance of your duties
- where you do not have a forklift licence, you only operate a forklift under the direct supervision of an appropriately qualified forklift operator or assessor who holds the relevant forklift qualification
- produce your forklift licence for scrutiny by management at any time as requested and
- inform the Business immediately if your forklift licence is cancelled for any reason.
- When operating a forklift, you must:
  - adhere to the Business's designated speed limits at all times
  - wear the restraints provided at all times
  - ensure that you are not affected by alcohol and/or drugs at the time of operating the forklift
  - complete a pre-start safety inspection on the equipment
  - report any defects or issues with the forklift to the Business as soon as reasonably practical
  - ensure that the forklift is maintained in safe working order
  - ensure safety devices are not tampered with or removed
  - report any incidents or damage to the Business as soon as reasonably practical
  - ensure passengers are not transported on the forklift and are kept clear whilst the forklift is in operation, and
  - wear any appropriate PPE whilst operating the forklift.

You must not:

- attempt to repair any damage or faults with the forklift unless you are qualified and authorised to do so
- operate the forklift if you have identified any safety issues
- remove or tamper with any safety device on the forklift, or
- remove any personal locks or safety tags from the forklift when it's out of service, unless you are authorised by the Business to do so.

## 27 HAZARDOUS SUBSTANCES

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### 27.1 INTRODUCTION

Hazardous substances are substances that have the potential to harm the health and safety of any person in the workplace. More specifically, hazardous substances are those substances which are explosive, flammable, corrosive, toxic, ecotoxic or have the capacity to oxidise. Substances which have the capacity to generate other substances with these properties upon contact with air or water are also considered to be hazardous.

### 27.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with any hazardous substances that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous substances
- taking reasonable care to prevent hazardous substance exposure to other workers, for example by replacing all lids on substance containers, returning substances to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous substance risk that you become aware of, for example deteriorating containers or incorrect storage
- ensuring that substances are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
  - the product identifier and
  - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous substance.
- ensuring you are familiar with the hazardous substance's label, including the meaning of any pictogram, signal word and/or hazard statement
- immediately reporting any incident involving hazardous substances to management, and
- ensuring you use any PPE that is provided to you.

## 28 TRUCK LOADING AND UNLOADING OPERATIONS

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### 28.1 INTRODUCTION

The purpose of this guidance is to ensure truck loading and unloading operations are completed safely. This document is to be used in conjunction with site specific rules / traffic management plans, site induction training and regulations imposed on the commodity, plant and equipment.

### 28.2 GUIDANCE

Loading and unloading areas should be:

- Clear of other traffic, such as; pedestrians and people not involved in loading or unloading.
- Clear of overhead electric cables so there is no chance of touching them, or of electricity jumping to 'earth' through machinery, loads or people.
- Level. To maintain stability, trailers should be parked on firm level ground, loads should be spread as evenly as possible, during both loading and unloading. Uneven loads can make the vehicle or trailer unstable.

Loads should be secured, or arranged so that they do not slide around. Racking may help stability.

Safety equipment must be considered. Mechanical equipment and heavy moving loads are dangerous. Guards or skirting plates may be necessary if there is a risk of anything being caught in machinery (for example dock levellers or vehicle tail lifts). There may be other mechanical dangers and safety procedures to be considered.

Ensure the vehicle or trailer has its brakes applied and all stabilisers are used. The vehicle should be as stable as possible.

In some workplaces it may be possible to install a harness system to protect people working at height. Provide a safe place where drivers can wait if they are not involved. Drivers should not remain in their cabs if this can be avoided. No-one should be in the loading/unloading area if they are not needed.

Vehicles must never be overloaded. Overloaded vehicles can become unstable, difficult to steer or be less able to brake.

Always check the floor or deck of the loading area before loading to make sure it is safe. Look out for debris, broken boarding, etc.

Loading should allow for safe unloading.

Loads must be suitably packaged. When pallets are used, the driver needs to check that:

- They are in good condition
- Loads are properly secured to them.
- Loads are safe on the vehicle. They may need to be securely attached to make sure they cannot fall off.



Tailgates and sideboards must be closed when possible. If over-hang cannot be avoided, it must be kept to a minimum. The over-hanging part of the load must be clearly marked.

If more than one company is involved, they should agree in advance how loading and unloading will happen. For example, if visiting drivers unload their vehicles themselves, they must receive the necessary instructions, equipment and co-operation for safe unloading. Arrangements will need to be agreed in advance between the haulier and the recipient.

Some goods are difficult to secure during transport. Hauliers and recipients will need to exchange information about loads in advance so that they can agree safe unloading procedures. Checks must be made before unloading to make sure loads have not shifted during transit, and are not likely to move or fall when restraints are removed.

There must be safeguards against drivers accidentally driving away too early. This does happen, and is extremely dangerous. Measures could include:

- Traffic lights.
- The use of vehicle or trailer restraints.
- The person in charge of loading or unloading could keep hold of the vehicle keys or paperwork until it is safe for the vehicle to be moved.
- These safeguards would be especially effective where there could be communication problems, for example where culturally and linguistically diverse drivers are involved.

### **28.3 RISK ASSESSMENTS**

It is recommended that before the start of any loading and unloading operation, a Risk Assessment Form is completed for the entire activity. This is particularly necessary when loading and unloading:

- an unfamiliar commodity or;
- in an unfamiliar location or;
- in inclement weather.

Any concerns or hazards should be recorded on the Risk Assessment Form, as well as, reported to the site supervisor and line manager for rectification. All activities should be suspended, until clearance is provided by the site supervisor and line manager, with rectifications noted on the Risk Assessment Form.

## 29 SUN SAFETY

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### 29.1 INTRODUCTION

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is known to cause cancer.

Some workers may also have an increased sensitivity to exposure to solar UVR which can increase the rate that the skin will burn through exposure to solar UVR and increase the risk of sun cancers. Such a condition is referred to as photosensitivity which can be caused by certain medications or by inhaling, ingesting or having skin contact with substances known as photosensitisers such as certain plants, chemicals, oils or fragrances.

Exposure to solar UVR is known to cause adverse health effects on the skin, eyes and immune system. The damage may be permanent and irreversible and can increase with each exposure. Exposure to sun can also contribute to heat illness which includes medical conditions such as heat stroke, heat exhaustion, heat cramps and skin rashes.

### 29.2 WORKER RESPONSIBILITIES

To ensure that the Business is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, you will ensure that you:

- have received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Business to reduce your risk of injury and illness from exposure to solar UVR
- actively participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- have a supply of consumable water sufficient to prevent dehydration
- utilise and wear appropriate and approved PPE and if working outside ensure you have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses
- follow any reasonable instruction or work practice implemented by the Business designed to eliminate or control your risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen, and
- advise the Business if there is any illness, disease or condition you may have that may be impacted by excessive exposure to solar UVR, or if you are currently taking any medication or are in contact with any substance that may increase your risk if exposed to solar UVR.

## 30 CHECKLIST FOR UNDERSTANDING AND ACKNOWLEDGEMENT FORM

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For each statement below please circle whether it is true or false.

	True	False	<i>Office use</i>
<b>Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace.</b>	T	F	
<b>Being affected by illegal drugs whilst at work may result in the termination of a worker's engagement.</b>	T	F	
<b>Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement.</b>	T	F	
<b>You must wear PPE including safety footwear and high visibility clothing when at work if directed by management.</b>	T	F	
<b>If you identify a hazard in your workplace, you don't have a responsibility to do anything.</b>	T	F	
<b>ALL accidents/incidents or near hits/misses must be reported to management.</b>	T	F	
<b>You don't have to follow workplace rules if you think they are unnecessary.</b>	T	F	
<b>Poor housekeeping (untidy workplace) does not have an impact on health and safety.</b>	T	F	

I \_\_\_\_\_ (please print name) acknowledge that I received a copy of this Paengaroa Horticulture Limited Health and Safety Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within the Paengaroa Horticulture Limited Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: