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WELCOME

Congratulations on joining the team at Connect People.

At Connect People, we expect a professional appearance, flexible attitude and 100% commitment from all our employees. These attitudes continue to be vital ingredients that make our workforce so successful, in turn, providing you with the opportunity to work within a wide variety of industries and organisations as a respected Connect People employee.

In return for your commitment to Connect People, we will do our utmost to match your skills, experience and career objectives when placing you on each assignment.

This material consists of 4 sections as follows:

- **Section A** GENERAL INFORMATION
- **Section B** HUMAN RESOURCES
- **Section C** OCCUPATIONAL HEALTH & SAFETY
- **Section D** HOST EMPLOYEE SITE HEALTH & SAFETY
- **Section E** OH&S QUESTIONS
- **Section F** REFERENCES & FURTHER INFORMATION

ABOUT CONNECT PEOPLE

Connect People is a specialist recruitment company offering services in the following areas:

- Labour hire
- Professional services (permanent and contract personnel)

Our Company offers clients and candidates a partner who is prepared to work with them in order to fully understand their industry and their requirements and who will devote the resources necessary to successfully deliver the most desirable results.

We provide a proactive and reliable service and are constantly developing innovative ways of attracting and retaining the highest caliber of candidates for our clients. Properly briefed, our team has the ability to quickly understand the technical qualifications and expertise necessary for a candidate to satisfy the client’s requirements and will consistently go above and beyond to connect the right candidate with the right job.

Our team has an extensive network of contacts and has an excellent record of providing high quality, professional and ethical recruitment solutions.

The purpose of this induction handbook is to provide you with an understanding of Connect People’s requirements, a summary of key policies and procedures, and the prevention of workplace injury and environmental harm.

This will help you in becoming a valuable staff member of Connect People.
KEY CONTACTS

DIRECTOR
TONY COTRUZZOLA ........................................................................................................ (03) 9890 1133

LABOUR HIRE SPECIALIST
JUSTIN CASTLE .............................................................................................................. 0499 225 848

OH&S
TONY COTRUZZOLA / JUSTIN CASTLE ........................................................................ (03) 9890 1133

RETURN TO WORK
GALLAGHER BASSETT ................................................................................................... (03) 9890 1133

ADMINISTRATION / PAYROLL
LYNDA WALLACE .......................................................................................................... (03) 9890 1133

OFFICE
UNIT 4, 31 REDLAND DRIVE
VERMONT VIC 3133
Phone: (03) 9890 1133
Fax: (03) 9874 6424

OFFICE HOURS
8:30am to 5pm
Monday to Friday

EMAILS
Payroll – payroll@connectpeople.com.au
General – info@connectpeople.com.au
Apply for a position – jobs@connectpeople.com.au
Safety – safety@connectpeople.com.au
IMPORTANT THINGS TO REMEMBER

- If you experience any difficulties at the workplace you have been assigned, and are unable to resolve them with your workplace supervisor, please contact a Connect People representative as soon as possible.

- It is extremely important that you keep our client’s work confidential. You have a legal obligation to Connect People not to divulge any client information.

- When a Connect People Representative gives you an assignment over the phone, please make sure you write the details down.

- When you are available for work, please let us know.

- Please advise us immediately if you change your address, phone number, next-of-kin (emergency contact) or bank account details.

- Any safety matters, hazards, incidents or near misses should ALWAYS be reported to your Connect People Supervisor / Manager / Contact at your earliest convience.

** Please remember that calls after hours should be restricted to urgent matters only
i.e. your inability to attend work, running late for work, safety issue, etc
SECTION A - GENERAL

AVAILABILITY FOR WORK
Upon registering with Connect People you would have provided your availability for work. Such availability is entered in our database and is used to assist Management in finding you suitable employment.

In the event of your availability changing, you will need to notify Connect People as soon as practicable.

You are also required to contact Connect People on (03) 9890 1133 when your assignment is completed and you are looking for work. It remains your responsibility to contact Connect People to let us know when you are available for the next assignment.

PUNCTUALITY
It is imperative that you understand that punctuality is extremely important. As an employee of Connect People, you must be dressed appropriately and ready to start work at the scheduled time. All Connect People employees are to be present and ready for their shift 10 minutes before the shift commences.

If you are running late, please inform your Supervisor immediately.

NON ATTENDANCE
In the event that you are not able to attend work, you are required to notify Connect People, at least one (1) hour before you are due to commence work or as soon as practicable. You must make such report via a telephone call, on each day of absence, and advise the expected returned date.

PAYROLL
As a Connect People employee, you may be paid an agreed hourly rate whilst on assignment (this rate may vary between assignments) dependent upon, amongst other things, the type of work you are doing and you're level of qualification, Award or any EBA that may be applicable from time to time.

Pay week starts on Monday and finishes on Sunday midnight. Your wages will be processed by Wednesday each week and you will receive your wages in your nominated bank account either on Thursday or Friday depending on your financial institution.

When a public holiday falls on a Wednesday your pay will be processed by Thursday.

Employees will receive payslips as a record of their wages earned. Payslips are distributed by post or email depending on your selected option.
TIMESHEETS

To ascertain the accuracy and effectiveness of the payment of your wages, timesheets are to be completed and submitted on a weekly basis **NO LATER THAN 5PM EVERY MONDAY**. You are responsible for the following:

- Accurately completing timesheets
- Ensuring that timesheets are signed by your Supervisor on site
- Ensuring the **Employee Authorisation** is completed on the timesheet
- Submitting timesheets **before** 5pm on Monday
- Contacting Connect People requesting a new timesheet book. (In an emergency a timesheet may be printed from our webpage under the **resource** section.

**NOTE:** Late or unclear / unsigned timesheets **will NOT be paid** until clarified.

Example Timesheet

<table>
<thead>
<tr>
<th>Week Ending (Sunday):</th>
<th>22/5/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Name:</td>
<td>John Smith</td>
</tr>
<tr>
<td>Employee Signature:</td>
<td>John Smith</td>
</tr>
<tr>
<td>Client Name:</td>
<td>Company ABC</td>
</tr>
<tr>
<td>Site Address:</td>
<td>1 Smith Street, Melbourne</td>
</tr>
<tr>
<td>Supervisors Name:</td>
<td>A. Supervisor</td>
</tr>
<tr>
<td>Supervisors Mobile:</td>
<td>0400 000 000</td>
</tr>
</tbody>
</table>

**Employees NOTE:** I hereby declare that this timesheet is accurate and understand that fraudulent submission of timesheets is illegal and grounds for instant dismissal.

You are required by law to report any on site incidents, accidents or near misses as per the WHS Act 2004. I have notified Connect People of any such occurrences undertaken on the below dates.

**Please tick this box if you require a new timesheet book**

<table>
<thead>
<tr>
<th>DATE</th>
<th>DAY</th>
<th>CLASSIFICATION</th>
<th>START TIME</th>
<th>MEAL TIME</th>
<th>FINISH TIME</th>
<th>TOTAL</th>
<th>OFFICE USE ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>16/5</td>
<td>MON</td>
<td>CW1</td>
<td>0700</td>
<td>0.5</td>
<td>1530</td>
<td>8.0</td>
<td></td>
</tr>
<tr>
<td>17/5</td>
<td>TUES</td>
<td>CW1</td>
<td>0700</td>
<td>0.5</td>
<td>1630</td>
<td>9.0</td>
<td></td>
</tr>
<tr>
<td>18/5</td>
<td>WED</td>
<td>CW1</td>
<td>0700</td>
<td>0.5</td>
<td>1700</td>
<td>9.5</td>
<td></td>
</tr>
<tr>
<td>19/5</td>
<td>THUR</td>
<td>CW1</td>
<td>0630</td>
<td>0.5</td>
<td>1500</td>
<td>8.0</td>
<td></td>
</tr>
<tr>
<td>20/5</td>
<td>FRI</td>
<td>CW1</td>
<td>0630</td>
<td>0.5</td>
<td>1600</td>
<td>9.0</td>
<td></td>
</tr>
<tr>
<td>SAT</td>
<td></td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUN</td>
<td></td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>43.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ALL TIMESHEETS TO BE EMAILED TO payroll@connectpeople.com.au
OR FAX TO (03) 9874 6424 OR MMS TO 0499 029 966 NO LATER THAN 5pm MONDAY

**NOTE:** Late or unclear / unsigned timesheets **will NOT be paid** until clarified.
SUPERANNUATION & PAYG PAYMENT SUMMARIES

Superannuation
Superannuation is financial security for your future. Your superannuation is calculated and paid into your fund monthly as stipulated in the applicable Award or EBA.

PAYG Payment Summaries (Group Certificates)
Connect People will issue you with a Payment Summary at the end of the financial year, stating your gross earnings and tax paid during your employment with us. If you expect to receive a Connect People Payment Summary, please ensure that your mailing address is kept up to date with Connect People.

CHANGE OF PERSONAL INFORMATION
All employees have the responsibility to inform Connect People of any changes to their personal information relating to: Change of name, change of address, change of contact numbers, attainment of qualifications, change of bank account details, or change of tax code (via tax declaration form).

**Any changes must be made in writing!**
SECTION B - HUMAN RESOURCES

CODE OF CONDUCT

In order to deliver outstanding services to both clients and employees, Connect People has a code of conduct which MUST be adhered to by all its employees and contractors. The Code of Conduct is based on both personal and occupational health & safety responsibilities.

PERSONAL RESPONSIBILITY

Everyone is responsible for building and preserving the reputation and high standards of Connect People. To achieve this, all employees and contractors MUST:

- Provide high standards of service.
- Comply with all reasonable, lawful instructions given by Connect People and/or host employer related to their work.
- Not work under the influence of alcohol or illegal drugs, or be in possession of alcohol or illegal drugs, while at work or in the client’s premises.
- Not participate in any form of serious misconduct including (but not limited to) theft, fraud or other dishonesty in connection with work, the use of abusive language, and indecent behavior.
- Not engage in fighting or disorderly conduct, or sexually harass other employees or community members.
- Immediately inform Connect People if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties; (e.g. a charge of drink driving where the employee is required to drive a vehicle in the normal course of work).
- Act honestly and with integrity in dealings on behalf of Connect People.
- Not act in a manner which could bring Connect People into disrepute or the host client.
- Maintain confidentiality with information received from the client or Connect People.

NO-HARASSMENT

Connect People is committed to providing and maintaining a non-discriminatory workplace that is free of any form of harassment and to upholding national and local laws pertaining to harassment. Harassment will not be tolerated under any circumstances and it is expected that all Company workplace participants will adhere to this position. Workplace participants include managers, employees, clients, contractors, labour hire agency casuals and people on work and industrial experience.

At Connect People we value the diversity of our workforce and respect the difference between employees, recognizing that each person has individual talents and skills to bring to their job. We believe that all workplace participants are entitled to operate in an environment in which they can enjoy their work and their relationships with their colleagues, free from unwanted harassment of any kind.

Harassment is defined as any behavior that is unwelcome and is based on a person’s gender, pregnancy, marital status, race, religion, disability, age or sexuality. Harassment will usually be repeated behavior, but can also consist of a single act that has the effect of offending, humiliating or intimidating the person at whom it is directed. Employee induction programs are to include details on what constitutes harassment in the workplace and the processes available to employees and managers for reporting and investigating harassment. Any Connect People Manager, Supervisor or other employee found responsible for harassing another workplace participant will be subject to appropriate disciplinary action, up to and including termination of employment.

Managers and Supervisors are responsible for ensuring that harassment does not occur in the workplace. Any work participant who feels as though they have been subjected to harassment of any kind should advise their
Supervisor, Manager or other nominated company officer immediately so that a confidential unbiased investigation can be conducted to establish the claim.

**Connect People** will not tolerate or permit retaliation by any Manager, Supervisor or employee against anyone who has made a bona fide complaint.

---

**SEXUAL HARRASSMENT**

Sexual harassment is an unwelcome, unsolicited or unreciprocated behavior of a nature or connotation (whether physical, spoken or written) between people, either individual or in groups. It may compromise requests for sexual favours that occur in the working environment and are considered to affect the working relationships of the persons concerned. Sexual harassment may occur between persons of the opposite sex or the same sex.

Under the Sexual Discrimination Act, Sexual Harassment has 3 elements;

1. Behaviour which is of sexual nature
2. Behaviour which is unwelcome
3. In the circumstances where a reasonable person should have expected that the behavior would offend, humiliate, or intimidate.

Sexual harassment does not include mutually agreed or reciprocated behavior which does not offend the other person. However, mutually agreed behavior becomes harassment when it continues after a request from the other person that it cease.

**Connect People** does not condone such harassment. Any persons who engage in such activity will be subject to disciplinary action.

What to do if you think that you have been sexually harassed?

Take immediate action to resolve the issue. The following options are available to you at any time:

- Talk to a **Connect People** representative who will give you confidential advice and guidance about how to handle the problem.
- Lodge a formal complaint with **Connect People**.

**Connect People** is committed to providing an environment which is safe and comfortable for all employees. You will not be disadvantaged in your employment conditions or opportunities as a result of reporting or lodging a complaint in regards to the aforementioned. Any employee found to be harassing another employee or client will be subject to disciplinary action and may lead to dismissal.
**WORKPLACE BULLYING AND VIOLENCE**

Bullying is repeated and unwelcome behavior, mostly using unwarranted or invalid criticism, direction toward a person or group of people. Instances of workplace bullying have the deliberate intent of causing physical and psychological distress to others and it might include one of or a number of the following behaviours:

- Manipulation;
- Intimidation;
- Belittling remarks;
- Unreasonable persistent criticism which is not part of a management performance process;
- Loud and aggressive attacks or more subtle intimidation such as constant criticism of a trivial nature;
- Verbal and physical abuse, for example, shouting and throwing objects;
- Isolation from colleagues;
- Refusing to delegate or the withholding of information employees need to perform their job;
- Removing responsibility and/or imposing menial tasks.

Bullying in the workplace can take place between:

- A worker and a manager (or supervisor);
- Co-workers, including trainees;
- A worker and another person in the workplace

**What isn’t bullying?**

Reasonable management actions carried out in a fair way are not bullying. For example:

- setting performance goals, standards and deadlines
- allocating work to a worker
- rostering and allocating working hours
- transferring a worker
- deciding not to select a worker for promotion
- informing a worker about unsatisfactory work performance
- informing a worker about inappropriate behaviour
- implementing organisational changes
- performance management processes
- constructive feedback
- downsizing

Anyone who experiences or witnesses bullying should report it as soon as possible to a Connect People representative in accordance with our grievance procedures. Any reports of workplace bullying and violence will be treated seriously, confidential and impartially, and may be subject to disciplinary action which may lead to dismissal.
ANTI-DISCRIMINATION

Connect People does not tolerate any form of discrimination. We believe that all employees have the right to work in an environment free of discrimination and harassment.

Discrimination occurs when a person is treated less favourably or harassed because of a personal characteristic or attribute.

Discrimination in the workplace often takes form of harassment which has unwelcomed, unreciprocated, unsolicited, and usually repeated behavior to intimidate or humiliate the person being targeted.

Under federal and state anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- Age
- Impairment
- Physical features
- Lawful sexual activity
- Marital Status
- Parental Status
- Political belief and activity
- Pregnancy/potential pregnancies
- Race
- Religion
- Sex
- Social Origin
- Breastfeeding
- Gender Identity
- Trade union activity
- Criminal Records

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

GRIEVANCE PROCEDURE

It is Connect People’s objective to minimise and resolve grievances with employees as much as possible.

Employees and contractors shall first discuss the grievance or problem with Connect People’s Account Manager within seven days of the grievance arising in an attempt to resolve it. Where the dispute concerns alleged actions of a Connect People representative, the employee/s may bypass this level in the procedure.

The Connect People representative shall respond to such request as soon as reasonably practicable under the circumstances.

If the procedure outlined above fails to resolve the matter or the employee is not satisfied with the proposed settlement or decision, he or she may, within seven days of notification of such settlement or decision, submit the grievance to a Senior Account Manager/Director.

The Senior Account Manager/Director shall respond to such request as soon as reasonably practicable under the circumstances.

CONFIDENTIALITY

Throughout your employment with Connect People you will hear, read and be exposed to sensitive and confidential information that must not, under any circumstances be disclosed to any other staff members or third party.
Example of such information includes but is not limited to:

- Personal Details of any staff members
- Wages
- Staff movements/turnover
- Client details
- Operational, and commercial information/issues

All work conducted on behalf of Connect People is and remains the property of the company.

All information, documents, details regarding proprietary information, and other material of a genuinely confidential nature concerning Connect People or any of its clients acquired during your employment will not be disclosed to any third party without the written consent by senior management of Connect People or compelled by law.

**ENVIRONMENTAL POLICY**

Connect People are committed to managing the environmental impacts resulting from Company activities, and to ensure that these activities are sustainable, while continuing to meet customer expectations.

Connect People is committed to:-

- Protecting the environment with regard to work sites.
- Preventing degradation of the environment. Minimising the risks to human health.

This will be achieved by:-

- Minimisation of discharges into the air, land or water, of substances likely to harm the environment.
- Minimisation of waste, by promoting the reduction of waste, re-use and recycling of materials.
- Minimisation of non-reusable resources, such as energy and potable water.
- Continuous improvement in the collection, transportation, treatment, storage and disposal of waste.
- Promotion of environmental protection awareness amongst staff, visitors, suppliers and sub-contractors.
- Compliance with Legislation. Use of environmentally friendly products and technology.
- Emergency Response Plans to minimise harmful impacts on the environment

Connect People strategies will be reviewed regularly to ensure continuous improvement of the Environmental Management Plan, and compliance with Legislation.

Connect People Directors, Management and Staff, support the Environmental Policy and Plan, by their involvement in decisions and training about environmental matters.
QUALITY POLICY

Connect People specialises in the provision of Recruitment / Labour Hire services within the construction industry. Connect People’s focus is on maintaining the highest ethical, safety, environmental and professional standards.

Our objectives are to:

- provide exceptional service and reliability;
- provide value for money using only suitable, quality personnel;
- train and fully involve our staff in continuous quality improvement;
- respond to any complaints or feedback within an acceptable timeframe;
- understand and meet the requirements of our clients, workforce, staff and industry regulators; and
- provide these services in a professional and ethically responsible manner.

To achieve these objectives, Connect People is committed to implementing and maintaining an Integrated Management System.

Areas of improvement are to be identified and acted on with professional efficiency. Human and technical resources will be focused on delivery of quality to satisfy our goal of "right first time ... every time". Connect People is committed to continual improvement - including ongoing monitoring, review and training. Formal and measurable quality objectives are established and regularly reviewed.

The successful operation of the quality management system relies upon the cooperation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of Connect People and the satisfaction of clients, regulators and staff.

Management has the ultimate responsibility to maintain the quality policy and shall promote all initiatives to attain and improve quality to:

- give all personnel adequate information and training to enable all tasks to be undertaken with a consistent standard of quality.
- ensure that excellent relations between the Company, employees and clients are maintained.
SECTION C - OCCUPATIONAL HEALTH & SAFETY (OH&S)

HEALTH AND SAFETY

Connect People is committed to providing so far as is practicable, a working environment that is safe and without risk to health and all its employees, contractors and others through the effective implementation of its health and safety processes. Every person who works for Connect People is responsible for ensuring health and safety are managed in all aspects of the business. Our aspirations are simply stated:

“No accidents and no harm to people”

We will:

- Consult, listen and respond openly to our employees, contractors, clients and stakeholders, to ensure all employees and contractors are included in the decision making process impacting on workplace health and safety.
- Formerly identify, assess and mitigate WHS hazards and risks, appropriate to the nature and scale of Connect People’s risks.
- Leadership has a responsibility to take immediate action to control/remove safety hazards when they are identified and reported.
- Effective consultation between Connect People, its workers / contractors and clients / host employers is fundamental to securing safe work placements. Connect People will consult with its workers / contractors on WHS matters and support workers’ rights to be represented.
- Ensure all leadership and staff are provided with information, instruction and training on Connect People Health & Safety policies.
- Develop and implement training programs to improve WHS skills and knowledge requirements of employees and to disseminate health and safety information to all employees, contractors, and others to the workplace.
- Openly report our health and safety performance, both good and bad.
- Continually strive to improve WHS performance by establishing clear and measurable objectives and targets, reviewing and monitoring our performance and recognizing those who contribute positively to this improvement.
- All Connect People employees, contractors and clients are required to adopt safe work practices and comply with all WHS policies and procedures and to report safety hazards or unsafe work practices.
- Connect People employees, contractors and clients have an obligation and authority to stop work whenever they consider it unsafe.
- We will provide employees with the appropriate equipment and facilities to undertake their duties in a professional and safe manner.
WORKPLACE HEALTH AND SAFETY & ENVIRONMENT – A SHARED RESPONSIBILITY

All employees and contractors must comply with general health and safety practices. To achieve this, all employees and contractors should **ALWAYS:**

- Comply with the requirements of the health and safety management systems at the work location.
- Take five and assess the workplace / site.
- Do not begin any work that is unsafe.
- Only undertake work for which you are trained, competent, medically fit, and sufficiently rested and alert to carry out.
- Make sure you know what to do if an emergency occurs at your place of work.
- Help ensure those who work with you act consistently with Connect People’s Health and Safety commitments.
- Promptly report to site supervisors and Connect People, any accident, injury, illness, unsafe or unhealthy condition, incident, so that steps can be taken to correct, prevent or control those conditions immediately. Never assume someone else will report a risk or concern.

The code of conduct cannot address every situation that may be encountered. Therefore, if faced with an issue that may constitute a breach or threat of this process but it’s not clearly defined above, then individuals should ask for guidance and support from Connect People.

**OH&S - EMPLOYEES RESPONSIBILITY**

Under Section 25 of the Occupational Health and Safety Act 2004, employees have a duty of care and obligation to themselves and their fellow employees not to place any person at the workplace at risk of sustaining a work-related injury or illness, or their health

All staff members have a duty of care and the following responsibilities:

- Comply with instructions given for workplace health and safety at the workplace
- Use appropriate personal protective equipment
- No willfully or recklessly interfere with or misuse anything providing for health or safety at the workplace
- Not willfully place at risk the workplace health and safety of any person at the workplace;
- Not willfully injure himself or herself, and
- Inform Connect People if you unable to be Fit for Work due to any injury, illness, or any other personnel reason which will affect the ability to perform your work.

Good safety is good business. Safety is also an attitude you bring to work with you every day. Everybody who works for Connect People has an important part to play.
HAZARD, INCIDENT AND NEAR MISS REPORTING

It is a requirement of both health and safety legislation and of Connect People, that all hazards, illnesses and incidents, including dangerous occurrences, and damage to property be reported to a Connect People representative.

Reporting Incidents:

- You are required to immediately report and workplace incident to your Connect People Supervisor;
- Incidents are defined as any unplanned workplace event which results in:
  - Injury;
  - Illness;
  - Damage to vehicles, plant, equipment or property;
  - Environmental harm;
  - Adverse customer impact or process loss;
  - Security violation or theft;

A “near miss” that had potential to result in one of the above consequences.

- Your Connect People Supervisor will ensure a Business Improvement Report (BIR) is completed and corrective actions taken to prevent a recurrence;
- You must take all reasonable steps to control hazards as they are identified;
- If you are unable to sufficiently control a Hazard, or a near miss has occurred, immediately report the issue to your on site supervisor and Connect People Supervisor;
- Your Connect People Supervisor will ensure a Business Improvement Report (BIR) is completed and necessary steps taken to ensure the safety of you and others.
IF YOU ARE INJURED AT WORK

If you are injured at work

1. Seek medical treatment
   The most important thing to do if you have a work-related injury or illness is to seek appropriate medical treatment.

2. Tell your employer
   You should report any work-related injury or illness to your employer as soon as possible. If you (or someone on your behalf) haven’t notified your employer in writing within 30 days of becoming aware of the injury you may not be entitled to compensation.
   The easiest way is to record the details of your injury in the Register of Injuries at your workplace or, if you can’t access that, give your employer written particulars of your injuries.

3. Fill in and lodge a claim form
   You must lodge a WorkSafe approved claim form if you want to claim WorkSafe entitlements for a work-related injury or illness.
   By law, your employer can’t refuse your claim, and can’t dismiss you for making one.
   Worker’s Injury Claim Forms for claiming weekly payments and treatment expenses can be downloaded from the WorkSafe website or obtained from Post Offices, WorkSafe branches or your employer’s WorkSafe Agent.
   If you’re unable to perform your normal duties, you’ll need a Certificate of Capacity from your medical practitioner. Give the completed Certificate of Capacity and your Worker’s Injury Claim Form to your employer as soon as you can.
   If your claim is for weekly payments, your employer is required to forward these documents to your WorkSafe Agent within 10 days of receiving them, and the Agent then has up to 26 days to accept or reject your claim.
   If you disagree with a decision relating to your claim, your employer, union, WorkCover Assist or Union Assist may be able to help. You can also contact the Accident Compensation Conciliation Service on freecall 1800 636 900 or (03) 9640 1111 or conciliation.vic.gov.au

4. Benefits & Support
   If you have a work-related injury or illness, you may be entitled to:
   • reasonable costs for medical and like services
   • weekly payments if you lose income or require time off work
   • a lump sum payment if you have a permanent impairment
   • sum for damages at common law for injuries received on or after 30 Oct 1999.

Return to work. Return to life.

Getting back to work after injury or illness is an important step in your recovery. Job satisfaction and social contact are some of the things you might miss when you’re not at work.

The most important person in your recovery is you. Actively participating in your rehabilitation and talking regularly to your employer and doctor can help you recover and return to work.

Your WorkSafe Agent: GALLAGHER BASSETT Freecall: 1800 774 377

Your employer contact:
Tony Cotruzzola
Managing Director
Ph: 03 9890 1133

To find out more about your rights and obligations as an injured worker, contact your WorkSafe Agent, visit Injury & Claims at worksafe.vic.gov.au or telephone WorkSafe’s Advisory Service on freecall 1800 136 089
RETURN TO WORK

Connect People is committed to the prevention of occupational injury and illness by providing as far as practicable a safe and healthy working environment for all its employees.

Should an employee incur a work related injury that means they are unable to continue their normal work, we will provide the necessary assistance for them to remain at work, or return to work as soon as it is safely possible. We will do this through risk management and occupational rehabilitation and our commitments are as follows:

RETURN TO WORK CO-ORDINATOR
Our Return to Work Co-ordinator is: Carly Harrison
Telephone: 03 9890 1133

Should you have any questions or queries on Return to Work speak to your Connect People supervisor. Copies of our Return to Work policy, Important information on Return to Work, Steps to Resolving Return to Work issues can be obtained from our office or our website (www.connectpeople.com.au)

RISK MANAGEMENT PROGRAM

Connect People will:

- Take all practicable steps to identify, assess and control any known or potential risks to employees.
- Encourage the early reporting of any symptoms of an injury or illness related to the work employees undertake.
- Investigate all incidents, accidents, injuries or near misses to identify their cause(s) and prevent them happening again.
- Comply with all our legal obligations, including notification of incidents to the relevant statutory Authority when required.

OCCUPATIONAL REHABILITATION PROGRAM

Connect People will ensure that any employee injured or made ill as a result or consequence of their work is maintained at work or returned to work in the shortest possible time, provided it is safe and practicable to do so; or if this is not possible, the employee will be offered suitable alternative work wherever possible, which does not jeopardise their well-being.

Specifically our RETURN TO WORK process is that:

Return to work planning will commence as soon as possible after an injury, consistent with medical advice.

- Remaining at or early return to work following an injury is a normal expectation of Connect People.
- Treatment, return to work activities and any reasonable necessary occupational rehabilitation services will begin as soon as they are necessary.
- Suitable employment, including modified or alternate duties, consistent with medical opinion, will be made available to all injured workers at the earliest opportunity.
- An individual return to work plan will be established with any employee who becomes incapacitated as a result of the work related injury. This plan will be developed at the earliest possible opportunity, in consultation with our injured employee, Connect People representative, Return to Work Co-Ordinator, the treating medical practitioner and the rehabilitation provider if applicable.
- Consultation and communication with all employees in the development and review of our occupational rehabilitation program and individual return to work plans will occur.
- Confidentiality of employee’s information obtained during their return to work or while undertaking occupational rehabilitation services will be maintained.
- Participation in a return to work plan will not, of itself prejudice any injured worker.
**Connect People's return to work obligations under the Accident Compensation Act 1985**

<table>
<thead>
<tr>
<th>'Connect People's return to work obligations</th>
<th>How 'Connect People' will meet its obligations</th>
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| Make return to work information available and consult about how the information is made available | *Connect People* will make return to work information available to its workers about:  
(a) the obligations of *Connect People* under Part VIIIB of the Act and how the employer is meeting the obligations;  
(b) the rights and obligations of workers under Part VIIIB of the Act and how workers can obtain further information about their rights and obligations;  
(c) the name and contact details of the WorkSafe Agent selected by the employer;  
(d) the name and contact details of the Return to Work Coordinator, if applicable; and  
(e) 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, *Connect People* 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, *Connect People* 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 *Connect People* 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), *Connect People* 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, *Connect People* 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. |
| Consult about the return to work of a worker | *Connect People* 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.  
*Connect People* 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.  
*Connect People* 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 and appoint a Return to Work Coordinator | *Connect People* has nominated and appointed at all times a Return to Work Coordinator who has an appropriate level of seniority and is competent to assist *Connect People* meet our obligations under Part VIIIB of the Act. |
| Cooperate with labour hire employers | If *Connect People* 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 | *Connect People* will attempt to resolve return to work issues in accordance with:  
If you have any questions or queries regarding this procedure, please contact Tony Cotruzzola on 03 9890 1133 |
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 Connect People 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 Connect People 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 Connect People 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 Connect People and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work;
- in co-operation with Connect People 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 Connect People 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 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: Emma Webb  
Phone: 03 9890 1133  
Email: info@connectpeople.com.au  
Postal Address: Unit 4, 31 Redland Drive, Vermont, VIC 3133

**Our WorkSafe Agent**  
Name: Gallagher Bassett  
Phone: 03 9297 4444 or 1800 774 377  
Web: www.gallagherbassett.com.au  
Postal Address: Locked Bag 3570, GPO Melbourne 3001  
Email:

**WorkSafe**  
Phone: freecall 1800 136 089 or (03) 9641 1444  
Web: worksafe.vic.gov.au  
Email: info@worksafe.vic.gov.au  
Postal Address: WorkSafe, Ground Floor, 222 Exhibition Street, Melbourne 3000
Cooperation between the employer, injured worker and other parties involved in the return to work process is important to its success. When return to work related issues arise in the workplace, their quick and effective resolution fosters trust and prevents them from becoming barriers to returning to work. Regular and respectful informal communication and clarification is often the best way to avoid return to work issues arising.

If, however, a return to work issue arises, the employer and the worker must attempt to resolve it. This can be done by either using the workplace’s agreed issue resolution procedure or, in the absence of an agreed procedure, the relevant procedure contained in Return to Work Direction No. 1 of 2010 (Ministerial Direction). Details of the relevant procedure in the Ministerial Direction (the Return to Work Issues Resolution procedure) are outlined below.

**Aim of the Return to Work Issues Resolution procedure**

The aim of the Return to Work Issues Resolution procedure is to provide guidance to parties involved in return to work activities on how to resolve return to work related issues in the workplace and to provide a clear escalation pathway where the issue remains unresolved. WorkSafe and your WorkSafe Agent can provide further assistance in these matters.

**Persons who can raise an issue**

The following persons can raise a return to work issue:

- [ ] Injured worker
- [ ] Person nominated by the worker – the worker has the option to be represented, supported and assisted in the return to work process by another person
- [ ] Occupational rehabilitation provider
- [ ] Return to Work Coordinator
- [ ] Injured worker’s manager or supervisor
- [ ] Worker’s treating health practitioner
### Information about Steps to resolving return to work issues

#### Return to work Issues
The Return to Work Issues Resolution procedure may be used to resolve return to work issues including, but not limited to, where the:
- employer unreasonably delays or refuses to plan an injured worker's return to work
- employer inadequately plans an injured worker's return to work
- injured worker does not agree with the employer's proposed suitable employment and/or return to work arrangements
- employer refuses to offer the injured worker pro-injury or suitable employment
- employer refuses to provide or provides inadequate return to work related documentation to an injured worker
- injured worker's Return to Work Coordinator is not nominated and appointed within the required timeframe
- Return to Work Coordinator is not considered to have adequately performed their functions
- employer breaches the confidentiality of an injured worker's personal information as it relates to return to work
- employer refuses to consult or consults inadequately with other parties about the return to work of an injured worker.

#### Issues not covered under the Return to Work Issues Resolution procedure
The Return to Work Issues Resolution procedure is to be used for issues arising out of the return to work process. It is not designed for complaints about:

- WorkSafe (unless WorkSafe is the employer of the injured worker)
- the Agent
- claim liability
- payment of a claim or entitlement
- termination or suspension of a claim
- reimbursement of an expense
- conciliation, court or Medical Panel referral outcome
- general matters of policy and practice applying across the workplace and not directly and particularly related to the worker's return to work

These issues should be addressed using alternative issue resolution processes.

*Note: WorkSafe should be notified directly where employers fail to meet their obligations. Agents should be notified directly where workers fail to meet their obligations.*
Information about Steps to resolving return to work issues

Issue resolution

When a return to work issue has been identified, the people involved should refer to the workplace’s agreed procedure. If one doesn’t exist, then the Return to Work Issues Resolution procedure is to be applied (see below).

Return to Work Issue Arises

As soon as possible but no later than 20 days after a return to work issue has been reported, the employer, the Return to Work Coordinator and the worker must meet to try and resolve the issue. If the worker’s treating health practitioner, manager and/or supervisor, provider of occupational rehabilitation services or person chosen by the worker to represent, assist and support them raises the return to work issue, the employer must also invite that person to participate in the issue resolution process.

Does your workplace have a suitable agreed procedure?  

Yes

AGREED PROCEDURE

Follow your agreed procedure

NO

PRESCRIBED PROCEDURE

Use the Return to Work Issues Resolution procedure

Clarity the issue (who, when, how, where)

PRESCRIBED PROCEDURE

Is the issue suitable for the Return to Work Issue Resolution procedure?

NO

PRESCRIBED PROCEDURE

Is the person who raised the issue entitled to do so?

YES

PRESCRIBED PROCEDURE

Locate relevant WorkSafe guidance material related to the issue topic

Meet and discuss the issue, having regard to WorkSafe guidance on the topic. Decide on corrective action where appropriate

AGREED/PRESCRIBED PROCEDURE

No further action required

AGREED/PRESCRIBED PROCEDURE

Does everyone involved in the issue agree that it has been resolved?

NO

Contact WorkSafe Advisory Service or your Agent

Important notes

A. Take caution – care should be taken in applying the Return to Work Issues Resolution procedure in circumstances where there may be a risk of causing the worker harm.

B. Assistance or clarification required – if at any stage during the application of the Return to Work Issues Resolution procedure any party involved requires assistance or advice, they should contact their Agent or the WorkSafe Advisory Service.
Information about Steps to resolving return to work issues

What is an agreed procedure?
Ideally, an agreed procedure should outline the steps involved in resolving a return to work issue. It should not be a procedure that exists solely for other purposes, such as a grievance or complaint procedure, unless such a procedure is agreed to be used for return to work issues.

It is recommended that the agreed procedure is in writing and should be clear and accessible to all parties who may potentially be affected by a return to work issue.

The agreed procedure must be agreed to by both the employer and all of their workers. The agreement must be genuinely consensual and incorporate genuine consultation.

The agreed procedure cannot be imposed on one party by another or arise out of a flawed process. A flawed process may be one where:
• only a select group of employees participated and agreed with the employer or,
• agreement is reached through an unrepresentative process.

If either the employer or a majority of employees have concerns about an agreed procedure, they are entitled to withdraw their agreement and, unless or until a new one is agreed, the Return to Work Issues Resolution procedure will apply.

If a workplace's agreed procedure does not meet the above criteria, it is not a valid alternative to the Return to Work Issues Resolution procedure.

Using the Return to Work Issues Resolution procedure
Where a return to work issue has been reported, the employer, Return to Work Coordinator and the worker must meet and try to resolve the issue as soon as possible, but in no later than 20 days.

If the worker's treating health practitioner, Return to Work Coordinator, manager, supervisor, provider of occupational rehabilitation services or person chosen by the worker to represent, assist and support them raises the return to work issue, then the employer must also invite that person to participate in the issue resolution process.

For the purpose of resolving the return to work issue, the employer and the Return to Work Coordinator should liaise directly with the worker, however, a worker may be represented, assisted and supported during the return to work issue resolution process.

The Return to Work Issues Resolution procedure should be conducted in a manner and in a language that is agreed to be appropriate by persons who can raise a return to work issue.

If the person who raised the return to work issue requests that the employer set out in writing the details of the issue and matters relating to its progress, resolution or outcome, the employer must do so within 14 days of the request. A copy of the information also needs to be provided to the worker, Return to Work Coordinator and to the person who has raised the return to work issue.

Employer and worker participation requirements
This issue resolution procedure has been developed to help workers and employers resolve return to work issues before they become disputes. If employers and/or workers do not attempt to resolve return to work issues in accordance with their workplace's agreed procedure or the Return to Work Issues Resolution procedure their failure to participate may be reported to WorkSafe or their Agent.

Further information
For more information about employers' return to work obligations, please:
• Visit our website at worksafe.vic.gov.au
• call the WorkSafe Advisory Service on (03) 9041 1444 or freecall 1900 136 089
• email info@worksafe.vic.gov.au
• Refer to the WorkSafe publication What to do if a worker is injured – A guide for employers and WorkSafe's Compliance Codes:
• Compliance Code 1 of 4: Providing employment, planning and consulting about return to work
• Compliance Code 2 of 4: Return to Work Coordinators
• Compliance Code 3 of 4: Return to work information
• Compliance Code 4 of 4: Cooperating with labour hire employers about return to work
• contact your Agent
• contact your union or industry group representative.
**ALCOHOL**

**No Alcohol – Before or During Work Hours or while remaining on site**

Under no circumstances may any employee report to work under the influence of alcohol. No alcohol may be consumed during work hours or during breaks, including lunch breaks, where the employee is due to return to work after the break. Employees must have a blood alcohol concentration of 0.00 during work hours.

**No Alcohol - Other Sites**

For the avoidance of doubt, no alcohol may be consumed by employees or other people under the control of Connect People on any other site where work is performed (e.g. Construction sites). Note that employees have not officially finished work until they have clocked off and left site.

If you are experiencing problems with Alcohol or drugs and need help, or wish to consult with someone, do not hesitate to discuss with Connect People Management under the strictest confidence.

**DRUG & ALCOHOL**

Connect People is committed to ensuring that our personnel are not exposed to the risks inherent with substance abuse in the workplace. This acts as part of our Duty of Care to our employees and our Clients’ employees and to meet the regulatory requirement of both State and Federal law.

All employees employed on any Government funded projects shall be required to sit a Drug and Alcohol Testing as part of our Fit for Work.

Drugs, for the purpose of this booklet, are any illegal substance, which Connect People recognises has the potential to impair, alter or otherwise adversely affect a person’s ability to perform their work.

**No** Connect People employee may accept work knowing that when they report to work they will be under the influence of alcohol or illegal drugs.

**No** Connect People employee may attend work whilst under the influence of alcohol or illegal drugs.

**No** Connect People employee may have alcohol or illegal drugs in their possession, while at work or in the client’s premises.

**No** Connect People employee may operate a company or client owned, leased or rented vehicle or any piece of mechanised plant of any description whilst under the influence of alcohol or illegal drugs.

**Site and Customer Requirements:**
- Connect People, will not, under any circumstances support, sponsor or provide alcohol for consumption at a client’s workplace.
- To ensure Connect People and its employees comply with legal obligations and our clients’ requirements, Connect People employees are required to adhere to any Drug and Alcohol policy that is in place at any client site as well as the Connect People Drug and Alcohol policy.
- Connect People employees may be subjected to random site testing from time to time.

Connect People and our clients will enforce these policies and the enforcement may include requirements to submit to random Drug and Alcohol testing.

Connect People may pay the costs for any drug and alcohol screen that is a prerequisite for employment at any client site provided the employee provides a negative sample; costs of any test showing a positive sample will be passed on to the employee. Any failure to produce a negative sample in a pre-employment medical will render that employee ineligible for employment with Connect People. Any failure to produce a negative sample at a random drug and alcohol test during the course of employment at a client site will be removed from site immediately with further action. The result may render for means of instant dismissal and will require the employee to provide evidence of a negative sample in a test conducted at his/her own cost before being reconsidered for future employment.
A breach of any part of our policy may result in the instant dismissal of the offending employee (and police involvement if the law requires).

Counselling:
Should any employee of Connect People be found to be misusing drugs or alcohol, the company may offer counselling services through an Employee Assistance Program or similar.

**MANUAL HANDLING**

Manual handling is any task, which involves people moving, handling, or shifting materials and objects. This includes:

- Lifting
- Pushing
- Pulling
- Carrying
- Sliding
- Stacking

Before **lifting** an object you must:

- Size up the load to make sure it is not too heavy or too large
- Get close to the load
- Adopt a stable footing – Stand with feet shoulder width apart for balance
- Lower body and bend your knees and reach down for the load
- Keep your back straight as you lower yourself
- Get a firm grip – Grip the load with both hands
- Raise your head
- Slowly push up with your legs and keep your back straight – Push your heel into the floor as you stand up
- Lift and turn your feet before you walk

When **pushing** a load you should:

- Place your feet apart with one well behind the other
- Lean forward
- Gradually apply your body weight
- Thrust forward with your rear foot

When **pulling** a load you should:

- Place your feet apart with one well behind the other
- Lean back into the line of the pull
- Gradually apply your body weight
- Thrust backward with your front foot

When **carrying** a load you should:

- Keep the load close to your body
- Keep the load at no more than waist height
• Take short steps

Manual handling is an ongoing risk. Each site will have procedures in place to address identified manual handling risks. As part of this process you may be asked to assist in the assessment of your own work area manual handling tasks.

**HEAT STRESS**

**Understanding Heat Stress**

Heat stress occurs when heat is absorbed from the environment faster than the body can get rid of it. Several factors may contribute to heat stress, such as the type of work activity, and the surrounding air temperature/humidity level.

Our bodies maintain a fairly constant internal temperature even though they may be exposed to varying environmental temperatures.

To keep internal body temperatures within safe limits in hot conditions, the body has to get rid of excess heat – and it does this by evaporating sweat and varying the blood flow to the skin. These responses are controlled by the brain and usually occur when the blood exceeds 37 degrees centigrade.

**Safety Measures**

When working in the sun, always wear protective clothing such as:

- a hat with a broad brim or a flap at the back to shade both the face and back of the neck or a hardhat with a brim added
- a loose-fitting, long-sleeved, collared shirt
- a shirt made from a dark, close weave fabric (a dark colour gives better protection than a light colour or white)
- loose trousers
- sunglasses with side protection (look for the code AS 1067 Sunglasses and Fashion Spectacles)

About 15 minutes before you go out under the sun, apply about 35ml of sunscreen with a very high sun protection factor (at least a 15+ broad spectrum sunscreen, but 30+ is preferable). Reapply sunscreen at least every two hours if you perspire or get wet.

As our body can sweat about one litre an hour performing heavy work, you must drink 150-200m of cool fluids every 15 to 20 minutes, rather than consume a 1 litre drink every now and again. Choose water or a sports drink rather than tea, coffee or milk.

If you suffer dehydration, do not recommence work until you are fully rehydrated.

**MOBILE PHONES:**

Employees must not use a mobile phone while operating a motor vehicle or Plant & Equipment unless a ‘Hands-free Car Kit’ or Bluetooth Kit is installed in the vehicle which meets legislative requirements.

The use of mobile phones in various parts of the workplace and in vehicles can create unsafe circumstances or there is a potential for unsafe circumstances. In these situations Connect People may issue a notice to employees with regard to the use of mobile phones if a real or potential occupational health and safety risk is evident. Employees are required to comply with such instructions, directions and notices issued.
SECTION D - HOST EMPLOYEE SITE HEALTH & SAFETY

All Connect People employees (including office or administration or professional employees) must strictly comply with the Site Policies/rules of Connect People’s host employer with whom Connect People’s employees are placed.

CONSTRUCTION INDUSTRY GENERAL INDUCTION COURSE

It is a requirement of Connect People that all its employees must have completed the Work Safely in the Construction Industry (White Card, previously known as a Red Card in Victoria). Evidence of this must be produced at interview.

PERSONAL PROTECTIVE CLOTHING & EQUIPMENT

Employees must wear the appropriate protective apparel on all sites as per the Host Client PPE policy on which they are placed by Connect People.

Protective Apparel (Construction Sites)

- Steel capped footwear, high visibility vests or clothing and hard hats shall be worn at all times at construction sites. Long sleeve shirts and long pants applies to all Connect People sites.
- Safety glasses must be worn when using hand tools, tools with grinding effect and as otherwise required.
- Gloves must be worn when handling grouting/patching/caulking materials and if necessary masks must also be worn.
- Masks must be worn during grinding or sanding work.
- Sunscreen, shading headdress and safety sunglasses should be worn in sunny weather.
**FIRST AID**

**First Aid Officers**

Always identify your First Aid Officer on site so you are familiar with who you may need to contact in case of first aid attention.

**First Aid Kits**

Stationary first aid kits are generally located in particular places on the site of the host employers. During your physical induction of the work place of the host employer, you should be shown to location of the first aid kits. Mobile first aid kits are usually transported to each construction suite and placed in an easily accessible location before construction works may begin.

**Receiving First Aid**

Should you incur any injury in the workplace, no matter how minor, you should in the first instance, report it and/or seek first aid from the designated first aid officer. Employees should not help themselves to supplies from the first aid kits except in the case of an emergency.

The first aid officer will administer first aid, and document the first aid supplies used in the first aid log book of the host employer such that supplies can be replenished. If the nature of the injury is more serious, employees will be sent or taken to a clinic or hospital.

**HOUSEKEEPING**

Housekeeping is a term used to describe the tidiness and order in which the work areas are maintained. Poor housekeeping is when equipment, tools and products are not stored correctly, rubbish is left lying around and spills are not cleaned up, causing safety hazards.

Effective housekeeping requires:

- Organising your workplace
- Keeping work areas uncluttered
- Storing everything in its proper place

The Benefits of housekeeping are:

- Less risk of accidents and injuries
- A more pleasant workplace
- Less time wasted trying to find tools, equipment and materials

All staff members have a shared responsibility in the maintenance of a clean and tidy work area by adhering to the following:

- Materials stored in open areas shall be stored in a tidy manner and in appropriate containers.
- Aisles, walkways, corridors, staircases, doorways, entrance halls and exits shall be unobstructed, free from tripping and slipping hazards and the accumulation of combustible material.
- Keep access ways clear at all times. Nothing should protrude onto or obstruct walkways. Everyone needs a clear path out in an emergency.
- Removal of all rubbish, scraps or unwanted materials to a designated place shall be an integral part of all tasks.

**SMOKING AND FLAMMABLE MATERIALS**

To protect the health of all personnel from the effects of cigarette smoking at work, Connect People has adopted a policy of providing a smoke free workplace.

Smoking is prohibited in all company buildings, company vehicles, or in site offices and amenities areas on sites.
Smoking is permitted in the designated areas during breaks only.  
**Connect People** employees must not smoke within 3 metres of where closed containers of flammable liquids (form oil, petrol etc) are being stored, or within 10 metres of where open containers of flammable liquids are stored or used. Smoking is a source of ignition and can result in a fire.

An employee failing to comply with these requirements or any site policies may be subject to disciplinary action in accordance with Connect People’s disciplinary procedures.

**SAFETY SIGNS AND BARRICADES**

**Connect People** employees must obey all safety signs. These signs are located and displayed to advise you of hazards in particular work areas:

<table>
<thead>
<tr>
<th>Sign</th>
<th>Meaning</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>A red circle with a line through it</td>
<td>This is something you must NOT do</td>
<td>![No Entry]</td>
</tr>
<tr>
<td>A yellow triangle or red ‘danger’</td>
<td>Warns you of a danger or risk to your health or safety</td>
<td>![Danger]</td>
</tr>
<tr>
<td>A green rectangle</td>
<td>Shows you where emergency safety equipment is kept</td>
<td>![Emergency Spill Kit]</td>
</tr>
<tr>
<td>A blue circle</td>
<td>Tells you that you MUST wear some special safety equipment</td>
<td>![Goggles]</td>
</tr>
</tbody>
</table>

Safety barricades, fencing and signs are not to be removed or by-passed. When entry is required into a protected area, identify the reasons for restricted access from the Supervisor/Manager and seek permission prior to entry.

**EMERGENCY EVACUATION PROCEDURE**

During your physical induction of the work place of the host employer, you should be provided with and shown the current emergency evacuation procedures of the host employer. All **Connect People** employees (including office or administration or professional employees) must **strictly** comply with such policy and procedure of **Connect People’s** host employer.
**PEDESTRIAN WALKWAYS**

Those are clearly marked in some areas of the site. When moving around the site, pedestrians must remain within them **at all times** and be aware of mobile machinery.

**VEHICLES AND TRAFFIC CONTROL**

Traffic signs should be observed and obeyed by all persons. Speeding on the site is dangerous and **Connect People** employees are urged to report breaches onsite to **Connect People**. Motorcycles and bicycles should not be ridden on site. When driving in motor vehicles, on site, all road rules apply including the wearing of seat belts.

All drivers of vehicles, permitted on sites should hold an appropriate license or permit for that vehicle and obey all rules and regulations. The use of mobile phones is prohibited while driving and should be avoided unless “hands free” operation is available.

Where any vehicle is found to have a defect or other fault which creates an unsafe condition, this should be immediately repaired or brought to the attention of a Supervisor. Any damage to vehicles should be reported to a Supervisor as soon as possible.

**LOCKOUT, ISOLATION AND TAGGING**

So far as may be appropriate, an employee, when cleaning or maintaining machinery or if the equipment or machinery is unsafe, must notify the employee’s supervisor so that the machinery can be tagged and locked out in such a way that there is no energy (electrical, pneumatic, hydraulic, gravitational etc) left in the machinery which can cause injury. Injury can be caused directly, e.g.: electrocution or indirectly by causing the equipment to move.

**KNOW YOUR WAY AROUND**

**Connect People** employees should become familiar with the workplace in all respects, so that they know where to go and who to turn to in an emergency.

**Connect People** employees should:

- Locate all access points;
- Identify the OH&S representatives and First Aid personnel;
- Locate First Aid Kits;
- Familiarise yourself with evacuation procedures.

**LADDERS AND WORKING AT HEIGHTS**

Where work cannot be done at ground level or from an appropriate work platform the appropriate ladder should be selected. A ladder should be:

- in good condition and not painted;
- of sufficient length to extend at least 1 metre above the platform to be reached;
- and used at a slope no greater than 1 in 4.

Ensure that metal ladders are NOT used for live electrical work.

A safety harness should be worn when working 2 metres or more above ground where scaffolding is not provided, or when working on platforms where there is a danger of falling, including elevating work platforms – cherry
pickers, scissor lifts, etc. A safety harness should comply with Australian Standards for design and maintenance. Ensure you’re shown how to inspect and use the safety harness before use.

**WORKING ALONE (REMOTE OR ISOLATED WORK)**

There may be occasion when you may need to work alone. This means that you will be in an area which is remote from others, in a situation that requires the use of plant and machinery or handling hazardous substances or doing work that is considered hazardous in nature. On these occasions it is essential to maintain communication with your Supervisor/Manager on a regular basis to ensure that assistance is summoned in the event of an accident. If concerned or if the Supervisor/Manager is uncooperative, immediately contact Connect People.

**CONFINED SPACES**

A confined space is an area with limited means of access and egress that may also have poor ventilation. It is a space where, because of its location, contents, or work activity, there may be a hazardous accumulation of gas, vapour, dust or fumes, or the development of an oxygen deficient (less than 19.5%) atmosphere.

For example, the stormwater access pits.

To ensure the safety of persons working in a confined space, all persons intending to work in a confined space must be trained, have authorization (issued with an entry permit) and have the required equipment including rescue, before entering the confined space.

A standby person is required immediately outside the area to maintain communications with the person within the confined space at all times.

**ELECTRICITY & ELECTRICAL EQUIPMENT**

Defective or carelessly used electrical gear has lethal potential, so the following requirements should be met:

- Prior to connection to power source, all leads, plugs, connectors, guards, cases, accessories, switches, etc, must be checked for damage, defect and expiry date…. Non-complying equipment shall not be used;
- Piggy back leads and double adaptors should not be used;
- All leads should be suspended and not run on floors;
- Leads passing through doorways should be protected;
- Length of leads from sub boards should be minimized;
- Unless double insulated, all equipment and applications that are plugged or direct wired should be connected to an approved earth leakage circuit.

All electrical extension cords, portable electrical tools and power boards are required to be tested regularly for defects. It should be ensured that the equipment you are using is tagged, and that the test date has not expired. Also the equipment should be visually checked before use.

*Electricity has no sound and cannot be seen – it is one of the most dangerous hazards of the workplace.*
FORKLIFTS

Be aware of forklifts when you are moving around the site. Take note that if it is a full load it is highly likely that you will see them before they will see you. Under no circumstances must you drive a forklift unless you have been trained, hold a certificate of competency and have been authorized by the relevant person.

Do not ride on a forklift unless there is a seat; never use the forks or the pallet on the forks as a working platform. Do not walk underneath the raised forks. Turn the forklift off and remove the key when getting off a forklift. Always ensure that a forklift attachment (extended tines, bins etc) are always chained, pinned or otherwise secured to the forklift. Always travel with tines in a lowered position (below the level of the wheel hub).

MOBILE PLANT OPERATION

DO NOT drive or operate any mobile plant unless you are trained, hold the appropriate certificate or licence, and are authorized to do so by your employer. Only those persons authorized and licensed may operate or direct the operations of cranes and hoists, or operate forklifts and other load shifting equipment.

Each vehicle driver and operator must comply with site speed limits and traffic control procedures relating to the site.

Ensure a clearance of 6 metres from overhead power lines and cables prior to the start of work which involved the use of equipment with height extensions, e.g., cranes, backhoes and cherry pickers. If work is required to be carried out closer to power lines contact the local electrical authority before proceeding.

Never leave a load suspended without an authorized operator at the controls.

NOISE MANAGEMENT

It takes surprisingly little to permanently damage your hearing a power cut-off saw emits 110 decibels and this level of sound will definitely cause damage. Spend more than just 2 minutes a day using a power cut-off saw to cut metal and you’re well on the way to ruining your hearing for good.

SILICA DUST

In brief, silica is present in concrete and is a hazardous substance. There are important actions that must be taken to protect you from this substance. If you are involved in cutting concrete or sanding tables ensure that the following protective equipment is worn: P1 dust mask, goggles, protective clothing and if needed, gloves.

WET CONCRETE

Concrete can cause ill health by skin contact or eye contact. Risk of injury or effect on health depends on duration and level of exposure and individual sensitivity.

Hazardous materials in wet concrete and mortar include:

- Alkaline compounds such as lime (calcium oxide) that are corrosive to human tissue;
• Trace amounts of crystalline silica which is abrasive to the skin;
• Trace amounts of chromium that can cause allergic reactions

Always wear waterproof knee pads when kneeling on wet concrete, always wear eye protection when working with or around concrete being poured and always wear gloves when pouring concrete.

**SPECIFIC FACTORY/WORKSHOP HAZARDS**

**Factory / Workshop Equipment**

Only authorized personnel are permitted to use equipment installed in the factories and/or workshops. Non-trained personnel who are experienced in the use of workshop equipment are not permitted to use such equipment as grinders, cut-off machines, etc. If authorized to use workshop equipment, ensure all guards are fitted and in working order and that appropriate PPCE is worn at all times.

**Compressed Air/Gas**

Compressed air generated on a work site is not clean. It contains tiny particles of dirt and grit in addition to water and oils. These containments can be introduced to the body by the improper use of compressed air, either being forced directly through the skin or entering through a wound or body opening.

**High pressure air applied directly to the body may result in air entering the bloodstream. This can cause serious injuries and even death from air embolism.**

Do not use compressed air for any other purpose other than that for which it is provided. Never direct a stream of compressed air towards your body or the body of another person.

Never use compressed air to cool yourself or to blow dust from your clothes or hair, and never indulge in so-called practical jokes with compressed air.

**Grinding**

**Before Gridding:** Check machine, cord and connections. Check wheel is safe and secure. Check guard is fixed. Check that there are no flammables in the area.

**During Gridding:** Wear eye protection. Do not shower fellow workers with sparks. Work in a safe, secure position.

**After Gridding:** Switch off machine and power point. Place machine carefully on a stand or the floor. Make sure wheel has stopped before putting down. Do not leave the machine lying around after finishing job.

**Hand Tools**

A large number of injuries result from improper use of hand tools. Most of these injuries are not very serious, but long periods of absence from work may occur if the injury becomes infected. Do not neglect to get first aid for even minor injuries.

Use tools correctly and for the purpose for which they were designed, e.g., do not use a shifting spanner as a hammer or screwdrivers as chisels.

**Remember, tools’ lying around the workplace constitutes a hazard and contribute to poor housekeeping standards and possible injuries.**

**Hot Work - Welding & Cutting**

Any welding, cutting or grinding away from a normal place of work is considered to be hot work. The area around and underneath welding and cutting work must be cleaned of flammable materials before work begins. Any structural or non-moveable flammable materials must be wetted down and kept damp with water or protected from sparks and hot off-cuts by use of a suitable non-flammable protective covering.
Always wear appropriate personal protective equipment when carrying out how work and obtain a hit work permit.

**Hydraulics**

Because of the simplicity of control of many hydraulic systems it is easy to underestimate the sometimes awesome power and mechanical forces associated with the equipment. A fraction of a second of carelessness, by a simple oversight, can result in serious injury and sometimes death.

**Machine Guarding**

Serious personal injury can occur where people are caught in operating machinery. Machinery guards are designed to prevent this occurring. Therefore:

- Guards should only be removed by authorized personnel after the machinery has been stopped and isolated (locked out);
- Guards must be refitted before the machinery is restarted;
- Report any faulty or defective guards to your Foreman.

**Oxy-Acetylene Cylinders & Equipment**

Acetylene cylinders are made of steel and filled with acetylene dissolved acetone. They must be handled very carefully to prevent damage, which may lead to bursting of the cylinder or leakage through the cylinder valve. They must be protected from excessive heat which causes an increase in the internal pressure which may result in an explosion. Please note:

- Cylinder valves must be fully closed off when not in use. The key or wheel used to close and open cylinder valves must be left either on the valve spindle or close by to enable it to be turned off quickly in an emergency;
- Oxygen and acetylene cylinders must be kept in an upright position and firmly secured to a trolley or, if a fixed installation, to a wall by chains or other appropriate means;
- Cylinders that are at risk of failing are a major hazard in the workplace. Should a cylinder be allowed to fall, with the result that the cylinder valve is damaged, the cylinder can become a highly destructive missile.

- In case of fire within an area where cylinders are used or stored, their removal will be required if it can be done in safety. If their removal is not possible, warn other people including fire-fighters of their presence;
- Store oxygen and acetylene cylinders upright, secured and at least 3 metres away from each other.
SECTION F - REFERENCES & FURTHER INFORMATION

- Occupational Health & Safety Act 2004
- Occupational Health & Safety Regulations 2007
- WorkSafe Victoria www.worksafe.vic.gov.au
- Connect People’s insurer; www.gallagherbassett.com.au
- www.connectpeople.com.au
- www.connectpeopletraining.com.au
- www.cbussuper.com.au
- www.aigroup.com.au
- www.incolink.org.au
- www.coinvest.com.au

POLICE, FIRE OR AMBULANCE EMERGENCY DIAL 000

NOTE:

All company policies are available upon request. If you are unsure of any company policies or require further information, contact Connect People on 03 9890 1133 or email info@connectpeople.com.au

AGAIN, WELCOME TO CONNECT PEOPLE!
ENJOY THE JOURNEY & EXPERIENCE, AND WE LOOK FORWARD TO WORKING TOGETHER!!
### SECTION G – BLANK TIMESHEET

**Please tick this box if you require a new timesheet book**  

- **DATE**  
  - MON  
  - TUES  
  - WED  
  - THUR  
  - FRI  
  - SAT  
  - SUN  

- **CLASSIFICATION**  
  - MEAL BREAK  
  - START TIME  
  - FINISH TIME  
  - TOTAL  

- **ORD**  
- **T1/2**  
- **DT**  
- **TRAVEL**  
- **MEAL**  
- **CRIB**  
- **OTHER**

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**OFFICE USE ONLY**

**By signing this timesheet you verify the information shown and will be invoiced accordingly.**

**SUPERVISOR’S SIGNATURE**

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ALL TIMESHEETS TO BE EMAILED TO payroll@connectpeople.com.au  
OR FAX TO (03) 9874 6424 OR MMS TO 0499 029 966 NO LATER THAN 5pm MONDAY