



QSSS

QUANTITY SURVEYOR SUPPORT SERVICES

www.qssupport.com.au

WORK SAFETY



SAFETY FIRST



PROTECTION



REGULATIONS



HAZARDS



HEALTH



INSURANCE



* Hover over the page you're interested in to click through to that page

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Introduction

Quantity Surveyor Support Services provides support to the quantity surveying profession with high-quality site evaluation and assessment services across Australia.

We are committed to the continued wellbeing and safety in the workplace of all employees and sub-contractors and ask that you take the time to read this guide prior to starting work.

Contact Us

If you have any questions or concerns regarding your safety in the workplace, please contact your Supervisor immediately.

For further information about working with us visit:

www.qssupport.com.au or contact our Head Office on 1800 776 467.

Definitions

Employer:	Quantity Surveyor Support Services
Host Employer:	Our client and the Company at which site you are currently working.
Employee:	Any reference to employees in this publication refers to yourself and/or your co-workers.
Hazard:	Anything in the workplace that has the potential to harm people.
SOP:	Standard Operating Procedure; sometimes known as Safe Operating Procedure.
PPE:	Personal Protective Equipment
Supervisor:	Your Quantity Surveyor Support Services representative that has either been nominated as your direct point of contact or provided you with the information for the work you are currently performing.

Occupational Health & Safety Policy Statement

Quantity Surveyor Support Services (QSSS) values the health, safety and welfare of all workers (including contractors, volunteers, customers and visitors) and is committed to ensuring you are safe from injury and risk while undertaking work activities.

Our Responsibilities:

- Ensure the business complies with all legislation relating to health and safety
- Eliminate or minimise all workplace hazards and risks as far as is reasonably practicable
- Provide information, instruction and training to enable all workers to work safely
- Supervise workers (where necessary) to ensure work activities are performed safely
- Consult with and involve workers on matters relating to health, safety and wellbeing
- Provide a suitable injury management and return to work program
- Maintain documentary evidence and records relating to all issues of employment and occupational health and safety.

Your Responsibilities:

You are required to observe and comply with all health and safety standards, and obligations of the relevant State or Territory. You must also:

- Take reasonable care for your own health and safety
- Follow all health and safety policies and procedures and instructions
- Participate in safety training
- Report all injuries and incidents as soon as practical to your Supervisor
- Use safety equipment and personal protective equipment (PPE) as instructed
- Report any known or observed hazards to your Supervisor
- Promote a safe working culture within the workplace at all times

The effectiveness of our Occupational Health & Safety policies and procedures depends greatly on your commitment and support.

Frequently Asked Questions

What do I do if I think my workplace is unsafe?

You are not expected to work in an unsafe environment. If you think your workplace is unsafe, discuss the issue with your Supervisor. If the issue is not resolved to your satisfaction, contact the Director of Quantity Surveyor Support Services.

Who provides Personal Protective Equipment (PPE)?

When briefing you on a job, your Supervisor will let you know what PPE is required and who is responsible for providing it. You will generally be expected to wear your own steel cap boots if they are required. For further information or if you are unsure, contact your Supervisor.

What do I do if I am injured in the workplace?

Immediately report your injury to your Supervisor and seek first aid if necessary. Contact your Supervisor as soon as possible to discuss injury management. They will assist you through the process. See page 11 for further information.

Your First Day on the Job

When you work in a new location for the first time, it is important that you:

- Are inducted into the workplace and are properly instructed and trained on the equipment you will be using and emergency procedures.
- Familiarise yourself with the safety rules, requirements and procedures in your work area.
- Don't use equipment or do anything you consider to be hazardous, without maximum and reasonable protection.
- Observe safety signs - they are there for your protection.

We do not expect you to work in unsafe conditions. If you are asked to work in unsafe conditions, advise your Supervisor. If the situation is not resolved, contact the Director of QSSS immediately.



The Correct Attitude

We expect you to be alert and apply common sense when at work. Most accidents can be avoided.

Make sure you are aware of the situation, conditions and people on the job and if you see something wrong, fix it or report it.

Remember, you have a duty to act in a manner that doesn't endanger your health or that of others in your workplace.

Your attitude to safety will make the difference.

First Aid

In case of an injury in your workplace, you should report the injury, no matter how minor, to the Host Employer's on-site Supervisor (if applicable) and/or your Supervisor.

Should you require medical treatment, seek attention from the Host Employer's on-site First Aid Officer (if applicable) and/or your Supervisor at your workplace. If working alone and practical, contact a doctor or medical centre.

If the injury is significant or critical and further medical treatment is required, contact 000 immediately.

All incidents must be reported as a matter of urgency to your Supervisor.

Reporting Hazards or Hazardous Situations

Please report all hazards or hazardous situations to the Host Employer's on-site Supervisor (if applicable) and your Supervisor. If matters are not resolved, please contact the Director of QSSS for further advice.



What to Do if You Are Injured at Work

As your employer, it is our legal obligation to register any injuries you sustain in the workplace. If you are injured at work:

1. Immediately report your injury to your Supervisor and seek first aid if necessary.
2. An Injury/Incident Report must be filled out as soon as possible.
3. If you need to see a doctor, you must obtain a WorkCover Certificate of Capacity.
4. Should you need time off work as a result of your injury, you must complete a Workers Compensation Claim form for the relevant State/Territory.

All documentation must be completed in full, signed and received by QSSS office before any WorkCover payments can be made.

Rehabilitation & Return to Work

Normal practice and our expectation is that rehabilitation and your subsequent return to work will commence as soon as possible.

Suitable duties which do not jeopardise your wellbeing will be provided where possible as part of this process. An appointment to see a doctor may be arranged for you, so please follow the workplace injury guidelines for your state or territory.

All employees have a duty and responsibility to take reasonable care for their own health and safety and that of others in the workplace.

Pre-existing or non work-related Injuries, Illnesses & Health Conditions

You need to notify your Supervisor should your health change during the course of employment with Quantity Surveyor Support Services. If your health is affected by injury or illness, it's important for us to determine that the work we provide you with won't adversely affect your wellbeing.

It may be necessary to get a clearance from a medical practitioner to resume your normal duties.

Good Housekeeping

Follow these simple guidelines to avoid unnecessary accidents:

- Keep access to all entrances, walkways and emergency exits clear and unblocked at all times
- Tape-down or cover cables, cords and wires so they are securely out of the way
- Clean up spills quickly and properly
- Report any trip hazards, uneven surfaces or protrusions that need immediate repair or maintenance

It is your responsibility to help keep your work area tidy.

Harassment & Bullying

Everyone has the right to work in an environment free from harassment and bullying. Please note:

- » You must conduct yourself appropriately and respect fellow employees at all times.
- » You have a duty to report to your Supervisor all cases of harassment and bullying, either witnessed or directed to you personally.

Harassment takes on many forms and includes sexual harassment. Harassment is any behaviour or conduct that makes someone feel offended, humiliated or intimidated. Examples of harassment may include:

- Public display of offensive or pornographic material
- Continued use of jokes containing sexual innuendos
- Unwanted and uninvited sexual advances
- Obscene gestures
- Unwelcome physical contact
- Inappropriate use of power to force or influence a person/s decision
- Insulting jokes about particular races/religions

Bullying is repeated unreasonable behaviour directed toward a worker or group of workers, that creates a risk to health and safety. Examples may include:

- Verbal abuse
- Intimidation
- Giving someone the majority of unpleasant tasks
- Excluding someone from workplace activities

A worker who is found to have been responsible for harassment and bullying may face instant dismissal.

Drugs & Alcohol

You are expected to report for work in a fit state and able to perform your assigned duties safely and acceptably without limitations due to the effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications or any other substance.

You must comply with Quantity Surveyor Support Services Drug and Alcohol Policy and procedures, as well as any client site policies and procedures that may apply. Testing may be required, including pre-employment, cause (incident), challenge (reasonable suspicion) and random testing.

It is your responsibility to ensure you are not under the influence of alcohol or any substance that adversely affects your performance while at work.

If you are taking non-prescription or prescribed medications that may affect your performance you must notify your Supervisor immediately.

Office & Workstation Safety

Please adhere to the rules and guidelines in each workplace and carefully read instructions when using office equipment. If you are unsure of how to do something, ask!

Each workplace has its own physical challenges. Some actions that appear harmless may have implications if not undertaken correctly. The basic office ergonomic guidelines are:

- Make sure the top of your computer screen is level with or slightly lower than your eyes and the screen is at arms length from your seated position.
- Adjust your chair so your feet are flat on the floor, your thighs are horizontal and your lower legs are vertical.
- Fit the backrest of your chair to the curve of your lower back, making sure you are comfortable.
- Place your keyboard directly in line with your seating position and the screen, making sure you don't have to stretch to reach it.
- When using your mouse, let the desk support the weight of your arm, keep your wrist flat and rest your fingers on the mouse between actions.

Regularly shift to a neutral position making sure your arms and shoulders are relaxed and your back and neck are straight.

Slips, Trips & Falls

- On wet surfaces, shorten your stride to keep your centre of balance and wear footwear with appropriate slip resistant soles.
- In the case of other hazards like loose mats, changing surfaces etc. be observant and take care.

Avoiding Trips and Falls:

- Clean up clutter and cover electrical leads
- Make sure your view is unobstructed and you have adequate lighting (carry a torch if necessary)
- Be careful on ladders, steps and stairs - don't use makeshift ladders and platforms.

Manual Handling & Lifting

Lifting, pushing, pulling, stacking and packing are all examples of manual handling. Incorrect methods used in handling materials cause the greatest number of workplace injuries.

Before lifting any object ask yourself:

- Must the object be moved?
- Must the object be lifted?
- Can the object be moved mechanically?
- Can the object be reduced in size or weight?
- Can anyone assist me?
- Is the object too heavy to lift?

The following basic rules should be observed when lifting:

- Make sure you stretch and warm up prior to any manual handling tasks.
- Make sure each load is within your lifting capacity.
- Clear the path you need to travel of obstructions.
- Place feet shoulder width apart in a good balanced position.
- Bend knees as you grasp the weight
- Keep back as upright as possible
- Lift gradually by straightening your legs
- Never twist while lifting or carrying

Personal Protective Equipment

- Arrive for work wearing the appropriate clothing and footwear. Do not wear loose or torn clothing.
- Do not commence work unless wearing the correct personal protective equipment.
- If you accept a role requiring personal protective equipment or safety gear, you are expected to comply.

If you have any questions at all regarding PPE, please contact your Supervisor.

Eye Protection

You must wear safety goggles or glasses when required and:

- Always look downwards when taking them off.
- Keep your safety goggles and glasses clean.
- Know where the emergency eyewash area is located.

If you do get something stuck in your eye, seek first aid treatment straight away. Do not try to remove the object.

Hearing Protection

Hearing loss caused by noise can't be cured, so you must protect your ears. Basic types of personal hearing protection include:

- Ear plugs: Inserted into your ear to seal your ear canal
- Earmuffs: Clam cushions over your ears

If there are signs in your workplace requiring you to wear hearing protection, you must wear it!



Skin Care & Sun Protection

If you are working outdoors:

- Head protection (hats) should shade the head, face, neck and ears. Hats should have a broad rim.
- Sunglasses should fit closely to the face and meet Australian standards. Wrap around glasses provide the best protection from UV rays.
- A broad-spectrum water-resistant sunscreen with a 30+ SPF should be applied generously 20 minutes before exposure to the sun. Re-apply sunscreen as required.
- It is important to keep hydrated; remember to drink water regularly.

Hand Protection

Wearing protective gloves when required is essential to protect your hands from injury. But the best way to prevent hand injuries is to know the hazards involved in your job and how to avoid them. Common hazards are detailed below.

Pinch Points

Avoid placing your hand in danger zones, which are found between a moving and stationary object or between two continuously moving objects.

Hot Spots

It is essential to wear protective gloves to shield your hands from hot machinery, which can cause serious burns.

Blades

Make sure you wear appropriate gloves at all times when using knives, blades, scrapers etc.

Jewellery & Loose Clothing

Jewellery and shirt sleeves can easily get caught in moving machinery. Always remove all jewellery, scarves and other loose clothing prior to commencing work with moving machinery.

Working at Heights

Falls from heights are the most common cause of fatalities on building and construction sites. Please be aware of the following:

- Perimeter edges of buildings and structures
- Penetrations and voids
- Lift wells and stair wells
- Roofs
- Formwork decks
- Incomplete scaffolding
- Unsecured ladders
- Trenches
- Excavations
- Drilled or bored piling holes

Fall protection should be provided for all persons exposed to a fall of 2 metres or greater. However, a risk assessment may suggest that fall protection is needed at a lower height.

For your own safety when working at heights, remember:

- You are not expected to work anywhere you are at risk of falling.
- You have the right to remove yourself from hazardous work situations.
- Report any fall hazards you see on-site
- When using a ladder, always use both hands to ascend/descend, face the ladder when working and don't over-reach or use the top three rungs.



Confined Spaces

Vats, tanks, pits, pipes, ducts, flues, ovens, chimneys, silos, sewers, shafts, trenches, tunnels or similar enclosed or partially enclosed structures are generally defined as confined spaces if entry or exit is restricted, the atmosphere is hazardous or there is a risk of engulfment.

Your Host Employer should undertake a documented risk assessment which takes into account the following:

- Physical nature of the confined space
- Level of oxygen and the presence of any contaminant in the atmosphere.
- The safe method of work to be adopted in the confined space.
- Any work to be performed outside the confined space that may be associated with a hazard.
- Means of entry to and exit from the confined space
- The type of emergency procedures required

Do not enter confined spaces unless you are trained and accredited to do so.

Machinery Safety

Please adhere to the following when operating fixed machines:

- Don't operate unless you are trained and authorised to do so
- Always wear the correct PPE
- Do not wear loose or flapping clothes or jewellery
- Keep the work area clean
- Only operate a machine if it is safe to do so
- Follow all safety instructions or SOP's for the machinery

Don't remove a safeguard or operate machinery with guards removed.



Vehicles / Forklifts / Mobile Plant

Basic Vehicle Safety

Information, instruction and training on specific use of vehicles, plant and equipment in the workplace is to be provided by your Employer and/or Host Employer (as applicable). If you have any doubt about the correct procedures, immediately seek further information from your Supervisor.

You must follow all of the safe operating procedures of your Employer and/or Host Employer and the vehicle/plant manufacturer.

Don't operate any vehicle, plant or equipment if:

- You are not licensed, ticketed or competent to operate it
- You don't know the correct safe operating procedures
- You are not confident that you can effectively control it

Forklifts

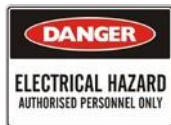
- Passengers must not be carried on forklift trucks
- The operator should wear a seat belt if provided
- A person should never be lifted on the tines of a forklift, unless an approved cage is attached
- When travelling, the forklift tines should be lowered as close to the ground as practicable
- Forklifts should only be operated in designated areas

When not in use, the tines must be on the ground, gas bottle turned off, the key removed and held only by the operator.



Electrical Safety

- Only qualified electricians can work on electrical wiring or apparatus.
- Keep electrical apparatus or surrounding floors dry
- Never turn on a switch while standing in water
- Don't pull cords over sharp edges
- All electrical equipment and leads on site must be inspected and tagged by a qualified electrician.
- Only fire extinguishers of the non-conductive type should be used around electrical fires ie. dry chemical type (red extinguisher with white band) and carbon dioxide type (red extinguisher with black band).



Dangerous Goods & Chemical Storage

Including Flammables

Chemical Safety

- Treat all chemicals, regardless of concentrations or volumes as hazardous.
- Chemicals of different Dangerous Goods Class must be segregated.
- All chemicals should be kept in a secure lockable store or area.
- Acids should be kept on lower shelves of store and in trays.
- All containers of liquids should be stored on lower shelves.

Flammable Liquids

When handling flammable liquids the following points should be followed:

- Flammable liquids must be kept away from all sources of ignition.
- All electrical equipment used near flammable liquids should have spark proof wiring.
- When heating flammable liquids use only steam or water baths or heating mantles. Extreme care must be exercised to ensure that there is no source of ignition.
- Appropriate fire extinguishers and fire blankets must be easily accessible when handling flammable liquids.
- All flammable liquids should be stored in appropriately designated cupboards and cabinets. Consult your Supervisor to determine storage.

Flammable liquids are classified under the Dangerous Goods Act, further information about these classifications can be viewed on the relevant state or territory websites.



Unknown Substances

- All substances should be labelled correctly. Treat all unlabelled substances as hazardous.
- Seek advice from your Supervisor about identifying and disposing of hazardous substances.

Before using any product that may contain chemicals, ask your Supervisor for all relevant information. This may include requesting a material safety data sheet (MSDS), which provides identification, health hazards, precautions, safe handling and first aid information.

Spills

Chemical and biological substances require special consideration if spilt. Please ensure you notify your Supervisor immediately and follow the appropriate spill procedure, utilising the correct spill kit and PPE, remembering to:

- Consult the appropriate MSDS to ensure all hazards are accounted for.
- Ensure the spill kit is relevant to the hazard identified.
- Dispose of absorbent and contaminant materials correctly.

Biological Hazards

Biological hazards exist in many laboratories and include micro-organisms, toxins, blood and bodily fluids, tissues and waste water as well as genetically modified organisms.

- Assume all samples and substances contain a biological hazard unless otherwise notified.
- Use aseptic technique at all times to minimise contamination.
- Wash your hands thoroughly before eating meals or taking a break.
- Ensure all biological hazardous substances are kept within the appropriate contamination zones.



Needle-Stick Injuries & Other Exposures

In the event of exposure such as needle-stick or a cut, or a mucous membrane exposure to blood or other body fluids, follow the appropriate site safety procedures. It is recommended that you:

- Treat the puncture wound or cut by liberally washing with soap and water and seek medical advice.
- If the face is splashed with blood, rinse eyes and mouth gently with water to minimise the risk of infection.
- Ensure all incidents are reported to your Supervisor as soon as possible, as per the incident report procedure (See page 11 of the Quantity Surveyor Support Services Workplace Safety Guide).



Working Alone

Working alone refers to situations where people may be exposed to risks because the area they are working in is remote from others or isolated from the assistance of others because of the nature, time or location of their work.

Quantity Surveyor Support Services recommends you follow the *Working Alone Procedures* and where possible, always work within sight and hearing range of your colleagues or other site staff.

Emergency Procedures

Your site or workplace should have an emergency plan which addresses:

- Fire
- Bomb threats
- Gas and chemical leaks
- Structural collapse

This plan should include:

- Emergency evacuation procedure including designated exits and safe assembly point.
- Warning device for evacuation
- Nominated employees responsible for managing emergencies.
- Contact information for emergency rescue services.

Make sure you know the emergency plans and procedures in your workplace.

Safety is everyone's responsibility