



SAFETY INDUCTION PROGRAM FOR MARKET CITY

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Market City Safety

Purpose

- ❖ To provide participants with occupational safety and health skills and knowledge applicable to working safely at Market City.
- ❖ To elevate awareness of safety and health issues on site thus lifting the profile of safety at Market City

Content

- ❖ Occupational Safety and Health (OSH) Act and Regulations.
- ❖ Duty of Care Responsibilities.
- ❖ Resolution of Issues.
- ❖ Safety and Health Representatives and Committees.
- ❖ Accident and Hazard Reporting Procedures.
- ❖ Workers Compensation.
- ❖ Emergency Procedures.
- ❖ Fire Safety.



Market City Safety

- ❖ Chemical Safety.
- ❖ Electrical Safety.
- ❖ Manual Handling.
- ❖ Forklift Awareness and Safety.
- ❖ Personal Protective Clothing /Equipment.
- ❖ Hygiene Procedures.
- ❖ Alcohol and Drugs.
- ❖ Conclusion.

Assessment Method

- ❖ Satisfactory completion of:
 - **Assessment work sheet relevant to working procedures at Market City.**



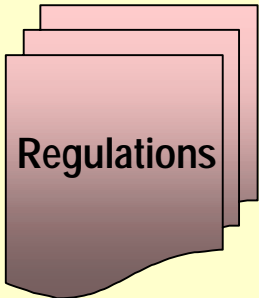
OSH Act 1984

Administered by WorkSafe Western Australia

❖ Objects —

- to promote and secure the safety and health of persons at work;
- to protect persons at work against hazards;
- to assist in securing safe and hygienic work environments;
- to reduce, eliminate and control hazards;
- to foster cooperation and consultation between employers, employees and associations;
- to provide for the formulation of policies and administration of the laws relating to OSH; and
- to promote education and community awareness of OSH.

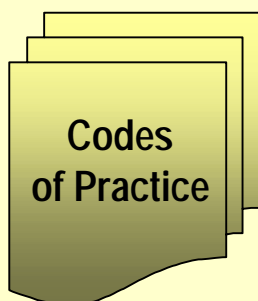
Supporting Documents



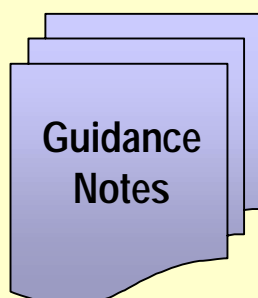
Are enforceable with penalties which apply to these, as well as the Act.



Where a specific Standard is referred to in a Regulation, it is then considered to be law.



May be used as a benchmark and can be used in evidentiary proceedings.



Guidance Notes have no legislative status. Used as an explanatory document.



Duty of Care

Duties of Employees - S20

- ❖ Employees must take reasonable care of their own safety and health at work and avoid harming the safety and health of others.
- ❖ General duties include:
 - **Following safety and health instructions;**
 - **Using personal protective clothing and equipment;**
 - **Taking good care of equipment;**
 - **Reporting hazards;**
 - **Reporting work related injuries or harm to health; and**
 - **Co-operating with employers so they are able to carry out their duties under the Act.**



Duty of Care

Duties Of Employers - S19

- ❖ Employers must, so far as is practicable, provide and maintain a working environment where employees are not exposed to hazards.

- ❖ General duties include:
 - **Safe systems of work;**
 - **Safe plant and substances;**
 - **Information, instruction, training and supervision;**
 - **Consultation and co-operation;**
 - **Provision of personal protective equipment; and**
 - **Reporting of accidents.**



Duty of Care

Duties of Principal Employer

- ❖ A principal employer who engages any contractor/sub-contractor owes them and their employees the duties of an employer.
- ❖ The duty extends only to matters over which the principal has control.
- ❖ The contractor/sub-contractor also retains the responsibilities of an employer to employees.
- ❖ Parties should clarify which matters are or are not within their control.
- ❖ Parties cannot contract out these responsibilities.



Duty of Care

Employers and Self Employed

- ❖ Must take reasonable care for their own safety and health.
- ❖ As far as is practicable, ensure that the safety and health of other people who are not employees is not put at risk.

Visitors

- ❖ All persons working in any workplace must ensure that no harm comes to visitors through any activity that occurs in the workplace.



Duty of Care

Duties of Manufacturers

- ❖ Designers, Manufacturers, Suppliers and Importers of plant must ensure that the article is designed, manufactured and marketed so that people who properly install, maintain or use the plant, are not exposed to hazards.
- ❖ They must also:
 - **Test the plant to ensure that it is safe;**
 - **Provide information on use of and dangers associated with the plant;**
 - **Detail maintenance requirements;**
 - **Ensure the plant is erected or installed so that it doesn't present a hazard.**



Duty of Care

Duties of Manufacturers (cont.)

- ❖ Manufacturers, Suppliers and Importers of substances must provide adequate toxicological data on the:
 - **Use;**
 - **Safe handling;**
 - **Storage; and**
 - **Disposal of the substances.**

- ❖ A person who designs or constructs any building or structure, including a temporary structure, for use at a workplace has to ensure that, so far as is practicable:
 - **People who properly construct, maintain, repair or service the building or structure are not exposed to hazards;**
 - **People using the building or structure are not exposed to hazards.**



Consultative Structures

Right to Refuse Work

- ❖ All employees have the right to refuse tasks that they believe are dangerous.
- ❖ These must be immediately referred to a supervisor and all efforts made to resolve the problem.
- ❖ If problems cannot be rectified immediately, the employee must accept reasonable alternative duties if offered.

Resolution of Issues

- ❖ An obligation is placed upon employers to attempt to resolve safety issues as soon as they arise.
- ❖ If no resolution of issues procedure exists, then the default process from the Act must be followed.
- ❖ Any refusal by an employee to work must be treated as an issue for resolution.



Accident and Hazard Reporting

Hazards

- ❖ Hazard in relation to a person means anything that may result in:
 - **injury to the person; or**
 - **harm to the health of the person.**
- ❖ If you can rectify the hazard without putting yourself or anyone else at risk, then do so.
- ❖ If you cannot rectify the hazard, report it as soon as possible to your immediate supervisor.
- ❖ By law, you must report all hazards, incidents and near misses, no matter how minor they may seem.
- ❖ If an unsafe situation has not been corrected as a result of reporting it to your supervisor, a Hazard Report Form should be raised.



Accident and Hazard Reporting

Hazards

- ❖ The importance of all personnel contributing towards ensuring the work environment is as hazard free as possible cannot be overstated.
- ❖ One of the best indicators of a potential accident about to happen is the “Near Miss”.

Report all “NEAR MISS” incidents - the next one may kill!

ADDRESS ALL HAZARDS!

If there is anything, anywhere that someone can fall over or walk into, someone eventually will!



Accident and Hazard Reporting

Accident/Disease Reporting Requirements

- ❖ Included in the employer's responsibilities, is the duty to report notifiable accidents and diseases.
- ❖ The Acts require any accident resulting in the death of an employee or an injury/disease as specified in the Regulations to be reported to WorkSafe WA.



Accident and Hazard Reporting

Accident/Disease Reporting Requirements

Regulation 2.4. (1)

- (a) a fracture of the skull, spine or pelvis;
- (b) a fracture of any bone —
 - (i) in the arm, other than the wrists or hand;
 - (ii) in the leg, other than a bone in the ankle or foot;
- (c) an amputation of an arm, a hand, finger, finger joint, leg, foot, toe or toe joint;
- (d) the loss of sight of an eye;
- (e) any other injury which, in the opinion of a medical practitioner, is likely to prevent the employee from being able to work within 10 days of the day on which the injury occurred.



Accident and Hazard Reporting

Accident/Disease Reporting Requirements

Regulation 2.5 (1)

Disease

1. Infectious Diseases:

Tuberculosis
Viral Hepatitis
Legionnaires Disease
HIV

Work

Work involving exposure to human blood products, body secretions, excretions or other material which may be a source of infection.

2. Occupational Zoonoses:

Q fever
Anthrax
Leptospiroses
Brucellosis

Work involving the handling of or contact with animals, animal hides, skins, wool, hair, carcasses or animal waste products.



Accident and Hazard Reporting

Market City Accident and Hazard Reporting Requirements

- ❖ A “Market City” approach to reporting major incidents and hazards is currently being developed.
- ❖ As it stands now, all vehicle accidents/injuries must be reported to the Market Authority.
- ❖ All hazards and incidents within your workplace must be reported to your supervisor using your own internal procedures.



Workers Compensation

- ❖ Report all injuries no matter how minor they may appear.
- ❖ The claim for compensation may become unnecessarily complicated or even refused where the injury is not recorded at the time of the occurrence.
- ❖ Any absence from work of one full shift or more, as a result of a work injury, will require Worker's Compensation papers to be filled out.
- ❖ A doctor is the only person, under Worker's Compensation Regulations, able to authorise time off work for a work related injury.
- ❖ Employees are not permitted to return to former work duties following such an injury until a Final Medical Certificate is received from the doctor. Light duties may be performed in the meantime.



Emergency Procedures

The workplace may be subjected to any of the following emergencies:

- ❖ Fire
- ❖ Bomb threat
- ❖ Earthquake
- ❖ Civil disorder
- ❖ Medical
- ❖ Armed holdup
- ❖ Building damage
- ❖ Chemical/gas leak

Market City has Emergency Procedures in place which need to be followed in the event of an emergency:

- ❖ Alarm.
- ❖ Stop what you are doing.
- ❖ Under the direction of the warden, move quickly and calmly through nearest exits to the relevant muster point.
- ❖ There are several muster points throughout Market City. - Make sure you are aware of yours.
- ❖ Stay at the muster point and await roll call.
- ❖ **Do Not** return to the workplace until the “all clear” decision has been given by the Chief Warden or the Chief Warden’s representative.



Emergency Procedures

Emergency Control Organisation (ECO)

The ECO consists of wardens drawn from occupants of Market City.

The responsibilities of the ECO during an emergency are:

- ❖ Conduct an orderly evacuation to the assembly area.
- ❖ Assist staff and members of the public who may require special assistance.
- ❖ Assist Emergency Services.
- ❖ To operate portable fire fighting equipment - if safe to do so.



Emergency Procedures

ECO consists of:

- ❖ Chief Warden - white helmet.
- ❖ Deputy Chief Warden - white helmet.
- ❖ Communication Officer - white helmet.
- ❖ Area Warden - yellow helmet.
- ❖ Warden - red helmet.

Master Emergency Control Point (MECP)

- ❖ The MECP for Market City is located within the Administration building.
- ❖ The Chief Warden controls operations for any emergency from this point.



Emergency Procedures

All employees should be given adequate training in emergency procedures.

Each workplace should have:

- ❖ A list of emergency contact numbers (internal and external) in a prominent position.
- ❖ Map/Diagram clearly displaying:
 - means of escape;
 - muster points (4);
 - location of fire equipment;
 - location of first aid equipment.
- ❖ Trained first aid personnel with current qualifications.
- ❖ List of trained first aid and emergency personnel in a prominent position.
- ❖ Emergency procedure documentation.



Emergency Procedures

An accident plan should be developed for each workplace and employees trained in case an accident/medical emergency arises

All employees need to be aware of emergency procedures including the following:

- ❖ Emergency evacuation steps;
- ❖ Emergency contact numbers;
- ❖ What to do in different types of emergencies;
- ❖ How to respond to a medical emergency;
- ❖ Where first aid equipment is kept;
- ❖ Who the trained first aiders are;
- ❖ Who the emergency control personnel are.

**Be familiar with your emergency procedures
it could save a life!**

MAYBE YOUR OWN



Emergency Procedures

Medical Emergency

- ❖ Dispatch a trained first aider to the scene, if available.
- ❖ If the injury has resulted from a fall. **DO NOT** move the person and where possible do not leave them unattended.
- ❖ The first aider should remain with the injured person until dispatched from the site by the ambulance or such other time as deemed necessary.



Emergency Procedures

Medical Emergency

Dial 000 and advise the Ambulance Service of the following information:

- ❖ Your telephone number and name.
- ❖ The location of the casualty/s:
 - **building name and address;**
 - **nearest cross street;**
 - **Market City tenancy location;**
 - **how to enter the building, or where someone will meet them (business hours and after hours may be different).**
- ❖ Details of the injured person.

N.B: Someone from the Authority should meet the Ambulance at the entrance (Shell Service Station) to direct them.



Emergency Procedures

Contact the Authority on 2327

- ❖ Inform them of the situation and what actions you have taken.
- ❖ Request assistance with meeting the ambulance stretcher and lift access.
- ❖ If they are unavailable you must take whatever actions are available to enable emergency service access to the building.



Fire Safety

Prevention

- ❖ Prevention of fire is as important as appropriate response in the event of a fire.
- ❖ All relevant fire precautions must be complied with:
 - **no smoking in workplaces, near ignition sources and in other no smoking areas;**
 - **correct storage of flammable liquids and materials;**
 - **good housekeeping practices to avoid accumulation of litter and combustible materials;**
 - **all fire extinguishers and equipment kept in good working order;**
 - **access to all fire fighting equipment kept clear;**
 - **emergency exits kept clear and unobstructed;**
 - **care in the use of possible ignition sources (eg. matches, heaters, electrical appliances).**
 - **it is illegal to use fire equipment for any other purpose than fighting fires.**



Fire Safety

Fire Procedures

- ❖ If you discover a fire:
 - **warn any other person in the immediate vicinity;**
 - **ensure someone notifies the Fire Brigade and Chief Warden (raises the alarm and sends for help);**
 - **if trained and confident you are not at risk you may attempt to extinguish the fire using appropriate extinguishers;**
 - **NEVER use water or foam when live electrical apparatus is involved.**

- ❖ If you are unable to control or extinguish the fire:
 - **commence evacuation;**
 - **notify supervisor/management and Chief Warden accordingly.**

- ❖ **DO NOT use the lift (Market Square) during an emergency situation.**



Fire Safety

| Fire Extinguisher Table | | |
|--------------------------------|---|---|
| Class | Type of Fire | Best Extinguisher to Use |
| A | Wood, paper, rags, trash or ordinary combustible material | Water type or hose |
| B | Petrol, kerosene, oil, grease, paints or other flammable liquids | Dry chemical powder and foam |
| C | Gas Fire | Dry chemical |
| D | Fires involving special metals such as magnesium, titanium, zirconium, sodium, potassium | Sand, special dry chemical (Powder) |
| Sub-Class E | Electrical equipment | Dry chemical powder or CO₂ (Carbon Dioxide) |

| Extinguisher Type | Colour Code |
|--|--|
| <p>Water Dry chemical CO₂ Foam Wet chemicals</p> | <p>Red Red-white band Red-black band Red-blue band Red-oatmeal band</p> |



Chemical Safety

Chemicals

You should not use or handle any chemical until training has been provided.

- ❖ There are three basic rules for using any substance, they are:
 - **Know the products in use;**
 - **Use the correct personal protective equipment; and**
 - **Know the procedures for use that apply.**
- ❖ This information can be obtained from the Material Safety Data Sheet (MSDS) which is available for each chemical product.
- ❖ MSDSs provide full details of precautions to be observed when using the material, as well as to detail emergency procedures in case of physical contact or fire, spillage etc.
- ❖ Personnel using the products should understand the information provided in the MSDS.



Chemical Safety

- ❖ Information which should be detailed on Material Safety Data Sheets (MSDSs):
 - **Product and chemical name;**
 - **Physical description and properties**
 - **Health effects;**
 - **First aid;**
 - **Precautions for use;**
 - **Safe handling information;**
- ❖ Limited information is also available on most chemical container labels.
- ❖ If a container is not labelled it should not be used and your supervisor should be notified.



Electrical Safety

When working near electrical equipment and/or using electricity in any way (eg. power leads), precautions must be taken.

ELECTRICITY CAN KILL

- ❖ Water and electricity do not mix!
- ❖ Never wet any electrical equipment.
- ❖ Ensure integrity of power/extension leads:
 - **Regularly check condition of leads and equipment.**
 - **Minimise wear and tear by sensible placement of leads and equipment, eg. not dragging across floor or in heavy traffic/pedestrian areas.**



Electrical Safety

- ❖ DO NOT overload powerboards eg. “piggy backing” of electrical apparatus.
- ❖ RCDs should be used for all portable and hand held electrical equipment.
- ❖ Electrical equipment may only be reset if the reset button is an external type, ie. on the outside of the cabinet, eg. compressors.

Note: Electrical equipment should only be reset once. If it continues to trip out, there is a problem that requires the attention of an electrician - report it to your supervisor.

- ❖ Electrical boxes, switchboards and fire fighting appliances, in particular, must have clear and ready access to them.



Manual Handling

- ❖ Manual handling means any activity requiring the use of force extended by a person to lift, lower, push, pull or otherwise move, hold or restrain, a person, animal or thing.
- ❖ The definition of manual handling also extends to:
 - **constrained or awkward postures;**
 - **repetitive movement.**
- ❖ Manual handling injuries may result from:
 - **gradual wear and tear caused by frequent or prolonged periods of manual handling activity;**
 - **increased wear and tear or sudden damage caused by intense or strenuous manual handling awkward lifts;**
 - **sudden damage caused by unexpected movements.**
- ❖ Injuries associated with manual handling are usually accumulative.
- ❖ Very seldom does one event bring about back injury.



Manual Handling

- ❖ OSH Regulation 3.4(2) and the Manual Handling Code of Practice 1996, reflect the need to identify, assess and control manual handling hazards in the workplace.
- ❖ Five steps for safer manual handling:
 - **Hazard Identification - identify all the hazards associated with manual handling.**
 - **Risk Assessment - assess the risks arising from the hazards.**
 - **Risk Control - decide on and use the appropriate control measure.**
 - **Evaluate - has the control measure reduced the risk to an acceptable level.**
 - **Monitor - to keep an eye on the issue and ensure the control is working and adhered to.**



Manual Handling

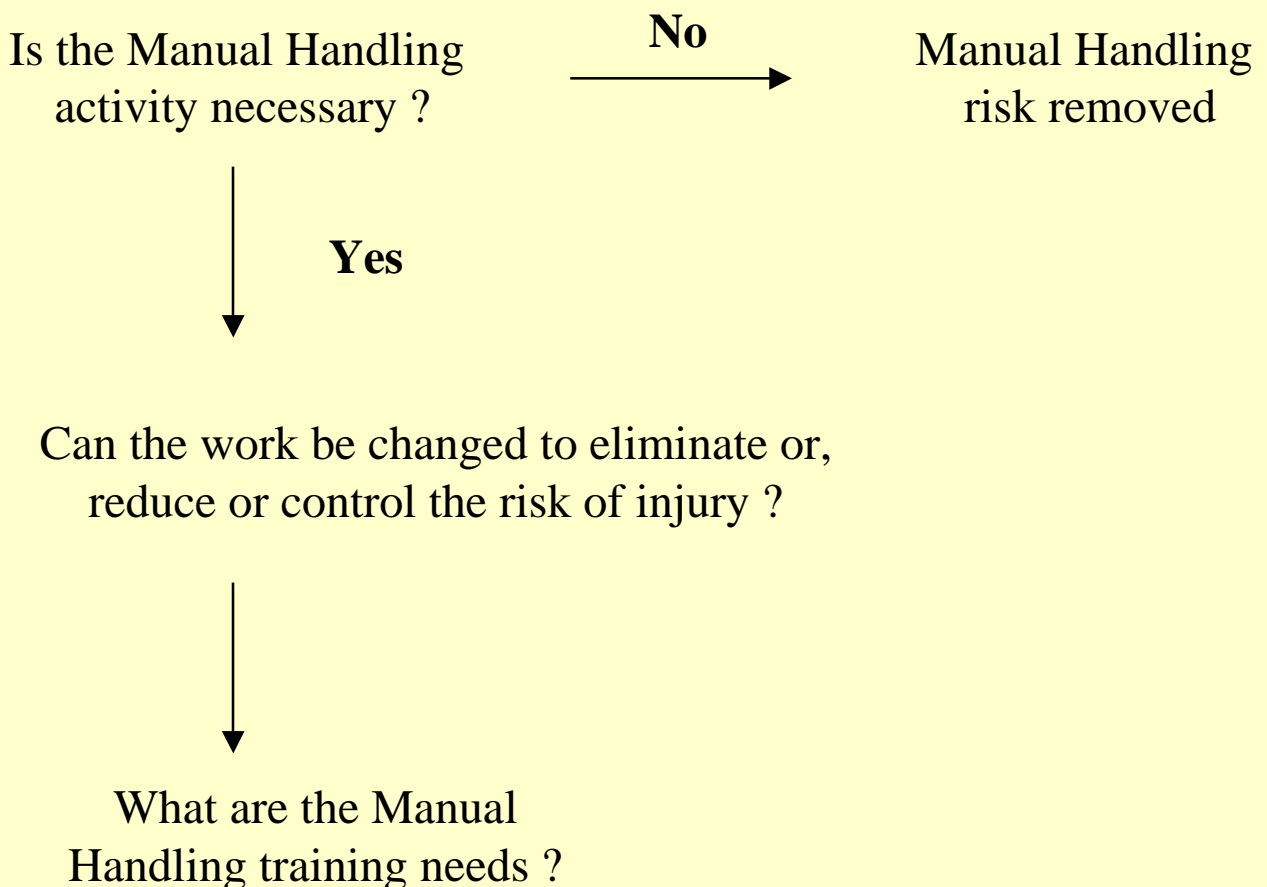
- ❖ The WorkSafe WA Manual Handling Code of Practice allows us to identify all the factors which increase the risk of manual handling injury.
 - **Awkward movements - twisting, bending, overreaching, static postures;**
 - **Sudden unexpected or jarring movements;**
 - **Workplace and workstation layout;**
 - **Nature of the load;**
 - **Location of loads and distances moved;**
 - **Duration and frequency of manual handling activity;**
 - **Weights and forces;**
 - **Work organisation and work environment;**
 - **Skill, experience and age - degree of familiarity and associated knowledge and training.**



Manual Handling

❖ Reducing the risk of manual handling injuries involves:

- **eliminating the manual handling activities; or**
- **where this is not practicable, redesigning the work, the workplace or equipment in the workplace to minimise the risk of injury, including modifying the task to suit the workers;**
- **providing appropriate manual handling training.**





Manual Handling

Observing a few simple rules can help minimise the risk of manual handling injuries:

- ❖ Never lift beyond your capacity. Wherever possible use mechanical lifting devices to move stock, equipment or materials.
- ❖ If mechanical lifting devices are unsuitable or unavailable, obtain help from another person.
- ❖ When lifting, keep your back straight and use the power in your legs to do the lifting.
- ❖ Do not twist your body while moving heavy objects. Move your feet around.
- ❖ The closer to the body an item is held, the less the strain on your back.
- ❖ The correct personal protective equipment appropriate to the material being handled must be used.

THINK BEFORE YOU DO



Forklift Safety

Pre-Start Check

- ❖ Check safety and condition of forklift:
 - **Oil, water and battery levels.**
 - **Tyres.**
 - **General condition of forklift - walk around check.**
 - **LPG cylinder - gas level and condition of cylinder.**
 - **Lights and horn.**

- ❖ Report any damage found prior to shift.



Forklift Safety

Forklift Operation

- ❖ Forklift operators must follow the guidelines listed below:
 - **Comply with Market City By-laws.**
 - **Hold a current driver's license.**
 - **Hold a current certificate for operation of a forklift at Market City.**
 - **Be trained in accordance with AS2359.2-1985 and assessed as competent to [NOHSC:7019 (1992)] standard.**
 - **DO NOT ride on any part of the forklift or load (other than whilst operating forklift as driver).**
 - **Give way to pedestrians.**



Forklift Safety

Forklift Operation

❖ Guidelines for Operation (cont'd):

- Give way to pedestrians at all times.
- Drive safely at all times (including talking on 2 way/mobiles, eating, drinking, smoking, and speed).
- Travel in reverse when carrying a load if it obstructs your vision.
- Seat belts (where fitted) must be worn.
- Forks must be lowered to the lowest possible position to clear normal undulations in the path of the forklift.
- When parked or not in use, forklifts must be switched off, parked securely with handbrake applied and forks lowered flat on the ground.
- Only carry loads on forks.



Changing Forklift LPG Cylinders

- ❖ **Changing out cylinders is always a two person job.**
- ❖ **No smoking, no naked lights.**
- ❖ **Forklift to have park brake applied, ignition keys removed.**
- ❖ **LPG cylinder to be brought to the forklift.**
- ❖ **Turn off gas on empty cylinder, carefully unscrew hose connector.**
- ❖ **Undo cradle handles and remove the cylinder using two people.**



Changing Forklift LPG Cylinders (cont.)

- ❖ **Two people lift full LPG cylinder into position on the forklift and secure it.**
- ❖ **Align connector hose and screw on.**
- ❖ **Turn gas on.**
- ❖ **If leaking is evident, turn gas off immediately:**
 - Do not attempt to start forklift.
 - Contact supervisor immediately.
 - Do not attempt to connect/disconnect.
 - Return cylinder to warehouse storage area.



Personal Protective Clothing and Equipment

OSH Regulation 3.35

❖ A person to whom PPE or equipment is provided at a workplace must:

- use the PPE or equipment in a manner in which instructed.
- not misuse or damage PPE or equipment.
- report any **Damage, Malfunction** or need to **Clean/Sterilise** PPE or equipment to your supervisor.

❖ If you are not sure about how or where personal protective equipment is to be worn, ask your supervisor.



Hygiene Procedures

Handlers of food produce must adopt the following produce safety and hygiene procedures:

- ❖ Hands must be thoroughly washed before and after handling produce:
 - **use soap and warm running water;**
 - **dry hands on a paper hand towel or in a way that will not transfer germs, eg. hand blow dryer NOT hand/bath towel.**
- ❖ Ensure that the human body and anything from the body does not contaminate produce.
- ❖ Wear clean outer clothing.
- ❖ DO NOT sneeze, blow or cough over produce or surfaces likely to come into contact with food.
- ❖ Wash hands immediately after: using the toilet, smoking, coughing, sneezing, using a handkerchief or tissue, touching hair or scalp, touching any bodily orifice.



Hygiene Procedures

❖ Correct food produce handling procedures also include the following:

- Shirts or T-Shirts (no singlets or tank tops) are to be worn.
- Produce is to be protected from vehicle emissions, perspiration, condensation and/or chemicals.
- Items dropped are not to be offered for sale.
- Produce must be packed into clean containers.
- All produce must be protected from heat and rain.
- Produce requiring refrigeration must be placed in coolrooms without delay.



Alcohol and Drugs

- ❖ **NO Alcohol or Illegal Drugs.**
- ❖ **NO SMOKING.**
- ❖ **The consumption, or bringing onto workplace premises, of alcohol or illegal drugs or coming to work under the influence of alcohol or illegal drugs is strictly prohibited.**
- ❖ **Alcohol and drugs have a ZERO TOLERANCE policy which includes CIGARETTE SMOKING within the workplace.**



Alcohol and Drugs

- ❖ **Prescription drugs or medicines may affect your judgement, alertness and ability to work safely, eg. cold and flu tablets or cough mixture can cause drowsiness.**
- ❖ **Discuss the effects of any medication with your doctor or chemist if you intend to use it at work.**
- ❖ **If you are taking any medication that may affect your judgement or ability to work safely you must inform and discuss the situation with your supervisor.**



General Safety

❖ No horseplay:

- No fighting or pushing or shoving other employees.
- No throwing of objects.
- Refrain from any acts which may startle or distract other employees.
- Horseplay can result in serious injury.
- No tampering with forklifts.
- Use equipment safely and for the purposes for which it was designed.



Housekeeping

- ❖ **All employees are responsible to ensure their work areas are left in a clean and safe condition:**
 - Walkways and passages kept clear of obstructions.
 - Waste materials not left on floors or walkways. (eg: tape, string, strapping tape, spilled produce).
 - All waste must be stored safely or placed in bins.
 - Spillages of hazardous substances must be cleaned up immediately as per the relevant MSDS.



Prevention of Falls

❖ Some factors which can cause a fall:

- Openings not covered/barricaded.
- Surfaces slippery (including spills of produce).
- Ladders not correctly used.
- Fall arrest systems/devices are not used.
- Using forklifts as personnel carriers - not using scissor lift.
- Struck by falling objects.
- Footwear not suitable.
- Surface not capable of supporting load.
- Weather conditions, rain, wind, cold.
- Walking on pallets.



Conclusion

REMEMBER

- **All safety procedures and safe work practices/systems cannot and will not work satisfactorily unless everybody follows them.**
- **Deviating away from any of these practices and procedures may cause injury to you or others.**
- **Under the Duty of Care it is everybody's responsibility to follow all safety systems and safe work practices.**
- **You must all take reasonable care for your personal safety as well as the safety of others.**
- **If you have any queries regarding safety ask your supervisor.**

No job is so important that we cannot take the time to do it safely.