

**RANELAGH CLUB INC**

**Policy and Procedures Manual  
For Employees**

**March 2023**

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## **1. INTRODUCTION**

### 1.1 Objectives

Ranelagh Club believes that a properly trained work force can have an active role in preventing occupational injuries and illnesses and thereby promote a safe and healthy workplace environment. It is the responsibility of ALL staff to comply with this all policies and procedures documented in this manual.

### 1.2 Framework

These policies and procedures comply as far as practicable in accordance with:

- Occupational Health and Safety Act 2004, relevant Regulations, Codes of Practice
- The Food Act 1984, relevant Codes of Practices
- Where applicable adhere to the Australian Standards as detailed in Appendix A (copies of the legislation will be available for reference in the Club administration office),
- The Ranelagh Club Occupational Health and Safety Policy (Revised, 2023)
- The Ranelagh Club Constitution (as revised)

### 1.3 Management Plan

The Ranelagh Club Occupational Health and Safety Management System (OH&SMS) encompasses continual improvement and as such the OH&S Committee will continually evaluate the performance of the OH&SMS against its OH&S policies, objectives and targets for the purpose of identifying opportunities for improvement.

### 1.4 Responsibility

All staff and when applicable, contractors will be required to fully understand and comply with the Ranelagh Club OH and Safety Policy and related legislation.

### 1.5 Training and Competency

A copy of this manual will be issued to all staff on commencement of employment. All staff will undergo OH&S training before undertaking any duties.

## 2. LEGISLATION

- Occupational Health and Safety Act 2004
- Food Act 1984
- Occupational Health and Safety (Plant) Regulations 1995
- Occupational Health and Safety (Confined Spaces) Regulations 1996
- Occupational Health and Safety (Incident Notification) Regulations 1997
- Occupational Health and Safety (Issue Resolution) Regulations 1999
- Occupational Health and Safety (Hazardous Substances) Regulations 1999
- Occupational Health and Safety (Manual Handling) Regulations 1999
- Occupational Health and Safety (Major Hazard Facilities) Regulations 2000
- Occupational Health and Safety (Prevention of Falls) Regulations 2003
- Occupational health and Safety Equipment (Public Safety) Regulations 2017
- Occupational Health and Safety (Administrative) Regulations 2007

### 2.1 Related Legislation

- Equipment (Public Safety) Act 1994
- Equipment (Public Safety) (General) Regulations 1995
- Equipment (Public Safety) (Incident Notification) Regulations 1997
- Dangerous Goods Act 1985
- Dangerous Goods (Storage & Handling) Interim Regulations 2011
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Accident Compensation Act 1985
- Accident Compensation Regulations 2001
- Accident Compensation (Workcover Insurance) Act 1993
- Accident Compensation (Occupational Health & Safety) Act 1996

### 2.2 Codes of Practice

#### *Codes Relating to Regulations*

- Plant (1995) & Plant (Amendment No 1) (1998) Confined Spaces (2008)
- Hazardous Substances (2000)
- Manual Handling (2000)

#### *Construction Industry Codes (but not limited to)*

- Safe Use of Cranes in the Building and Construction Industry (1990)
- Temporary Electrical Installations on Buildings and Construction Sites (1988)

#### *Other/General Codes*

- First Aid in the Workplace (2008)
- Workplace Amenities and work Environment (2008)
- Prevention of Workplace Bullying and Violence

### 3. SAFETY COMMITTEE

*Legislation: Codes of Practice for Workplaces (1995)*

#### 3.1 Structure

The Occupational Health & Safety Management shall comprise of:

- Club President:
- Honorary Secretary:
- Club Manager:
- Club Safety Officer: Paul Kidder
- Emergency Control Officer: Paul Kidder
- A representative of the Catering Contractor:
- A representative from Tennis, Sailing and or Motor Boat Shed:

#### 3.2 Function

- To facilitate co-operation between the Ranelagh Club Management and Board of Directors, its employees and contractors to ensure compliance with the Occupational Health and Safety at work. (OH&S Act 2004) and:
- To formulate, review and disseminate (in such languages as are appropriate) to the employees and contractors the standards rules and procedures relating to health and safety which are to be carried out or complied with at the workplace.

#### 3.3 Management

The Committee meets at a set period as follows:

- Meetings are to be held at a minimum, quarterly prior to the Board of Director's meeting
- Three OH&S/H&S committee members in attendance constitutes a meeting
- If three members **cannot** be in attendance the meeting **must be rescheduled**.
- Special meetings can be called at any time pursuant to bullet 2 above
  - Matters requiring immediate attention should be reported to the Club Manager
  - Staff are encouraged to approach OH&S/H&S Committee members with non-urgent issues relating to Health and Safety at the club.

#### 3.4 Training

- Records of employee training will be kept up to date and filed in the administration office.
- Employees will be encouraged to participate in annual refresher training to facilitate safe work practices.

## 4. POLICIES

### 4.1 Health & Safety Policy

#### Introduction

The Ranelagh Club values safety in the workplace and recognises its legal, moral and ethical responsibilities to provide a safe and healthy work environment for all employees, contractors and volunteers. The Ranelagh Club Board of Directors are committed to achieving a high-standard of safety performance and empowering its management, employees, members and contractors to identify hazards and take action to prevent an injury or illness from occurring.

#### Policy

This policy aims to:

- Demonstrate an active consultative commitment to all areas of Health and Safety;
- Underpin the Ranelagh Club Health and Safety Management System;
- Foster a positive safety culture, and encourage best practice solutions;
- Define roles and responsibilities
- Set a practice of continual improvement.

All Ranelagh Club board members, management, employees and contractors are responsible and accountable for achieving the objectives of this policy and implementation of the documented OH&S Management System. This includes:

- Hazard Identification & Control
- Risk Management
- Incident Reporting
- Safe Operating Procedures
- First Aid
- Emergency Management including Fire Safety

#### Roles & Responsibilities

The **Board of Directors**: constitute the Safety Committee. They will oversee the effectiveness of the OH&S policy, maintain a commitment to ensuring this policy is enacted at all times and ensure adequate resources and support systems are provided to enable compliance with this policy.

The **Club Manager**: is the authorised employee representative. They will manage the development, implementation, monitoring and review of this policy, and the OH&S Management System.

The **Club Health & Safety Officer**: will be a member appointed by the Board of Directors. They will assist in the execution of the OH&S policy in conjunction with the business.

**All employees and contractors**: must adhere to the requirements of this policy. Work safely in accordance with established Safe Operating Procedures (SOPs), maintain training requirements and lead by example.

**Members and Guests:** have a separate Health and safety Policy (insert link)

**Communication**

The Ranelagh Club's OH&S information is accessible for employees only. Members and guests Health and Safety Policy will be available on the member website [www.ranelagh.com.au](http://www.ranelagh.com.au). The member Health and Safety Policy is available as a Hard Copy and kept in the Office.

It is the responsibility of members, employees and contractors to read the applicable H&S or OH&S policies and procedures upon joining the club and regularly familiarising themselves with any new or updated policies.

Contractors will be required to be signed in by an authorised staff member where they will have their individual Health and Safety responsibilities explained, relevant qualifications recorded and commit to undertake training required for specified areas of operation.

**Availability**

Both Policies are made available to Worksafe Victoria, Unions, and other interested parties.

**Review**

The Club Manager in consultation with the Safety Committee will review this policy for continuous improvement annually from the date of the last review, recorded below.

PRESIDENT - Ranelagh Club Inc

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Dated.....

## 4.2 Food Safety Policy

### Legislation

The sale and production of food in Victoria is controlled by the Food Act 1984.

This legislation is enforced by the Victorian government Department of Health & Human Services. The Food Standards Code is governed by state and territory departments. In Victoria, this is the Department of Health & Human Services. The Act requires that all food sold and produced in Victoria is safe for human consumption and meets all standards set out in the Food Standards Code.

Businesses are classified between Class 1 and 4 depending on their deemed risk to consumers:

- Class 1 businesses - highest risk
- Class 4 businesses - lowest risk

The classification system guides Health Inspectors when they issue infringement notices for food safety breaches. Health Inspectors in Victoria have the authority to close businesses where there is an immediate threat to public health. Local councils are usually responsible for food business registration, monitoring compliance, providing education and advice, and taking enforcement action when needed.

Both state and federal requirements are enforced at a local level, through Health Inspectors employed by local councils. Health Inspectors play an important role in monitoring food safety. They are authorised to:

- Enter a food business property at any time
- Enter without permission
- Request evidence that the correct food safety training has been performed
- Go into any area of a food business
- Take samples
- Issue infringement notices (fines)
- Close the business immediately - if it's deemed to be a serious public health risk

### Training requirements

Food safety training is covered in Food Safety Practices and General Requirements Standard 3.2.2 which states that: *'A food business must ensure that all persons undertaking or supervising food handling operations have the necessary skills in food safety and food hygiene matters.'*

This means that anyone who handles or prepares food, serves food, transports food or cleans food equipment and utensils must undergo food safety training if they don't already have the required skills.

### Food Safety Supervisor requirements

In Victoria, it's a mandatory requirement that hospitality businesses have at least one Food Safety Supervisor on their staff at all times.

#### Food Safety Supervisor training

Food Safety Supervisors are responsible for:

- overseeing day-to-day implementation of food safety in the workplace
- supervising and training food handlers in the business

Food Safety Supervisors must have completed specific nationally recognised Food Safety Supervisor training.



This means at least one person must have:

- undergone nationally recognised training
- obtained the required units of competency to be recognised as a Food Safety Supervisor

### Food Handler requirements

Federal legislation (governed by FSANZ) states that all Food Handlers must be trained in food safety.

Many people are surprised to learn that Food Handlers aren't just those employees who work in the kitchen.

A Food Handler can also be someone who:

- serves food to customers
- moves food into storage
- delivers food
- cleans equipment and utensils

Simply put, anyone that comes into contact with food or food equipment in a food business is a 'Food Handler'.

All Food Handlers require the necessary food safety training to perform this role.

### Ranelagh Club responsibilities

The Ranelagh Club will ensure that the Food Safety Plan (insert link) is available for all regulators and will be regularly reviewed.

The Ranelagh Club will ensure that all staff involved in the purchase, preparation and serving of all food sold for consumption will have undergone the necessary training for the role.

All Training records will be documented and reviewed for mandatory refresher training.

### Review

The Club Manager in consultation with the Safety Committee will review this policy for continuous improvement annually from the date of the last review, recorded below.

PRESIDENT - Ranelagh Club Inc

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Dated.....

### 4.3 Equal Opportunity – Discrimination, Harassment and Bullying

#### The object of the policy

The Ranelagh Club is committed to providing an environment which is safe and free of discrimination, harassment and bullying for our employees and others with whom we associate at work. We place great emphasis on merit-based selection and promotion.

Treating people fairly has a positive impact on employees and members therefore enhancing our reputation as an employer of choice.

By effectively implementing Equal Opportunity principles we will attract talented people and use their ability to maximum advantage for both the organisation and employees alike.

#### Compliance

All board members, management, employees, members, guests, contractors and volunteers are covered by Equal Opportunity law and by this policy.

Discrimination, harassment and bullying is not only unacceptable, it is unlawful pursuant to state legislation (Equal Opportunity Act, 2010; Racial and Religious Tolerance Act 2001, Version incorporating amendments as at 1 August 2011) and federal legislation (Sex Discrimination Act, 1984; Racial Discrimination Act, 1975; Disability Discrimination Act, 1992; Australian Human Rights Commission Act, 1986; Age Discrimination Act, 2004) and various Occupational Health and Safety legislation.

#### Responsibilities

It is the responsibility of the Board of Directors to provide a working environment free from discrimination, harassment and bullying. They will take all practicable steps to ensure all employees, contractors and members contribute to this working environment. The Ranelagh Club's Honorary Secretary is the Club's Harassment Contact Officer and should be the first point of contact for a person making a complaint or report.

In addition, Club Management and their delegates are to ensure all complaints are treated confidentially, seriously and sympathetically. An internal complaint handling procedure will be employed to assist our employees (including contractors and members) in raising issues of concern. Relevant disciplinary action will be taken against anyone found to have breached this policy. No employee will be penalised or disadvantaged as a result of raising concerns or complaints relating to discrimination, harassment or bullying.

#### What is discrimination?

Unlawful discrimination occurs when a person considers they have been treated less favourably owing to an attribute (listed below) when compared with a person not of that attribute.

Protected attributes in Victoria include age, disability/impairment, industrial activity/inactivity, lawful sexual activity, gender identity, marital status, physical features, political belief or activity, pregnancy/breastfeeding, race, religious belief or activity, sex, status as a parent or carer, personal association with someone of the above attributes, and irrelevant criminal conviction.

### What is harassment?

Harassment is an unwanted behaviour and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or causes offence. Unlawful harassment may relate to any of the attributes protected in various equal opportunity legislation mentioned above. It is important to note that it is irrelevant in law as to whether or not the inappropriate behaviour was intended. It is also important to understand that it is the person being subjected to the behaviour, who determines whether the behaviour is welcome or unwelcome. In Victoria, co-workers can be named sole respondents in cases of alleged sexual harassment. Harassment may be seen to have occurred if the behaviour makes the victim feel that they are “offended and humiliated, intimidated or frightened, and/or uncomfortable at work”.

### What is sexual harassment?

Sexual harassment occurs when a person makes an unwelcome sexual advance or an unwelcome request for sexual favours to another person or engages in any other unwelcome conduct of a sexual nature in relation to another person. It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise. Some examples of sexual harassment include:

- persistent, unwelcome demands or even subtle pressures for sexual favours or outings
- leering, patting, pinching, touching or unnecessary familiarity
- offensive comments on physical appearance, dress or private life
- public display of pornography (especially when it is directed at particular individuals)

The Ranelagh Club recognizes that comments and behaviour which do not offend one person can offend another. The Board of Directors accept that individuals may react differently and expect this right to be generally respected.

### What is bullying?

Workplace bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. It can include, but is not limited to, behaviours such as:

- verbal abuse
- initiation practices
- sabotaging someone’s work
- ridiculing someone’s opinion.

Bullying is not an acceptable part of our work culture. Furthermore, bullying is a significant occupational health and safety consideration, if it occurs in the workplace or a working environment, as it can cause harm to a person’s health and wellbeing, both physical and psychological.

### What is victimisation?

Victimisation is seen to occur when someone who has raised an equal opportunity complaint suffers a negative consequence of raising that concern.

### What to do if you are being discriminated against.

If you consider you have been discriminated against, raise your concerns with the Club Manager, the Honorary Secretary or any Board Director. These people should be in a position to give you the rationale behind any decision,

which may have caused you to feel disadvantaged. Bullying and harassment is to be dealt with and should not be ignored (as ignoring the behaviour could be taken as tacit consent). Anybody who experiences, or witnesses harassment or bullying is encouraged to either inform the offender that their behaviour is offensive, unacceptable and against Club policy, or to seek assistance in having the behaviour stopped. This may include making a report or a complaint.

#### Making a report or complaint

If you feel that you are unable to resolve the matter yourself, the Club's Harassment Contact Officer (Honorary Secretary) will be able to assist you. We recognise that in some instances discussing the matter with a staff member is not appropriate. In addition to the Board of Directors of the Ranelagh Club you may approach the Equal Opportunity Commission or WorkSafe for independent advice at any time.

Any complaints or reports will be treated quickly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. The Honorary Secretary (or delegate) must act immediately on any reports of harassment, discrimination or bullying. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

Where complaints of discrimination have been substantiated, appropriate disciplinary action will apply. Serious breaches of the policy will lead to termination of employment, removal from the Club's Committee structures or termination of their Club membership. Similarly, action where necessary will be taken against who have been found to have harassed a co-worker or any other person during the course of their employment. All parties involved in a complaint have the option of accessing personal counselling.

#### Review

The Club Manager will review this policy annually to ensure it remains relevant and current.

PRESIDENT - Ranelagh Club Inc

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Dated: .....

#### 4.4 Alcohol and Substance Abuse Policy

##### The aim of the policy

The Ranelagh Club is committed to achieving a healthy and safe working and social environment for our employees, contractors, members, guests and visitors. The Ranelagh Club recognises that excessive drinking may have a negative influence on the health, work and social relationships of employees and members. The Ranelagh Club will foster a culture that supports healthy lifestyle choices, including safe alcohol consumption. The basis of the policy is in the Liquor Control Reform Act 1998, No. 94 of 1998, Authorised Version incorporating amendments as at 1 August 2011. Substance use is encompassed by State legislation in the Drugs, Poisons and Controlled Substances Act 1981 (Vic) and the Criminal Code Act 1995 (Commonwealth).

##### Responsibilities

All staff, management, volunteers and contractors have a shared responsibility to support the Ranelagh Club's alcohol policy. The Board of Directors and the Club Manager have a responsibility to ensure that all employees, contractors and volunteers are made aware of this policy upon induction to create and support a culture that is supportive of responsible alcohol consumption. All employees and members will have the opportunity to read and discuss this policy during induction. Policies will be made easily accessible to all members of the organisation.

##### Employees and contractors

Employees and contractors must not be under the influence of alcohol while working; use or possess an illicit substance at any time in any workplace; or drive a vehicle for work purposes, having consumed alcohol or be suffering from adverse effects of illicit or medically prescribed substances. If a co-worker suspects another to be adversely affected by illicit or medically prescribed substances\* or alcohol, they must inform the Club Manager or a member of the Board immediately. No employee will be allowed to work under the adverse influence of an illicit or medically prescribed substance or alcohol at any time.

\*Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to Management. All issues pertaining to these matters shall be kept strictly confidential.

A breach of this policy may initiate appropriate action including the termination of employment or subcontractor agreement. Responsibility for implementation of this policy lies with the Board of Directors of the Ranelagh Club. The Ranelagh Club is committed to ensuring that all employees are aware of the dangers of substance and alcohol abuse and the potential dangers they impose in the workplace. The Ranelagh Club is also committed to assisting an employee, determined by law or a medical practitioner to be suffering from addiction to alcohol or illicit or medically prescribed substances, to seek medical assistance and rehabilitation.

Review

The Board of Directors is responsible for reviewing this policy on an annual basis. They will assess policy implementation to date and determine if all objectives have been met. Employees, catering contractors and members are encouraged to provide feedback and comments.

PRESIDENT - Ranelagh Club Inc

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Dated: .....

## 4.5 Smoking Policy

### The aim of the policy

The Ranelagh Club supports a policy of a smoke free environment for its employees, members and visitors. The Ranelagh Club recognises that exposure of non-smokers to environmental tobacco smoke (passive smoking) is hazardous to health and that non-smokers should be protected. Passive smoking can lead to serious illnesses in adults such as bronchitis, lung cancer, and cardiovascular disease. Children can also develop chest illnesses and asthma from exposure to tobacco smoke. Accordingly, the following policy has been developed by the Ranelagh Club to protect the health of all concerned. The move to go smoke free also complements the Ranelagh Club's desire to create a healthy family and community friendly environment. The Ranelagh Club believes that such an environment and image will be advantageous in attracting new members as well as positively promoting the club in the community.

Current legislation and the legal duty of care also provide clear reasons to have a smoke free club. Under common law the Ranelagh Club has a legal duty of care to ensure that employees, volunteers, members and officials are not exposed to potentially harmful situations. The Occupational Health and Safety Act stipulates that employees and working volunteers must have a safe environment to work in. Victorian legislation also states that enclosed dining areas must be smoke free.

### Who is affected by the policy?

This policy applies to all employees, contractors, members, visitors and volunteers of the Ranelagh Club.

### Designated **smoke free** areas

The Ranelagh Club requires the following areas to be smoke free:

- clubhouse, bistro and deck
- administration and office areas
- changing rooms, toilet blocks and beach boxes
- within 10 metres of the tennis cabana, children's playing areas, spectator viewing areas, motorboat shed and beach boxes

### Areas where smoking is permitted

- The area adjacent to the side access gate to the main deck is the designated smoking area and is clearly signed.
- Smoking is also permitted in the Ranelagh Club car parking areas and drive provided there is a 10-metre distance from open windows and doors.
- Littering with tobacco products is also prohibited.

Note: There is no suitable undercover area at the Ranelagh Club for smoking that is not in breach of the legislation.

### Behavioural expectations

The Ranelagh Club recognises that role modelling can have a significant impact upon the junior members of the club. Hence, employees, members, contractors and volunteers are to refrain from smoking while they are acting in an official capacity for the club.

- officials (when officiating for the club)
- volunteers (when working for the club)
- team players (when representing the club)

Review

The Board of Directors is responsible for reviewing this policy on an annual basis. They will assess policy implementation to date and determine if all objectives have been met. Employees, catering contractors and members are encouraged to provide feedback and comments.

PRESIDENT - Ranelagh Club Inc

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Dated.....



## 4.6 Sun Protection Policy

### The aim of the policy

This policy aims to ensure all participants, officials and spectators involved in Ranelagh Club outdoor activities are protected from the harmful effects of the sun throughout the year, and that we provide an environment that supports sun safety awareness and practices.

**The Ranelagh Club** has a duty of care to provide a safe environment for everyone involved in our activities. Providing a safe environment includes alerting people of the harmful effects of UV radiation. Members, participants, officials and spectators will be encouraged to access the SunSmart UV Alert at [www.cancercouncil.com.au/sunsmart](http://www.cancercouncil.com.au/sunsmart) to view local UV levels. Wherever possible, we will encourage a combination of sun protection measures for all outdoor activities from September until the end of April and whenever UV levels reach 3 and above (the level that can damage skin and eyes) including the following:

**Scheduling outdoor activities:** Where possible and practical, schedule outdoor events and/or training times outside peak UV times of 10am–2pm (11am–3pm daylight saving time). Consider all sun protection measures when planning outdoor events and/or training. Investigate the feasibility of having evening training sessions, games and events.

**Shade:** Where possible, hold training sessions and competitions at venues that provide adequate shade. Encourage participants, officials and spectators to use the shade available, and encourage people to bring their own umbrellas and shade tents.

**Hats:** Ensure that officials and participants are encouraged to wear sun-safe hats that protect the face, neck and ears. Recommended sun-safe hats include legionnaire, board-brimmed and bucket hats. Encourage members who do not bring hats to play in an area protected from the sun or enforce a 'no hat, play in the shade' rule for junior members.

**Clothing:** Ensure that officials and participants are encouraged to wear sun-safe clothing that covers as much skin as possible, including shirts/tops with longer sleeves and a collar, and long shorts or pants. Incorporate clothing that is cool, loose fitting and made of densely woven fabric into the club uniform. Any fabric with an ultraviolet protection factor (UPF) rating above 15 provides good protection against UV radiation, but UPF50+ is recommended (AS/NZS 4399:1996). Encourage a swimsuit and rash vest with a UPF50+ for water sports.

**Sunscreen:** Ensure sunscreen is available that is at least SPF 30+, broad-spectrum and water-resistant and members, officials and spectators are encouraged to use it appropriately. Sunscreen should be applied at least 20 minutes before going outdoors. It should then be reapplied every 2 hours after getting wet or perspiring.

**Sunglasses:** Encourage officials and participants to wear close-fitting, wrap-around sunglasses that cover as much of the eye area as possible and comply with Australian Standards

### Communication

Regularly promote sun protection information to officials, participants and members through briefings or training sessions, newsletters, notice boards, online communications, enrolment and announcements at sporting events. Inform individuals about the organisation's Sun Protection Policy when they apply for membership.

Encourage all adult members of the club to act as positive role models for younger members in all aspects of sun safe behaviour, including using a combination of sun protection measures.

## Review

Monitor and review the effectiveness of the Sun Protection Policy annually to ensure it remains relevant and current.

PRESIDENT - Ranelagh Club Inc

.....Dated: .....

## 4.7 Return to Work and Rehabilitation Policy

### The aim of the policy

The aim of this policy is to describe the Return to Work and Rehabilitation process that the Ranelagh Club has developed and that will apply where an employee sustains an injury or suffers an illness whilst performing work for the Club.

In the event of work-related injury or illness, the Ranelagh Club is committed to assisting employees to achieve a safe return to work, in a way that will facilitate their best possible recovery. In keeping with best practice injury management, the Ranelagh Club will focus on early intervention, active case management and outcomes-based rehabilitation to enable optimal return to work. We act on our responsibilities to identify and remove potential and recognised risk to a healthy and safe workplace.

### Scope

This policy applies to all employees working at the Ranelagh Club.

Visitors, consultants, contractors, employees of contractors and consultants, persons employed through labour hire agencies and volunteers are not covered by this policy.

### Policy

The Ranelagh Club's Return to Work **obligations** under the *Accident Compensation Act 1985*.

#### **Make return to work information available to its workers about:**

- the obligations of Ranelagh Club under Part VIIB of the Act and how the employer is meeting the obligations;
- the rights and obligations of workers under Part VIIB of the Act and how workers can obtain further information about their rights and obligations;
- the name and contact details of the WorkSafe Agent selected by the employer;
- the name and contact details of the Return to Work Coordinator, if applicable; and
- the procedure for resolving return to work issues in the workplace - by providing workers with this document after consulting with them about how the information will be provided to them.

#### **Provide employment:**

- To the extent that it is reasonable to do so, Ranelagh Club will provide suitable employment to an injured worker if they have a current work capacity and provide pre-injury employment to them if they no longer have an incapacity for work.
- To the extent that it is reasonable to do so, Ranelagh Club will provide pre-injury or suitable employment to an injured worker for a period of 52 weeks of the worker's incapacity. This will commence from the date a WorkSafe Certificate of Capacity or a Worker's Injury Claim Form in which weekly payments are claimed is received from the worker or from when the WorkSafe Agent notifies us of receipt of same (whichever is the earliest).

**Plan return to work:**

From the time that Ranelagh Club receives a Worker's Injury Claim Form in which weekly payments are claimed or the initial WorkSafe Certificate of Capacity from the worker or the WorkSafe Agent notifies us of receipt of same (whichever is earlier), Ranelagh Club will, to the extent that it is reasonable to do so, commence return to work planning for that injured worker.

As part of that planning, Ranelagh Club will:

- obtain relevant information about the injured worker's capacity for work;
- consider reasonable workplace support, aids or modifications to assist the worker's return to work
- assess and propose options for suitable employment or pre-injury employment;
- engage in consultation about the return to work of the worker; and
- provide the worker with clear, accurate and current details of their return to work arrangements; and
- monitor the worker's progress as often as is necessary to enable the worker to return to work in employment which is consistent with the worker's capacity for work.

**Consultation:**

Ranelagh Club will, to the extent that it is reasonable to do so, consult with the worker, the worker's treating health practitioner (with the consent of the worker) and occupational rehabilitation provider (if one is involved) in relation to the injured worker's return to work.

Ranelagh Club will consult with the parties listed above by:

- sharing information about the worker's return to work
- providing a reasonable opportunity for them to consider and express their views about the worker's return to work, and
- taking those views into account.

Ranelagh Club will consult directly with the worker about their return to work, but the worker may be assisted by a representative during any consultation (except for a legal practitioner). The worker may be represented, assisted and supported during the return to work process.

**Nominate & appoint Return to Work Coordinator:**

Ranelagh Club will nominate and appoint a Return to Work Coordinator for the duration of our return to work obligations to an injured worker. They will have an appropriate level of seniority and be competent to assist Ranelagh Club meet our obligations under Part VIIB of the Act.

**Cooperate with labour hire employers:**

If Ranelagh Club hires labour hire workers and the worker suffers an incapacity for work resulting from or materially contributed to by an injury arising out of working with us, we will, to the extent that it is reasonable to do so, cooperate with the labour hire employer in respect of action taken by the labour hire employer to provide employment, plan a worker's return to work and consult about the return to work of a worker to facilitate the worker's return to work.

**Resolution of Return-to-Work issues:**

Ranelagh Club will attempt to resolve return to work issues in accordance with the relevant procedure specified in the Return-to-Work Direction No.1 of 2010 (Ministerial Direction) (The Return-to-Work Issue Resolution Procedure).

## Worker's Return to Work rights and obligations.

### **Injured worker rights are:**

- to be provided with return-to-work information and be consulted about how that information is to be made available
- to the extent that it is reasonable for Ranelagh Club to do so, to be provided with suitable employment if they have a current work capacity or pre-injury employment if they no longer have an incapacity for work for a period of 52 weeks in accordance with the Act
- to be consulted by Ranelagh Club about planning their return to work
- to be provided with clear, accurate and current details of their return-to-work arrangements as part of planning for their return to work
- to the extent that it is reasonable for Ranelagh Club to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views taken into account
- to be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process, including in the consultation process.

### **Injured worker's obligations are:**

- in co-operation with Ranelagh Club and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work
- in co-operation with Ranelagh Club and the Agent, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment
- to actively use an occupational rehabilitation service where provided and cooperate with the provider of that service
- to actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of Ranelagh Club and/or the Agent
- to actively participate and cooperate with the representative of the Agent in an interview to enhance their opportunities to return to work, as required
- if an issue about their return to work arises, to attempt to resolve the issue in accordance with the procedure for resolving return to work issues (see above).

If you do not comply with one or more of the above obligations, your weekly payments may be suspended, terminated or ceased and determined in accordance with the Act by our Agent.

Additional details regarding the rights and obligations of an injured worker are available in WorkSafe's Return to Work Obligations – Information for workers fact sheet available from [worksafe.vic.gov.au](http://worksafe.vic.gov.au) or via the WorkSafe Advisory Service ph.: (freecall) 1800 136 089 or (03) 9641 1444.

### [Where to get help?](#)

#### **Our Return-to-Work Coordinator**

Name:

Phone:

Email: [manager@ranelagh.com.au](mailto:manager@ranelagh.com.au)

Postal: Ranelagh Club, 3 Rosserdale Crescent, Mount Eliza VIC 3930

#### **WorkSafe**

Phone: freecall 1800 136 089 or (03) 9641 1444

Web: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

Email: [info@worksafe.vic.gov.au](mailto:info@worksafe.vic.gov.au)

Postal: WorkSafe, Ground Floor, 222 Exhibition Street, Melbourne VIC 3000

**Review**

The Board of Directors is responsible for reviewing this policy on an annual basis. They will assess policy implementation to date and determine if all objectives have been met. Employees, catering contractors and members are encouraged to provide feedback and comments.

PRESIDENT - Ranelagh Club Inc

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Dated: .....

## 4.8 Record and Document Management Policy

### The aim of the policy

This policy establishes the framework under which records, and documents of the Ranelagh Club are created and managed. It lists the responsibilities of staff, Directors and Contractors and articulates the principles underpinning the processes outlined in the records and document management guidelines.

The intent of this policy is to ensure that the Ranelagh Club has the appropriate governance and supporting structure and resources in place to enable it to manage its records and documents in a manner that is planned, controlled, monitored, recorded and audited.

This policy states the key strategic and operational requirements for adequate recordkeeping and document management, ensuring that the business needs for evidence, accountability and information are met.

### Scope

This policy is applicable to all staff, Directors and Contractors to all official corporate records and documents, in any format and from any source. Examples include paper, electronic messages, digital documents and records, video, DVD, web-based content, plans, and maps.

### Policy

Records and documents created, received or used by staff in the normal course of business are the property of the Ranelagh Club, unless otherwise agreed. This includes reports compiled by external consultants.

The Ranelagh Club's official records constitute its corporate memory, and as such are a vital asset for ongoing operations, and for providing evidence of business activities and transactions. They assist the Club in making better informed decisions and improving business practice by providing an accurate record of what has occurred before.

Therefore, records are to be:

- managed in a consistent and structured manner;
- managed in accordance with Club guidelines and procedures;
- stored and accessed in a secure manner;
- disposed of, or permanently archived.

### Responsibility

The Club Manager is responsible for Records and Document Management, access and security of the Records and Documents and archiving and disposal of the Records and Documents unless otherwise delegated.

All staff, Board of Directors and Contractors within the Club, who create, receive and keep records and documents as part of their daily work, should do so in accordance with these policies, procedures and standards.

## Definitions

- Document:** Structured units of information recorded in any format and on any medium and managed as discrete units or objects. Some documents are records because they have participated in a business transaction or were created to document such a transaction. Conversely, some documents are not records because they do not function as evidence of a business transaction. All legislative compulsory documentation e.g. Food Safety Plan
- Email:** The transmission of text messages and optional file attachments over a network.
- Records:** Information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business. (Source: AS ISO 15489.1 2002, Information and documentation - Records management 3.15)
- Recordkeeping System:** Information system that captures manages and provides access to records through time. (Source: AS ISO 15489.1 2002, Information and documentation - Records management 3.17)
- Records Management:** Field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records. (Source: AS ISO 15489.1 - 2002).

## Legislative Context

- Victorian Electronic Transactions Act 2000.
- Victorian Evidence Act 1958.
- Victorian Information Privacy Act 2000.
- Victorian Health Records Act 2001.
- Victorian Freedom of Information Act 1982.
- Victorian Public Records Act 1973.
- Victorian Crimes (Document Destruction) Act 2006.
- Commonwealth Copyright Act 1968.

President - Ranelagh Club Inc

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Dated: .....

#### 4.9 Family Friendly Policy

The Ranelagh Club has seen consistent growth in recent years partly due to the attraction of Family Memberships. The Club is unique in that it offers its members a variety of activities from tennis, sailing, boating, golf, dining and special events, to suit all ages.

As a family friendly club, it is imperative that parents respect the rights of all members and take responsibility for their children's behaviour. As part of overall risk management, it has become evident that unsupervised children pose potential dangers to themselves and others.

##### Behavioural expectations

Children are most welcome to join parents in the restaurant as long as their presence does not interfere with the dining experience of other members.

It is expected that children will not run about in the restaurant and noise will be kept to an acceptable level.

Children must remain under adult supervision when in the club grounds. Climbing on/sliding down the steep grass bank or climbing trees is strictly forbidden. Playing on the roads or in the car park is also forbidden. The Motorboat Shed roof and Tennis Cabana Patio roof are strictly out of bounds.

To allow parents to enjoy their meal, the Club may make available high chairs, bean bags, various toys, paper/crayons, games and TV. Alternatively, parents are encouraged to bring their own activities to occupy their children. Parents are expected to supervise their children in their use of these goods and to ensure they are not mishandled or deliberately damaged.

##### Non-compliance strategy

The catering staff will monitor these standards and have the full authority of the Committee to act if the behaviour of children is either creating a nuisance in the clubrooms or putting themselves or others at risk whilst in the club grounds. The Ranelagh Club Committee and Management fully support the actions of any staff member or sub-contractor in addressing behaviour that is deemed to be inappropriate, illegal or in violation of any Club policy including (but not exclusively) H&S, RSA and behavioral.

Staff will ask parents to control their children and, if, after three warnings, they are not heeded, the family will be asked to leave the Club property immediately. Repeat incidences may result in more permanent outcomes. We ask all members to co-operate with the staff as they are looking to achieve the best outcomes for the comfort and convenience of all members.

The Ranelagh Club Committee and Management also supports the escalation of any behavioural issues that cannot be dealt with internally (with the above mentioned 3 warnings) to an external security agency or the police. Ejection from the club on this basis will result in the suspension of membership until a full investigation is conducted.

##### Review

The Board of Directors is responsible for reviewing this policy on an annual basis. They will assess policy implementation to date and determine if all objectives have been met. Employees, catering contractors and members are encouraged to provide feedback and comments.

PRESIDENT - Ranelagh Club Inc..... Dated.....



**4.10 MEMBER GUEST POLICY**

To preserve Member benefit and Clubhouse availability, and to encourage family membership and participation, the following policy applies for members within the Clubhouse.

This policy provides additional member benefits to those provided in the Ranelagh Club Rules and Constitution, which currently detail 5 guests per member.

The maximum number of Guests per Membership are now as follows:  
(by definition the member must be over 18yrs)

- Single membership **5 Adult Guests**
- Couple membership **10 Adult Guests**  
(both adult members to be present)
- Family membership **10 Adult & 5 Children Guests**  
(both adult members to be present)

Please note that as per the existing Rules and Constitution these revised limits must not be exceeded without the prior consent of the Hon. Secretary, Club Management or an authorised appointee.

Special requests that work outside of these guidelines will be dealt with on a case-by-case basis by Club Management and the Committee.

Members may invite the same guest up to 6 times in any one financial membership year.

Members are to ensure their guests sign in upon entry to the clubhouse **on all occasions**.

PRESIDENT - Ranelagh Club Inc

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Dated.....

#### 4.11 Child Safe Policy

##### **Purpose**

Although Ranelagh Club (the club) believes that Child Safety is primarily the responsibility of the Child's Parent/Parents/Guardian, the club wishes to demonstrate the strong commitment of the management, staff and volunteers at Ranelagh Club to child safety.

##### **Commitment to Child Safety**

All children who are a part of the club have a right to feel and be safe. The club has a zero tolerance to child abuse.

The club aims to create a child safe and child friendly environment where children feel safe and have fun and the Club's activities are carried out in in the best interests of the children.

This policy applies to **all** individuals in the club (employee, volunteer, members and visitors) including but not limited to:

- Parent/Parents/Guardian
- Committee and Staff
- Instructors
- Volunteers
- Contractors
- Participants

All have a role and responsibility in relation to child protection. They must all:

- Understand the indicators and risks of child abuse;
- Appropriately act on any concerns raised by children; and
- Understand and follow all applicable laws in relation to the protection of children and reporting or management of child safety concerns.

##### **Child Abuse**

Child abuse can take a broad range of forms including physical abuse, sexual abuse, emotional or psychological abuse and neglect. Members need to be aware that child abuse can occur whenever there is actual or potential harm to a child. The Club is committed to eliminating any incidence of child abuse.

##### **Children's Rights to Safety and Participation**

The club encourages children to express their views about their safety. We listen to their suggestions, especially on matters that directly affect them.

##### **Valuing Diversity**

The Club values diversity and does not tolerate any discriminatory practices.

##### **Recruiting Committee, Staff and Volunteers**

The Club takes the following steps to ensure best practice standards in the recruitment and screening of staff and volunteers:

- Interview and conduct refer checks on all permanent staff and on all casual staff who work directly with children.
- Require Working with Children Checks.

Board Approved (Insert Date)

PRESIDENT - Ranelagh Club Inc

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Dated.....

## 5 OH&S INDUCTIONS & TRAINING

The Club Manager is responsible for implementing this induction training procedure with contractors<sup>2</sup>, new employees or employees<sup>3</sup> transferring to a new environment, role or task on the first day of their employment or use of the facility. Failure to do so may lead to an accident or injury for which the OH&S Officer and the Ranelagh Club may be liable.

### 5.3 Contractors

- 5.3.1 Management of permanent and casual Contractors
- 5.3.2 All contractors are required to provide Public Liability Certificate of Currency and signed Contractors Agreement (acknowledging induction to the Ranelagh Club's OH&S Policies and Procedures) to be kept on file, before any work is commenced
- 5.3.3 Upon arriving at the Ranelagh Club, contractors must sign in/register at the Club Office prior to commencement of task.
- 5.3.4 Contractors will adhere to the OH&S policies and procedures of the Ranelagh Club whilst on the premises. A copy of the complete OH&S manual is readily available in the Club Office.
- 5.3.5 Contractors will park their vehicles as directed by the Club Manager or appointed representative.
- 5.3.6 Contractors, permanent and regular, will annually provide (where applicable) the Ranelagh Club with the following:
  - 5.3.6.1.1 Documented Health and Safety Policy
  - 5.3.6.1.2 Public Liability Certificate of Currency
  - 5.3.6.1.3 Safe Work Method Statements
  - 5.3.6.1.4 Any reports of serious injury
  - 5.3.6.1.5 Accident records for the past 12 months
  - 5.3.6.1.6 Current Electrical Test and TAG Appliance Register (as applicable)

The Ranelagh Club will only engage Contractors who can produce documentation verifying that they have the necessary knowledge, skills, trade qualifications, industry certification, experience and financial resources to undertake the contract.

### 5.2.2 [Contractors Agreement Form \(example\)](#)

**Venue :** Ranelagh Club of Mount Eliza 3930

**The Contractor:** *(person or organisation being engaged to perform services)*

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

**Description of Service:**     *(to be performed by the contractor)*

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The contractor hereby acknowledges that:

I. They understand their obligations under the Occupational Health and Safety Act 2004 and confirm their intention to comply at all times while working on this contract.

II. The Contractor shall apply best industry practice to ensure safety of all involved at all times.

III. The Club Manager or their representative has provided the Contractor with a copy of the Club OH&S manual so that they understand and accept;

- Policies & Procedures
- Emergency Management Plan
- Location of Emergency and Safety Equipment (including first aid)
- Hazards & Risk Management
- Safe Operating Procedures (SOPs)

IV. Any Contractor engaged to work or carry out maintenance on the Motorboat Shed and/or associated structures shall ensure that all their subcontractors and employees complete an induction before being permitted to carry out work.

V. The Club Manager or their representative has the right to monitor the Contractor's activities and carry out safety audits from time to time and has the right to suspend work at the Contractor's expense where the Board of Director of the Ranelagh Club is not satisfied that all practicable steps are being taken to ensure the health and safety of others.

VI. The Contractor will advise the Office Manager or their appointed representative immediately of:

5.3.6.2 Any accident in which serious harm is caused or a significant hazard was involved and will meet the requirements in reporting the same to Workcover.

5.3.6.3 Any new hazard created during the contract and will take all practicable steps to avoid harm being caused to any person as a result.

VII. The contractor acknowledges that he has been given a full formal induction briefing of the health and safety requirements of the Club and that he understands them and agrees to abide by them.

VIII. The contractor acknowledges that he must provide a current Certificate of Currency for adequate insurance cover as required by Ranelagh Club prior to the commencement of work.

Signed on behalf of the Contractor:

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 5.1.3 Authorised Contractors &amp; Contacts List will be filed in office

5.4 Employees (new and/or existing)

5.4.1 The *Employee Induction Checklist* should be completed, signed and recorded by the Club Manager or Club Safety Officer, and they be satisfied that each person understands and accepts each point.

In addition, all new employees should complete an *Employment Record* and provide relevant training and qualification details to be captured in the *Staff Information Record*.

**a. Employee Induction Checklist**

Workers name: \_\_\_\_\_

Position/job: \_\_\_\_\_

Department/Section: \_\_\_\_\_

Commencement date: \_\_\_\_\_

Manager/Supervisor: \_\_\_\_\_

Introduction		Health and Safety	
	Nature/structure of company and job		OHS Policy and Procedures manual
	Job description and responsibilities		Drugs & Alcohol
	Work times and meal breaks		Emergency/evacuation procedure
	Out of hours enquires and emergencies		First Aid procedure and location of kits
	Facilities/toilets		Roles and responsibilities for safety
	Phone calls/mobile phone rules		Information on hazards and controls
	Overtime arrangements		Hazard/Incident reporting procedures
<b>Meet key people</b>			Consultation procedures
	Health and safety representatives		Use and storage of protective equip.
	Supervisor	<b>Job Specific</b>	
	Co-workers		Required RSA Training and Food Safety Training On-the-job training and safe work
<b>Workplace related information</b>			Advice on specific job related hazards and methods of control
	Quality Management Procedures		Supervise and test understanding
	Environmental Mgmt. Procedures		
	Sexual Harassment/Bullying policies		
	Car parking	<b>Review (within one week)</b>	
	Personal Security (storage belongings..)		Review worker practices for performing work
Other			Ask questions of worker to ensure recollection of info you've provided

Conducted by (employer): \_\_\_\_\_ Signature: \_\_\_\_\_

Worker name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**5.4.2 Employment Record.** All records maintained and filed in the office

**5.4.3 Staff Safety Information Record**

Club Manager, Safety Officer and Catering Manager Mandatory to have First Aid L2

Ranelagh Club Staff Information & Qualification Records				
Position	Reports to	Qualifications	Skills/Competency	Date
FT and PT STAFF				
Club Manager	President	First Aid L2, WWC		
Catering Manager	Club Manager	First Aid L2/ Food Safety		
Head Chef	Catering manager	Food Safety		
Sous Chef	Head Chef	Food Safety		
Front of House Manager	Club Manager	WWC RSA Training		
Bar and Catering Staff	Front of House Manager	RSA Training Food Safety		
Ranger	Club Manager	OSSC		
Sailing coordinator	Club Manager	WWC First Aid L2		
Board and Contractor				
Bookkeeper	Club Manager	First Aid		
Tennis Coach	Club Manager	First Aid		
President	ASIC	WWC		
Secretary	President	First Aid, WWC		
Treasurer	President	WWC		

## 6 PLANS & PROCEDURES

### 6.3 First Aid Management Plan

*Legislation: Codes of Practice for First Aid in the Workplace (2008)*

First aid in the work place is defined as the provision of emergency treatment and life support for people suffering injury or illness at work.

#### a. First Aiders

The Ranelagh Club will undertake to have three members of the OH&S Committee competent in the provision of first aid. These personnel:

- should be able to undertake the initial treatment of injuries and illnesses occurring at the workplace
- should be able to record details of first aid given
- have an understanding of relevant legislation
- have knowledge of the hazards of the working environment; occupational health and safety legislation, first aid requirements and equipment usage

#### b. First Aid Kits

A First Aid kit should be portable and never locked. A white Cross on a green background must be displayed on the container to make it easy to identify. The kit must be checked regularly to ensure that stock is up to date and replenished.

First Aid kits should contain:

- Emergency services information
- Triangular bandages
- Names & contact numbers of nearest first aiders
- Safety pins
- Assorted size gauze dressings
- Basic First Aid notes
- Adhesive tape
- Individually wrapped sterile adhesive dressings
- Crepe bandages
- Scissors
- Eye pads
- Disposable gloves
- Combine pad for serious wounds
- Eye Module & Burns Module
- Extra Kits may include: Emergency Asthma Kit with Ventolin & a Spacer, Emergency Anaphylaxis Backup EpiPen kit, Aspirin clearly labelled "For Heart Attacks Only"

There should be **seven** first aid kits located:

- Ranelagh Office
- Beach Box (Sailing Activities)
- Motor Boat storage shed
- Tennis Kabana (Tennis Activities)
- Club owned Safety Boats x 2
- Club kitchen



c. Inspection Schedule

- First Aid kits are checked on a quarterly basis for stock levels and more frequently if required.
- Defibrillators are to be checked once per month for battery levels and to be serviced annually.

d. Management

- The Club Manager or their designated representative will be called to attend any incident requiring first aid attendance
- The injured person and the Manager on Duty, in the case of minor injuries, or the Manager on Duty in the case of serious harm will complete an incident report form.
- The Manager on Duty is appointed to contact WorkSafe should the injury be serious or fatal as detailed in the OH&S Manual.
- The Club Safety Officer will carry out an investigation. Details and recommendations are reported accordingly to the OH&S Committee and Board of Directors
- A register of all injuries is kept in the Administration Office.

#### 6.4 Emergency Management Plan

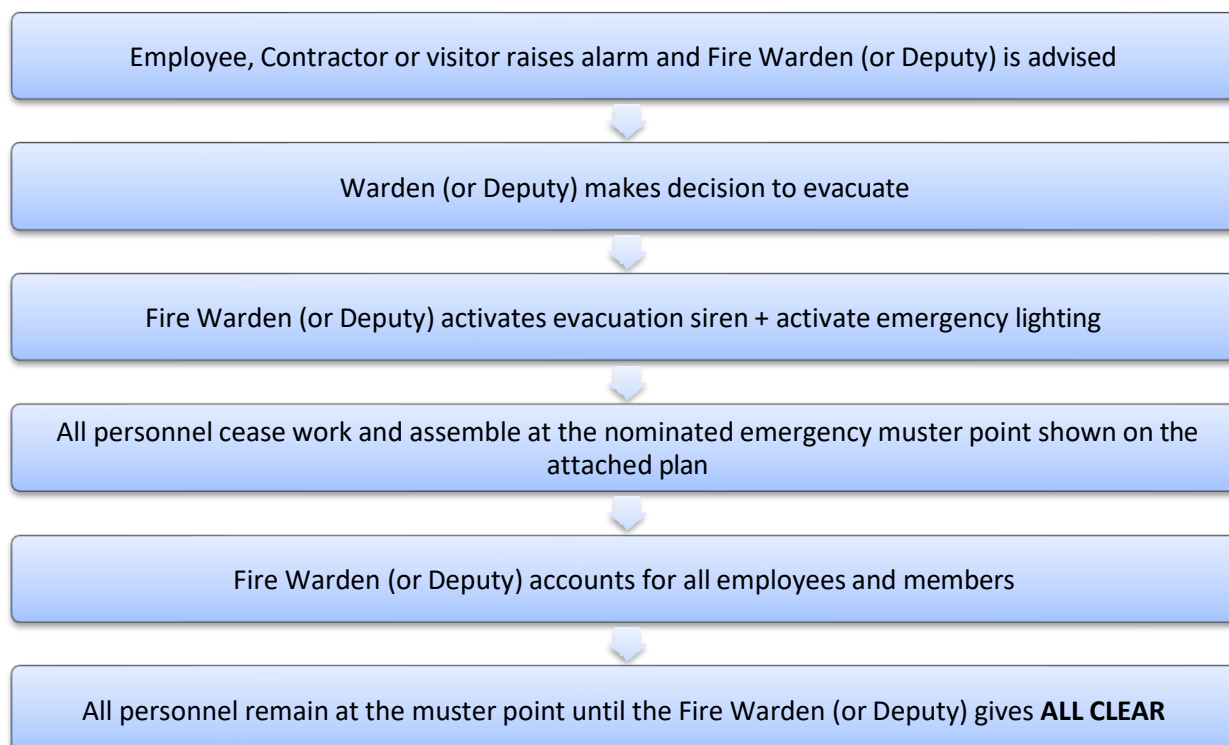
The Emergency Response Plan addresses situations that may arise and identifies the roles and responsibilities of the management of emergency situations

These procedures are to enable site personnel and emergency service providers to cope with an emergency situation by setting out responsibilities and expected responses to situations. It is every person's responsibility to be pro-active with regard to emergencies by being prepared to follow a prescribed set of instructions.

Management:

- Fire Warden or his/her appointed Deputy
- Conducting Emergency Drill from time to time
- The appended site plan is kept up to date and displayed at points in the yard
- The appended Emergency Phone list is kept up to date and displayed as above
- The Fire Warden undergoes refresher training by Fire Brigade and appoints deputy in periods of absence

Emergency Planning & Evacuation Flow Chart:



a. site map & locations

### EMERGENCY EVACUATION - SITE PLAN



**Legend**

Fire Blanket	Hazardous Chemicals	Exit Sign	First Aid Kit	Fire Extinguisher	Evacuation Route	Fire Hose Reel	Wet Chemical Extinguisher	Defibrillator	In an Emergency DIAL 000
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## b. Emergency Telephone Numbers

<b>Name</b>	<b>Contact</b>	<b>Phone</b>
RC Secretary/OHS		
RC Club Manager/Media Liaison		
RC Administration		
RC Committee President		
Emergencies (life threatening)		000
Police (Mornington)		03 5970 4900
Ambulance		000
CFA		03 9787 2788
SES		132 500
Vic Roads (road/traffic enquiry)		13 11 70
Frankston Hospital		03 9784 7777
First Aid Contact 1		
First Aid Contact 2		
Poisons Info hotline		13 11 26
Peninsula Taxis		131 008 / 03 5981 2233
Frankston Taxis		131 008 / 03 9786 3322
Water Police		03 9399 7500

## c. Emergency Procedures

### I. Emergency Evacuation

#### DON'T PANIC

At all times during an emergency follow the instructions of the Safety Officer and/or Fire Wardens.

1. On hearing the evacuation alarm, immediately prepare to leave the building – secure confidential materials and valuables, collect personal belongings, switch off computers, electrical appliances, equipment and machinery.
2. If the evacuation alarm sounds, or if instructed to do so by a Warden, leave the building by the nearest and safest exit route. All doors should be closed (but not locked) on leaving.
3. If possible take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.
4. Assist any person with a disability to leave the building, or to the nearest fire isolated or firesafe haven. Do not attempt to carry people down stairs. See the People with Specific Needs section.
5. Walk quickly and calmly to the designated assembly area or as advised by a Warden or Fire and Emergency Services personnel.
6. Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
7. Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.

### b. Fire/smoke

1. Raise the alarm
2. If safe to do so ensure the immediate safety of anyone within the vicinity of the fire.
3. Raise the alarm if not already sounding, or by shouting 'Fire, Fire, Fire' if a panel is not available

#### Fire fighting

4. If safe to do so and if trained in the use of fire equipment – attempt to extinguish the fire.
5. Choose the correct fire extinguisher. Do not use water or foam on an electrical fire.

#### Evacuate

6. Evacuate the building as instructed to do so by a Warden.
7. Walk quickly and calmly to the assembly area.
8. Close doors and windows as you exit - do not lock doors. Leave lights on.

### c. Personal injury – major

For life threatening emergencies call 000 and ensure you provide all information below:

1. Name
2. Location (clubhouse kitchen, beach, driveway etc.)
3. Nature and type of injury
4. State of consciousness of the injured person(s)

5. Age and gender of the injured person(s)
6. If possible, the names of the injured person(s); and
7. Any relevant information – breathing/not breathing, chest pains, bleeding.
8. Ensure the area is clear for emergency personnel.
9. Send staff member to front gate to direct emergency services to the correct location.
10. Inform the Club Manager or Safety Officer.
11. Complete a confidential incident/injury report form.

#### **d. Personal Threat**

Violent/threatening person

1. If safe to do so, note and report such persons – phone Club Manager or Safety Officer.
2. If confronted, obey instructions if safe to do so:
  - Do not argue or provoke the person.
  - Do not attempt to physically subdue the person.
  - Back away and alert others to move away also.
  - Make it easy for the person to leave the building/area.

If the person appears psychotic (unusual behaviour, saying odd things)

- Try and create a calm, non-threatening atmosphere. Reduce distractions, turn off noisy equipment and computer monitors.
- Talk slowly, quietly, firmly and simply.
- Avoid direct eye contact, do not get too close.
- If you can get the person to calm down, try and get them to sit down with you.
- Do not try to reason with acute psychosis. They may be acting this way because hallucinations and voices that they are hearing are very real to them.
- Express empathy for the person's emotional distress, but do not pretend that the delusions or voices are real for you.
- Comply with reasonable requests.

3. Observe carefully:

- Any articles touched by the person.
- Physical details and attire.
- Points which may aid description (including mannerisms).
- Direction that the person took when they left the area.

4. Phone Police (call 000) and provide details of the incident as soon as possible, advise of any unusual behaviour – seek advice on next action.

5. Record information for Police

6. Be prepared to evacuate or secure the building/area – await further instructions from Security.

#### **e. Bomb Threat**

Above all - keep calm and do not alarm others

1. If the threat is by telephone

Prolong the call – keep the person talking and ask:

- Location of bomb

- Time set to explode
  - Record as much information as possible
  - Do not replace the handset (this enables calls to be traced).
2. Record information for Police.
  3. If an object is found:
    - Do not touch
    - Report the find to Club Manager or Deputy
    - Keep areas clear.

Basic rules:

- Treat as genuine
  - Record exact information.
4. Do not use mobile phones, two way radios or other electronic equipment that may trigger a device – turn off mobile phones and two way radios.
  5. Be prepared to evacuate – await further instructions
  6. Evacuate the building as instructed
- Persons should be requested to remove all personal belongings (such as briefcases, bags and other personal articles) when evacuating.

#### **f. Chemical hazard/spill/gas leak**

1. Ensure the immediate safety of anyone within the vicinity of the spill.
2. Evacuate the immediate area around the spill.
3. Report the spill to the Club Manager or Safety Officer
4. Anyone who has been exposed must, if safe to do so, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment.
5. Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area at a safe distance by erecting a temporary barricade and placing suitable warning signs.
6. It may be necessary to turn off the air conditioning to restrict the spread of gases and vapours.
7. Do not re-enter the area until it has been decontaminated by personnel trained and equipped specifically in chemical safety. For any clean-up activities there must be a minimum of two people.
8. Evacuate the buildings as instructed to do so by the emergency personnel.
9. Walk quickly and calmly to the assembly area or as advised by the emergency personnel.
10. Remain in the assembly area in groups

#### **g. People with specific needs**

1. Do not provide physical guidance, hold, lift or carry a conscious person without their permission. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them.
2. Ask what assistance the person requires (such as clearing the path before them, walking alongside or behind on steps). Try to avoid offering advice or pre-empting what the person needs if you do not know the person.
3. If a person is reliant on a wheelchair for mobility and there is no access available to get down stairs, another person should wait with them in a fire isolated stairwell until emergency services arrive, as it is the safest place. Ensure that the Building Warden is advised.
4. If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get Fire and Emergency Services involved. Try providing a chair for the person to climb up on to. Do not try to lift them up unless you are trained to do so.

- Do not carry a person in their wheelchair down stairs. Either wait for their advice on how to proceed (minimum of two people required) or wait for emergency personnel.

**People who may be disoriented or having a panic attack**

- Reassure the person by talking calmly to them. Tell them that you will stay with them.
- Get the person to control their breathing. Breathe in and breathe out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact.

## 6.5 Hazard & Risk Management

A HAZARD is any situation that has the potential to cause a person injury or illness.

A RISK is defined in the Regulations as the likelihood of injury and illness arising from exposure to any hazard. However, in practice, risk has the following parts: Probability & Consequences.

Safe work practices should be used at all times to minimize exposure to a hazard and hence minimize the risk.

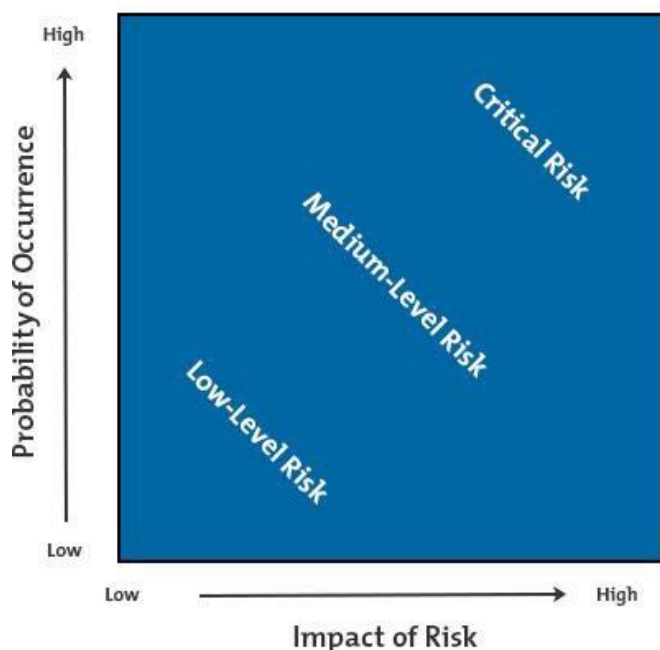
*Hazard Management:*

The appended Hazard Checklist will be completed by a representative of the Health and Safety Committee. The inspection of potential hazards will include past injury or “near miss” incidents.

*Risk Management:*

The appended Hazard Register will be updated quarterly prior to each Health and Safety Committee meeting by the Club Safety Officer. The risks will be prioritized using the Risk Impact/Probability Chart below.

### The Risk Impact/Probability Chart





Probability – A risk is an event that "may" occur. The probability of it occurring can range anywhere from just above 0 percent to just below 100 percent. (Note: It can't be exactly 100 percent, because then it would be a certainty, not a risk. And it can't be exactly 0 percent, or it wouldn't be a risk.)

Impact – A risk, by its very nature, always has a negative impact. However, the size of the impact varies in terms of cost and impact on health, human life, or some other critical factor.

The Risk will be controlled by:

- 1) elimination
- 2) substitution, modification, isolation, mitigation
- 3) administrative controls and personal protective equipment

#### 6.5.1 Identification & Control Measures

Risk Assessment Form

### General OHS Inspection Checklist

This checklist is included as a guide only and may be modified to suit specific changing circumstances.

<b>Inspection Team Name:</b> _____	
<b>Contract Description:</b> _____	
<b>Date:</b> _____	
Indicate in the following manner: ✓ Acceptable ✗ Not Acceptable N/A Not Applicable	
<b>1. Health and Safety Systems</b>	
1.1	OH&S policy displayed
1.2	Accident report book
1.3	Induction records
1.4	Rehabilitation policy available
1.5	Workplace inspection records
1.6	Emergency procedures
1.7	Training records
1.8	Documented safe work procedures
1.9	Protective clothing & equipment records
1.10	Health & safety systems manual
1.11	O.H&S representatives appointed
1.12	Management safety representative appointed
1.13	Safety Committee established and meeting monthly
1.14	Contract risk assessment available
1.15	Contract Health & Safety Co-ordination Plan available
<b>2 Food Safety</b>	
2.1	Food Safety Plan on display

2.2 Food items stored appropriately	
2.3	
<b>3. Housekeeping</b>	
3.1	Work areas free from rubbish & obstructions
.2	Surfaces safe and suitable

3.3	Free from slip/trip hazards	
3.4	Stock/material stored safely	
3.5	Unobstructed and clearly defined	
3.6	Adequate lighting	
3.7	Vision at corners	
3.8	Wide enough	
<b>4. Electrical</b>		
4.1	No broken plugs, sockets, switches	
4.2	No frayed or defective leads	
4.3	Electrical appliances in good condition	
4.4	No work near exposed live electrical equipment	
4.5	Tools and leads inspected and tagged	
4.6	No strained leads	
4.7	No cable-trip hazards	
4.8	Switches/circuits identified	
4.9	Lock-out procedures/danger tags in place	
4.10	Earth leakage systems used	
4.11	Start/stop switches clearly identified	
4.12	Switchboards secured	
4.13	Appropriate fire fighting equipment	
<b>5. Mobile Plant and Equipment</b>		
4.1	Plant and equipment in good condition	
4.2	Bi-annual safety inspection procedures/checklists	
4.3	Fault reporting/rectification system used	
4.4	Operators trained and licensed	
4.5	Warning and instructions displayed	
4.6	Warning lights operational	
4.7	Alarms operational	
4.8	Satisfactory operating practices	
4.9	Fire extinguisher	
<b>5. Machinery and Work areas</b>		
5.1	Adequate work space	
5.2	Clean and tidy	
5.3	Free from excess oil and grease	
5.4	Adequately guarded	
5.5	Warnings or instructions displayed	
5.6	Emergency stops appropriately placed and clearly identifiable	
5.7	Operated safely and correctly	
5.8	Annual Safety Inspections carried out by external engineering company	
5.9	Work areas clear of rubbish	
5.10	Tools and equipment in proper place	
<b>6. Hazardous Substances</b>		
6.1	Stored appropriately	
6.2	Containers labelled correctly	
6.3	Adequate ventilation/exhaust systems	
6.4	Protective clothing/equipment available/used	
6.5	Personal hygiene - dermatitis control	

6.6	Waste disposal procedures	
6.7	Material safety data sheets available	
6.8	Chemical handling procedures followed	
6.9	Chemical register developed	
6.10	Appropriate emergency/first aid equipment - shower, eye bath, extinguishers	
6.11	Hazchem signing displayed	
<b>7. Gas Bottles</b>		
7.1	Welding fumes well ventilated	
7.2	Fire extinguisher near work area	
7.3	LPG bottles within year stamp	
<b>8. Prevention of Falls</b>		
8.1	All work platforms have secure handrails, guarding or fence panels	
8.2	Unsafe areas signposted and fenced	
8.3	Safe work procedure in place	
<b>9. Stairs, steps and landings</b>		
9.1	No worn or broken steps	
9.2	Handrails in good repair	
9.3	Clear of obstructions	
9.4	Adequate lighting	
9.5	Emergency lighting	
9.6	Non-slip treatments/treads in good condition	
9.7	Kick plates where required	
9.8	Clear of debris and spills	
9.9	Used correctly	
<b>10. Personal Protection</b>		
10.1	Employees provided with PPE	
10.2	PPE being worn by employees	
10.3	Suncream and sunglasses provided	
10.4	Correct signage at access points	
<b>11. Manual Handling</b>		
11.1	Mechanical aids provided and used	
11.2	Safe work procedures in place	
11.3	Manual handling risk assessment performed	
11.4	Manual handling controls implemented	
<b>12. Workplace Ergonomics</b>		
12.1	Workstation and seating design acceptable	
12.2	Ergonomic factors considered in work layout and task design	
12.3	Use of excessive force and repetitive movements minimised	
12.4	Appropriate training provided	
<b>13. Material Storage</b>		
13.1	Stacks stable	
13.2	Heights correct	
13.3	Sufficient space for moving stock	
13.4	Material stored in racks/bins	
13.5	Shelves free of rubbish	
13.6	Floors around stacks and racks clear	

13.7	No danger of falling objects	
13.8	No sharp edges	
13.9	Safe means of accessing high shelves	
13.10	Racks clear of lights/sprinklers	
<b>14. Confined Spaces</b>		
14.1	Risk assessment undertaken	
14.2	Communication and rescue plan in place	
14.3	Safety equipment in good working condition	
14.4	Suitable training provided to employees and members	
<b>15. Public Protection</b>		
15.1	Appropriate barricades, fencing and winch operations secure and in place	
15.2	Signage in place	
15.3	Suitable lighting for public access	
15.4	Footpaths clean and free from debris	
15.5	Dust and noise controls in place	
15.6	Site access controlled	
15.7	Traffic control procedures in place	
15.8	Public complaints actioned	
<b>16. Amenities</b>		
16.1	Washrooms clean	
16.2	Toilets clean	
16.3	Lockers clean	
16.4	Rubbish bins available - covered	
<b>17. First Aid</b>		
17.1	Cabinets and contents clean and orderly	
17.2	Stocks meet requirements	
17.3	First aiders names displayed	
17.4	First aiders location and phone numbers	
17.5	Qualified first aider(s)	
17.6	Record of treatment and of supplies dispensed	
<b>18. Lighting</b>		
18.1	Adequate and free from glare	
18.2	Lighting clean and efficient	
18.3	Windows clean	
18.4	No flickering or inoperable lights	
18.5	Emergency lighting system	
<b>19. Fire Control</b>		
19.1	Extinguishers in place	
19.2	Fire fighting equipment serviced/tagged	
19.3	Appropriate signing of extinguishers	
19.4	Extinguishers appropriate to hazard	
19.5	Emergency exit signage	
19.6	Exit doors easily opened from inside	
19.7	Exit path ways clear of obstruction	
19.8	Alarm/communication system - adequate	
19.9	Smoking/naked flame restrictions observed	

19.10 Minimum quantities of flammables in work areas.	
19.11 Flammable storage procedures	
19.12 Emergency personnel identified and trained	
19.13 Emergency procedures documented - issued	
19.14 Emergency telephone numbers displayed	
19.15 Alarms tested	
19.16 Trial evacuations conducted	
19.17 Personnel trained in use of fire fighting equipment	

## 2.15 Dangerous Goods

Legislation: Dangerous Goods (Storage & Handling) Interim Regulations 2011

Dangerous goods are substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidizing, or water-reactive. These goods can be deadly and can seriously damage property and the environment. Therefore, it's important that they are stored and handled safely. A material Safety Data Sheet will be kept.

Dangerous Goods will be listed on the Dangerous Goods Register and will include:

- The name
- The Class, Subsidiary Risk and Packing Group of each of the dangerous goods
- A summary of the hazards identified in the MSDS for each of the dangerous goods

A copy of the Material Safety Data sheet for each item will be on display where the items are housed and a copy kept on file in the Hazardous Substance Register located at the Catering Manager's desk and in the Club Office for easy reference in an emergency.

The following rules should be followed when dealing with Dangerous Goods.

- *Segregation* - Segregate any dangerous goods that are incompatible to prevent them mixing. A distance of 1.5 meters should be sufficient in most circumstances)
- *Separation* - Separate dangerous goods from people or property at or beyond the boundaries of the premises.
- *Avoid sources of heat and ignition* - Keep ignition sources away from flammable or combustible dangerous goods. Naked flames from direct fired heaters and any flames associated with maintenance work should be kept at least 5 metres from the goods. Store dangerous goods away from sources of heat. Where dangerous goods are being stored or handled can generate flammable or explosive atmospheres, use electrical equipment that is intrinsically safe or flameproof
- *Spill control and clean up* – Prevent any potential flow to other parts of the premises that could create a risk or reach any watercourse or the property boundary. Keep equipment and materials for clean up at the premises to cope with spills. Immediately clean up any spills and leaks. Safely dispose of waste generated after cleanup of a spill or leak.
- *Decommissioning* - ensure that any container or piece of equipment that has been used to store or handle dangerous goods and which is no longer required for that purpose, is cleaned free of dangerous goods or otherwise made safe.
- *Ventilation* – Provide the areas in which dangerous goods are stored and handled with adequate natural or mechanical ventilation sufficient to prevent the generation of a flammable or harmful atmosphere.
- *Lighting* – Provide sufficient lighting to areas where dangerous goods are stored and handled to allow normal work to be undertaken safely.

- *Security* – Secure storage areas for dangerous goods against unauthorised entry
- *Personal Protective Equipment* – Ensure PPE, appropriate to the goods being handled, is worn when people are handling dangerous goods.
- *Access and egress* – Don't store dangerous goods where they could hinder escape from the building or area in the event of a fire spill or leak
- *Fire prevention* – Keep areas in which dangerous goods are stored or handles clear of combustible matter and refuse. In the case of storage or work outdoors, the surrounding area should be cleared of combustible vegetation for a distance of at least 3 metres.

a) Dangerous Goods Register Stored on file in office and accessible

SIGNED.....

DATE.....

2.16 Hazard, Accident &/or Incident Reporting

2.16.1 Copy of Report template

Status:	<input type="checkbox"/> Employee	<input type="checkbox"/> Contractor	<input type="checkbox"/> Other
Outcome:	<input type="checkbox"/> Near Miss	<input type="checkbox"/> Injury	
<b>1. DETAILS OF INJURED PERSON</b>			
Name: _____ Phone: (H) _____ (W) _____			
Address: _____ Sex: M <input type="checkbox"/> F <input type="checkbox"/>			
_____ Date of Birth: _____			
_____ Position: _____			
Experience in the job: _____ (years/months)			
Start time: _____ am <input type="checkbox"/> pm <input type="checkbox"/>			
Description: Casual <input type="checkbox"/> Full-time <input type="checkbox"/> Member <input type="checkbox"/> Guest <input type="checkbox"/>			
<b>2. DETAILS OF INCIDENT</b>			
Date: _____ Time: _____			
Location: _____			
Describe what happened and how:			
_____			
_____			

**3. DETAILS OF WITNESSES**

Name: \_\_\_\_\_ Phone: (H) \_\_\_\_\_ (W) \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_**4. DETAILS OF INJURY**

Nature of injury (eg burn, cut, sprain) \_\_\_\_\_

Cause of injury (eg fall, grabbed by person) \_\_\_\_\_

Location on body (eg back, left forearm) \_\_\_\_\_

Agency (eg lounge chair, another person, hot water) \_\_\_\_\_

**5. TREATMENT ADMINISTERED**First Aid given Yes  No 

First Aider Name: \_\_\_\_\_

Referred to: \_\_\_\_\_

Treatment: \_\_\_\_\_

**SECTION 6 – 9 MUST BE COMPLETED BY EMPLOYER****6. DID THE INJURED PERSON STOP WORK?**

<b>Outcome:</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Treated by a doctor	<input type="checkbox"/>	Hospitalised	<input type="checkbox"/> Workers compensation claim <input type="checkbox"/>
Returned to normal work	<input type="checkbox"/>	Alternative duties	<input type="checkbox"/> Rehabilitation <input type="checkbox"/>

**7. INCIDENT INVESTIGATION (comments to include casual factors)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**8. RISK ASSESSMENT**

Likelihood of recurrence: \_\_\_\_\_

Severity of outcome: \_\_\_\_\_

Level of risk: \_\_\_\_\_



9. ACTIONS TO PREVENT RECURRENCE			
Action	By whom	By when	Date completed

10. ACTIONS COMPLETED	
Signed (Manager): _____	Title: _____ Date: _____
Feedback to person involved <input type="checkbox"/>	Date: _____

11. REVIEW COMMENTS	
OHS Committee/ Staff meeting: _____	
Reviewed by site Manager (signed) _____	Date: _____

### 2.17 Issue Resolution

An issue resolution procedure is a process for dealing with occupational health and safety (OHS) issues that arise in the workplace or as a result of the conduct of the undertaking of an employer.

#### Procedure

##### a. Reporting issues

If a worker wants to raise a workplace health and safety issue for resolution, they must report it to the Club Manager or Club Safety Officer. A worker may take all reasonable steps to report an OHS issue, including leaving their part of the workplace if need be. A worker may also report the issue to the employer or any other person, for example fellow workers, in addition to the Club Safety Officer.

##### b. Resolving issues

As soon as reasonably possible after the issue is reported, the relevant parties must meet to try and resolve it, taking into account the following factors (as relevant):

- the number and location of workers affected by the issue
- whether appropriate temporary measures are possible or desirable
- the time that may pass before the issue is permanently resolved
- who, on behalf of the employer, is responsible for performing and overseeing any action agreed as necessary to resolve the issue

A party involved in the resolution of an issue may request that the details of the issue and how it was resolved be set out in writing. The Club Representative must do this to the satisfaction of all parties, if a request is made.

As soon as reasonably possible after an issue has been resolved, the Club Representative must ensure that details of any written or verbal agreement must be reported to the workers affected by the issue and to the Safety Committee.

The details of the agreement must be in a form approved by all parties and communicated in a manner and language agreed by the parties to be appropriate. Any of the parties to the resolution may forward details of any agreement to a union or an employer association.

## 2.18 Office Safety & Housekeeping

Note: ALL Hazards should be reported to the Club Manager via completing a Hazard and or incident report

### a) Furniture and Fittings:

Office space should be used to the best advantage so you can move about without colliding with desk corners, cabinets, shelves etc. Beware of sharp edges.

### b) Storage facilities:

Storage facilities need to be maintained and reviewed periodically to ensure that they are functioning safely and are being used to best advantage. They should be easily accessible to relevant staff and organized so that handling risk is minimized. Place filing cabinets so that there is ample room when a drawer is fully extended. Do not overload drawers, spread the load over many drawers or put more in the lowest drawer to avoid the cabinet falling over when extended.

### c) Electrical Safety:

Electrical extension cords on floors can be trip hazards. They are also easily damaged by trolleys and chair castors and can then become an electrical hazard. The use of electric radiators in the confines of office workstations can be hazardous. These appliances should only be used on a temporary basis while the climate control in the office is under review, repair or maintenance.

### d) Office Equipment:

- Generally office equipment has most mechanical parts enclosed. However, equipment should still be treated with care and respect. When machines are electrically operated:
- Don't tinker with the electrics if there is a breakdown. Report any malfunction so that a competent repairman can be called. This also applies to broken switches, loose connections, damaged cables, etc.
- Always switch off electrical machines after use.
- If chemicals are used for copies etc. read the instructions of the chemical container, take care not to spill material or get it on your skin. In the event of contamination, use plenty of cold water to wash off the chemical and get immediate medical treatment.