



WORKPLACE HEALTH AND SAFETY POLICY

iCBDgroup Pty Ltd (ABN 23-666-853-041) ("Employer")

Effective date: 1st January 2023

(1) ABOUT THIS POLICY

At iWindowsCBD (We, Our, Us), we are committed to providing a safe and healthy workplace for all our Workers and Visitors. It is our aim to integrate Workplace Health and Safety (WHS) considerations into all aspects of our business operations, and to comply with all applicable WHS legislation and regulations (WHS Laws).

This Workplace Health and Safety Policy (Policy) sets out the general principles that guide the management of WHS at iWindowsCBD.

(2) STATUS OF THIS POLICY

This Policy does not form part of any contract of employment or any other contract for work or services.

(3) APPLICABLE RULES

We are committed to complying with applicable WHS Laws as well as codes of practice and other safety guidance in all states and territories where we operate.

(4) OUR HEALTH AND SAFETY PRINCIPLES

(a) Through the implementation of this Policy, we aim to create a safe workplace by ensuring:

(I) That all reasonable and practical steps and measures are taken to safeguard the health, safety and welfare of all Workers while at work.

(II) That the safety and health of any members of the public, or any other persons who may visit sites and locations where we carry out our business operations, is protected so far as is reasonably practicable.

(III) That sufficient measures are implemented by us to prevent accidents and cases of work related ill health by managing the health and safety risks in the workplace.

(IV) Provision of clear and adequate information, instructions and training to all Workers to ensure that they are competent to carry out their work in a responsible and safe manner.

(V) Our engagement with and consultation of Workers on a regular and appropriate basis in relation to the health and safety conditions of their work for us.

(VI) Implementation of emergency procedures in case of significant events, such as fires etc, which threaten the health and safety of Workers and others.

(VII) That we maintain safe and healthy working conditions, provide and maintain all necessary equipment, plant, machinery and any other tools necessary for Workers to carry out the duties of their role with us.

(VIII) We shall ensure safe storage and handing of any and all substances and products which may cause harm to Workers who are required to use them during the course of their work.

(b) We expect all Workers to comply with the principles set out in this Policy. We expect people in leadership/management/supervisory roles to take responsibility for upholding and promoting these principles.

(5) PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU)

(a) For the purposes of the WHS Laws, the PCBU is iWindowsCBD.

(b) Under the WHS Laws, the PCBU has a primary duty to ensure the health and safety of Workers while they are at work in the business or undertaking and others who may be affected by the carrying out of work, such as visitors.

(6) OFFICERS

(a) A person is an Officer under the WHS Laws only if they "make, or participate in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or who has the capacity to affect significantly the corporation's financial standing". Whether a person is an Officer or not under the WHS Laws will depend on the facts of the particular situation.

(b) Unless otherwise specified, the following people are Officers at iWindowsCBD for the purposes of the WHS Laws: Site manager

(7) DUTIES OF OFFICERS

(a) Under the WHS Laws, an Officer has the duty to exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS Laws.

(b) Our Officers are required to demonstrate leadership and commitment in relation to health and safety. This includes proactively and diligently upholding our health and safety standards, and ensuring that all Workers and the PCBU comply with this Policy.

(c) Officers have a duty to:

(I) Ensure our business complies with all its health and safety obligations under the WHS Laws as well as codes of practice and other safety guidance.

(II) Take proactive steps to avoid workplace hazards.

(III) Look out for workplace hazards that have arisen and take steps to manage them and minimise the risk they pose.

(IV) Consult with our Workers and involve them in matters relating to health, safety and wellbeing.

(V) Provide guidance, information and instruction to our Workers to help them to take care for their own health and safety and the health and safety of other Workers and to maintain a safe workplace.

(VI) Supervise Workers to ensure that they are working safely.

(VII) Ensure our Workers clearly understand their health and safety obligations and have the skills, knowledge and resources to safely perform their work.

(VIII) Provide Workers with appropriate resources including personal protective equipment and safety equipment.

(8) WORKERS

This Policy applies to any people who perform work for iWindowsCBD, including all our employees, contractors, subcontractors, employees of our contractors and subcontractors, apprentices, trainees, volunteers, interns, work experience students, labour hire employees and outworkers (Workers).

(9) DUTIES OF WORKERS

(a) All Workers have a duty to cooperate in the implementation of this Policy and to assist in ensuring that we maintain safe working environments. All Workers have a duty to:

(I) Work and conduct themselves in a manner that promotes and ensures their own safety and the safety of others.

(II) Take reasonable care for their own health and safety including both their physical and mental wellbeing.

(III) Follow and obey all applicable rules, laws, policies, guidelines, procedures, directions or training in relation to workplace health and safety (WHS Rules).

(IV) Make sure that they fully understand any WHS Rules. In the event that they do not understand any applicable WHS Rules they must raise the matter with a manager or supervisor as soon as possible.

(V) Participate actively and willingly in any health and safety training as directed by us.

(VI) In the event that they are provided with any health and safety training, make sure that they fully understand the said safety training. If they do not understand the said safety training then they must raise the matter with a manager or supervisor as soon as possible.

(VII) Use any machinery, equipment, plant, machinery and any other tools and safety devices in accordance with the relevant product instructions and in accordance with any specific training which has been issued.

(VIII) Handle or use any substance in accordance with the relevant product instructions and in accordance with any specific training which has been issued in relation to that substance.

(IX) Report any accident, injury or any other working condition which they believe to be unsafe or of immediate danger to a manager or supervisor.

(X) If they discover, observe, or are involved in any workplace accident, injury, or hazard, report the matter to a manager or supervisor immediately.

(XI) Notify us of any injury, illness, or other matters which may increase the risk to the safety of the Worker or any other person or property at our workplace or in connection with the work.

(XII) Take reasonable care to ensure that they do not, by any act or omission, do anything to adversely affect the health, safety or wellbeing of any other Worker.

(XIII) Assist with any necessary investigations of accidents with the aim of introducing new measures to prevent reoccurrence.

(XIV) Only perform tasks for which they are authorised, qualified, trained and licensed to perform.

(XV) If they genuinely believe that a particular task would be unsafe, then they must refuse to undertake the said task, and must contact their manager or supervisor as soon as possible to discuss the matter. In the event that the manager or supervisor is asking the Worker to undertake a task which they believe is unsafe, then they may contact a higher level manager or supervisor to discuss the matter.

(XVI) Use any personal protective equipment that has been provided by us for the personal safety reasons under the requirements of the law. All Workers should ensure that they follow the relevant training, signage or wearing of personal protective equipment.

(b) We are committed to ensuring that all Workers are able to raise any health and concerns with the relevant person and that all concerns raised shall be treated seriously.

(10) VISITORS AND OTHER PERSONS AT THE WORKPLACE

This Policy also applies to any people who visit iWindowsCBD premises but do not meet the definition of a "Worker". This could include customers, clients, service providers, couriers, friends or family of workers, students, or other similar visitors.

(11) CONSULTING WITH WORKERS

(a) Worker input and participation is a crucial part of our risk management. We recognise that our Workers have valuable experience and perspective in relation to health and safety at the workplace. Having input from Workers can help us to make better decisions when it comes to matters of health and safety. It also helps us to reduce work related injuries and disease.

(b) Workers are entitled to participate in consultations at all stages of our risk management process, and are entitled to be represented in consultations by an elected health and safety representative.

(c) We encourage all Workers to raise any health and safety concerns immediately rather than waiting for a scheduled consultation. This can help us to prevent harm from occurring.

(12) CONSULTING WITH OTHER PEOPLE AND ORGANISATIONS

(a) It is important to consult with other persons or entities that may have duties in relation to work health and safety. For example, suppliers, service providers, or business partners may also have work health and safety duties.

(b) It is important not to assume that another person or organisation is taking responsibility for health and safety. We encourage our Officers and Workers to exchange information as necessary (subject to confidentiality obligations) so that a coordinated approach to health and safety is possible.

(13) OUR RISK MANAGEMENT PROCESS

(a) We are committed to doing whatever is reasonably practicable to eliminate or minimise health and safety risks at our workplace. To achieve this, we use the following four-step process:

Step 1: Identify hazards

This means paying attention and working out what things at the workplace could cause harm to the health or safety of Workers, Visitors or other people.

Step 2: Assess risks

If a hazard has been identified, then we need to assess the risk that it creates. This means understanding the nature of the risk, how serious the risk would be, and the likelihood of it actually happening.

Step 3: Control risks

This means taking steps to control the risk, ensuring that those steps are the most effective and reasonably practicable steps available to us, and monitoring them to ensure that they continue to be effective down the track.

Step 4: Review hazards

This means continuing to pay attention to the hazards that have been identified, and the measures that have been implemented in response to them, to ensure that we are continuing to eliminate or minimise health and safety risks at our workplace.

(b) Risk assessments should be used proactively to help us to manage both old and new risks as our business environment changes.

(14) REASONABLY PRACTICABLE MEASURES

(a) Our risk management process is based on taking steps that are 'reasonably practicable' to eliminate or minimise health and safety risks at our workplace. To determine whether something is 'reasonably practicable', it is necessary to weigh up all relevant matters including:

- (I) What we know about the hazard or risk.
- (II) How likely it is that the hazard or risk will actually occur.
- (III) The scale of harm and the type of harm that might result if the hazard or risk actually occurs.
- (IV) What ways there are to eliminate or reduce the hazard or risk, how easy they are to implement, and how suitable they are in the circumstances.
- (V) The potential costs of any measures that we might take to eliminate or reduce the risk and whether that cost is appropriate and proportionate given the scale and type of risk and other available options for eliminating or reducing the risk.

(15) IDENTIFYING HAZARDS

(a) Hazards can arise in any work environment but some common factors that can contribute to workplace hazards include:

- (I) Physical work environments and the actual performance of tasks, including working posture, repetitive movements or exposure to the elements.
- (II) Equipment, tools or machinery, including heavy machinery, moving parts, sharp or abrasive surfaces, loud noises and other similar factors.
- (III) Substances, chemicals or other materials.
- (IV) Workplace setup/design/structures.
- (V) Lifting heavy objects.
- (VI) Working at heights, slips, trips and falls.
- (VII) Falling objects.
- (VIII) Psychological factors or workplace pressures such as time pressure, stress, fatigue or bullying.
- (IX) Biological factors including infection, disease and contamination whether from person to person contact, communal areas, contaminated surfaces, airborne transmission or otherwise.

(16) THINGS TO LOOK OUT FOR

(a) When monitoring our workplace, Officers and Workers should pay attention to how people actually work, and should look out for things such as:

- (I) Is the workplace set up in a way to allow workers to actually perform their work safely?
- (II) Does the workplace have adequate space, ventilation, light and protection from the elements?

(III) Do Workers have adequate tools, equipment and resources to enable them to perform their work safely?

(IV) Do Workers have all necessary safety equipment to enable them to perform their work safely?

(V) Are tools and equipment well maintained?

(VI) Are there unreasonable pressures on workers which are causing them to cut corners or work in a way that is different from what is intended?

(VII) Are the workplace and work systems well designed so that it is convenient and efficient for Workers to work safely? For example, is safety equipment kept in a convenient location or do Workers have to go out of their way (while under time pressure) in order to access it?

(VIII) What physical, mental and emotional demands do Workers face in the workplace?

(IX) How do Workers and Officers interact in the workplace? Are there appropriate channels or systems for dispute resolution, conflicts or complaints to be handled?

(X) Have there been, or are there going to be, any changes in the workplace which may affect health and safety?

(17) ASSESSING RISKS

(a) When assessing risks, the following matters should be considered:

(I) How the hazards (which were previously identified) may cause harm.

(II) The type of harm that could occur.

(III) How severe the harm could be.

(IV) How likely is it that harm could occur?

(V) How could the harm be affected by external factors? For example, is the harm likely to be more severe in wet weather?

(VI) Are the risks part of an interconnected system, and could one failure lead to another failure elsewhere in the system? Could a small failure (if not contained) lead to much bigger failures?

(VII) How many people could be put at risk?

(VIII) Is it necessary to undertake further or more specialised testing/assessment in order to accurately assess the risk?

(18) CONTROLLING RISKS

(a) Our aim is to eliminate risks wherever possible. If it is not reasonably practicable to eliminate risks, then we should minimise, reduce and control them as much as is reasonably practicable.

(b) When controlling risks, we use a hierarchy of control measures. By working through this hierarchy, we can consider the most effective control measures first, and then only once we have established that control measure is not reasonably practicable do we move on to other (less effective) control measures. Officers and Workers are required to understand and comply with this hierarchy of control measures.

(c) This hierarchy of control measures, from most effective to least effective, is as follows:

Step 1: Eliminate the risk (most effective)

This is the most effective risk control measure and should be used whenever reasonably practicable. This involves not bringing the hazard into the workplace at all. For example, if there is a particular process that involves risk, we avoid undertaking that process at all, if reasonably practicable to do so.

Step 2: Substitute the hazard with something safer

If it is not possible to eliminate the risk, then we can consider whether there is something safer we can do instead. For example, if there is a particular material or chemical that is hazardous, we consider whether there is a different material or chemical that is not hazardous and can be used to do the same job.

Step 3: Isolate the hazard from people

If it is also not possible to substitute the hazard with something safer, then we consider whether it is possible to isolate the hazard from our Workers, Visitors and other people. For example, we might consider whether the hazardous material or chemical can be stored/used in an area where there are no people.

Step 4: Use engineering controls

This involves things like physical barriers and guards, safety switches, ventilation systems and other engineered solutions to protect people from the hazard.

Step 5: Use administrative controls

This is less effective than the higher ranking control measures because it relies on human action. Administrative controls involve things like rules, training and workplace procedures to reduce the risk.

Step 6: Use personal protective equipment (least effective)

(I) This also relies on human action in terms of actually wearing the personal protective equipment (PPE) in correct manner as well as in terms of selecting, maintaining and storing the PPE appropriately.

(II) Any item of PPE should comply with Australian safety standards, should be suitable for the work that is being performed, should be of the correct size and fit for the person who is wearing it, and should be maintained, repaired and replaced in accordance with manufacturer recommendations and/or Australian safety standards.

(d) For any hazard that has the potential to cause serious injury, illness or death, it is important to seek control measures that eliminate the the risk altogether, or reduce the level of harm, rather than control measures that reduce the likelihood of harm occurring.

(e) When implementing control measures, it is also important to consider whether the control measure creates new hazards. If new hazards are created, then these will also need to be identified, assessed, controlled and reviewed in accordance with this Policy.

(19) ENSURING CONTROLS REMAIN EFFECTIVE

(a) Risk management is an ongoing process.

(b) Once control measures have been implemented, we need to regularly monitor them to ensure that they remain effective and continue to eliminate, minimise, reduce or control the risks as intended. The following person(s) are responsible for implementing and maintaining control measures: All safety officers.

(c) To ensure that control measures remain effective over time, the following actions may be taken:

(I) Regularly inspecting and testing plant and equipment (including PPE).

(II) Repairing, maintaining, servicing, upgrading and replacing plant and equipment as required.

(III) Ensuring that all Officers and Workers receive up to date training and remain able to work safely.

(IV) Ensuring that any new Officers and Workers are able to work safely and receive any necessary training before commencing work.

(V) Checking for up to date information about hazards (for example, from manufacturers of equipment or materials that we use at the workplace, or from government authorities).

(VI) Regularly reviewing control measures and consulting with Workers and Officers to check for current hazards.

(20) REVIEWING HAZARDS

(a) It is important to regularly review hazards and control measures in the workplace to ensure that they are effective. This should be undertaken routinely, rather than waiting until there is an incident.

(b) Reviews of hazards and control measures should be conducted in the following circumstances:

(I) If there are plans to make some kind of change at the workplace and that change is likely to lead to some kind of new risk or hazard.

(II) When a control measure is not working as intended.

(III) When a control measure is not actually eliminating, or minimising the risk(s).

(IV) If a new risk or hazard arises at the workplace.

(V) If Workers or Officers raise concerns about a risk or hazard.

(VI) If a consultation indicates that there may be a risk or hazard to address, or that a review may otherwise be necessary.

(VII) If for any other reason it is determined that a review would be appropriate or necessary.

(c) Reviews of hazards and control measures should consider:

(I) Are there hazards which have not been identified yet?

(II) Are there new hazards or risks which have arisen as a result of the control measures?

(III) Are the control measures being followed/implemented correctly by Workers and Officers?

(IV) Are the control measures actually working?

(V) Are there any problems with the implementation of the control measures?

(VI) Are there any problems with the design of the control measures?

(VII) Has any training which has been provided to Workers or Officers been effective?

(VIII) Are Workers and Officers embracing the spirit of this Policy?

(IX) Are Workers and Officers actively engaging in health and safety management?

(X) Are Workers and Officers promptly raising any concerns they have about health and safety?

(XI) Are Workers and Officers promptly reporting any hazards or risks that they identify?

(XII) Are Workers and Officers making suggestions about appropriate control measures?

(XIII) Are health and safety incidents reducing in frequency over time?

(XIV) Are health and safety incidents reducing in severity over time?

(XV) Is there any new information available which indicates there may be any issues with the current control measures?

(XVI) Is there any other reason to be concerned about the current control measures?

(d) If a review identifies any problems with hazards or control measures, then our Risk Management Process should be undertaken again (as set out in the "Our Risk Management Process" clause of this Policy).

(21) TRAINING

(a) Workers shall be given necessary health and safety inductions and provided with appropriate training and personal protective equipment where necessary. Training provided to Workers includes but is not limited to:

White Card (Vic)

Working Safely at Heights

EWP <11m

EWP >11m

(b) We will ensure that suitable arrangements are in place to cover Workers engaged in work that is remote from our main site.

(22) HOW TO REPORT AN INCIDENT, RAISE A CONCERN, MAKE A COMPLAINT OR SEEK SUPPORT

(a) We strive to create a workplace which is positive and supportive for all Workers.

(b) We encourage any Worker who needs to report an incident, raise a concern, make a complaint or seek support to come forward. Workers may do so by contacting a manager or supervisor.

(c) If you are not comfortable to raise a complaint with or seek support from your manager or supervisor (for example, if you have a complaint about your manager or supervisor) then you may take your matter to a higher level manager or supervisor.

(23) EMERGENCIES GENERALLY

(a) In the event of emergency please contact the following person(s):

Timothy C Orr 0425 760 691

(b) In addition, in case of emergency, please follow the directions of any managers, supervisors, or emergency support personnel.

(24) PUBLIC HEALTH EMERGENCIES AND INFECTIOUS DISEASES

(a) We shall always ensure that our working environment and spaces which are accessible to the public are kept clean and properly ventilated.

(b) Workers are reminded to regularly wash hands and maintain good standards of hygiene in order to minimise the spread of infectious diseases.

(c) In the event of any public health emergency, we shall adjust working conditions accordingly and shall consult all applicable government advice.

(25) FIRST AID

(a) A first aid kit is located in the following location:

In the front seat of the van.

(b) If an ambulance is required, call 000. Please notify your manager or supervisor if an ambulance has been called.

(26) EMERGENCY EVACUATIONS

- (a) In some cases, it may be necessary to evacuate a workplace.
- (b) In the case of an evacuation:
 - (I) Follow the directions of any managers, supervisors, or emergency support personnel.
 - (II) If you are instructed to evacuate a workplace, move quickly, calmly and quietly to the nearest safe location.
 - (III) Do not use elevators.
 - (IV) If you notice that there are any persons unaccounted for, please report them to a manager, supervisor or emergency support personnel immediately.
 - (V) Leave behind personal belongings.
 - (VI) Provide directions to any visitors or staff members who seem disorientated or who are unfamiliar with the layout of our workplace.
 - (VII) Do not re-enter the workplace unless and until you are instructed to do so by a manager, supervisor or emergency support personnel.

(27) FIRE

- (a) If you discover a fire at the workplace:
 - (I) Raise the alarm immediately.
 - (II) If safe to do so, attack the fire with a fire extinguisher, fire blanket or other appropriate fire fighting equipment.
 - (III) If the fire service is required, call 000.
 - (IV) If unsafe to attack the fire, evacuate the area and follow any other evacuation procedures as outlined in the "Emergency Evacuations" clause of this Policy.
 - (V) Please notify a manager or supervisor if the fire service has been called.

(28) FURTHER INFORMATION

We thank you for the time you have taken to review and consider this Policy. If you have further questions or want to discuss any matters in connection with this Policy, please direct all such communication to:

Please see the WHS link on the website.
iwindowscbd.com.au/whs
To find,
Incident Report Form.
WHS Policy.



(29) ACKNOWLEDGEMENT

By signing below, you acknowledge having read and understood this Policy, and you agree to comply with this Policy:

.....
Signature

.....
Name

.....
Date

