



*Commercial Systems
Australia Pty. Ltd.*

49-51 Vinter Avenue, Croydon Vic 3136
03 9725 9344 / 03 9725 9744
admin@commercialsystems.com.au
www.commercialsystems.com.au

Policy Manual

An introduction to our OHS management system

CONTENTS

Page	Title
1	Contents
2	<u>Introduction</u>
3	<u>OHS policy</u>
5	<u>General policies</u> <ul style="list-style-type: none"> • Housekeeping • Smoking • Personal behaviour • Safety rules for workshop • Wearing of jewellery • Health and hygiene • Drugs, narcotics and alcohol • Medications • Allergies • Visitors • Training, licences and certificates • Hazard identification / Stop work and hazard reporting • First aid / medical emergencies • Accident / incident investigation and reporting • Emergency evacuation • Work area protection and hazard notification • Personal protective equipment • Tools and equipment • Power tools • Ladders • Working at heights • Industrial powered vehicles, including lift devices • Motor vehicles • Material handling • Hazardous material management including compressed gasses • Crane hoist and other lift equipment • Worksite inspections
7	<u>Objectives</u>
8	<u>Organisation chart</u>
9	<u>Our key people</u>
10	<u>How our management system works</u>
14	<u>AS/NZS 4801:2001 Clause Matrix</u>

INTRODUCTION

Commercial Systems Australia have been the proud manufacturers of public furniture items for over 20 years.

Designers, manufacturers and installation contractors of quality public furniture for:-

- Shopping Centres
- Streets and Malls
- Schools & Universities
- Sporting Venues
- Entertainment Centres
- Parklands

DESIGN

Commercial Systems Australia Pty. Ltd. employs qualified Designers Engineers to assist in the development of concept ideas through to full computer aided shop drawings. Trained in the finer skills of shape, materials, ergonomics and colour, our design staff offer the opportunity for unique furniture to suit any project.

MANUFACTURE

Skilled timber and architectural metal workers combine select quality materials and the most modern tooling and machinery to produce public furniture to the highest world standards. Manufactured in our factory in Melbourne.

INSTALLATION

Commercial Systems Australia Pty. Ltd. installation teams have successfully undertaken projects from the largest railway projects to full streetscape and mall construction. Our experienced installers have the expertise and equipment to carry out every type of site installation.

OHS POLICY

The occupational health & safety of all those affected by our scope of works is at the heart of our organization and will be addressed and monitored at the highest levels of our organization. Resources appropriate to the level of risk each hazard poses will be made available to assist in the reduction, or where possible the elimination of the risk posed. To demonstrate our commitment to our safety policy, we will:

- Comply with relevant legislative and statutory requirements, and advisory standards.
- Provide premises, plant & equipment together with systems of work that are safe.
- Ensure the workplace health & safety of all people at work by providing a suitable environment, and the information, instruction, training & supervision required.
- Provide personal protective equipment to staff
- Provide adequate first aid, emergency procedures and access to appropriately trained personnel.
- Encourage consultation & participation to promote & maintain safe & healthy conditions.
- Investigate reported hazards promptly.
- Investigate promptly any accident, incident or near miss and undertake corrective actions as soon as possible.
- In the unfortunate event of injury requiring rehabilitation services, we will seek to facilitate an early return to work, in consultation with the injured person, medical experts and management
- Establish measurable objectives and targets to ensure continual improvement and prevention of work related injuries
- Monitor compliance with Safety Management System, and our OHS performance.
- Develop and continually improve our safety management system.

Occupational health & safety is also the responsibility of all management, staff and contractors. Specific OHS responsibilities for each level of the organization are outlined below:

MANAGERS

- To ensure that this policy and the Safety Management System is communicated and implemented in their area of control.
- To ensure effective consultation on safety issues between staff and management.
- To request resources for safety compliance from top management

SUPERVISORS

- To ensure compliance with the safety management system
- To ensure staff allocated tasks are competent to perform the tasks assigned them
- To report safety issues identified to management

EMPLOYEES

- To comply with safety instructions provided by management and supervisors
- To wear the personal protective equipment provided
- To ensure the health & safety of themselves and others in the workplace

CONTRACTORS

- To comply with safety instructions provided by designated company representatives
- Prior to commencement of activities, to communicate all those activities that will affect the health & safety of others and the appropriate measures to either eliminate the risk of injury or illness or reduce the risk to as low a level as possible

Our philosophy:

- All injuries can be prevented.
- Consideration will be given to determining a safe and healthy work method for each and every activity

General Manager: _____ **Date:** _____

GENERAL POLICIES

These general OHS policies are intended to support our overall policy, and provide direction on specific issues. A copy of them should be made available to all new employees during their induction. They will also be made available to all employees and relevant contractors.

Housekeeping

Good housekeeping helps promote our company image and it will reduce the risks to injury & illness, and equipment & product damage.

Good housekeeping also helps to conserve space, time and effort.

Good housekeeping is:

- Keeping all areas free from rubbish, paper and scrap by placing them in the bins provided
- Ensuring that OHS warning and advisory signs are kept in good condition
- Keeping walkways and exit points free from all objects and obstructions
- Ensuring stock, work in progress and finished product are stored in a safe neat and orderly manner
- Keeping plant and equipment in a clean and working condition
- Keeping outside areas neat and tidy
- Cleaning up all spills and any other messes immediately
- Keeping drains leading to waterways free of environmentally hazardous substances.
- Making safe any protruding objects that are a hazard

Employees are expected to clean up after use of an area.

Smoking

Smoking at work is only permitted outside the building, and only during designated meal breaks. Failure to adhere to this rule may result in disciplinary action.

Personal Behaviour

Any person caught fighting or bullying may be dismissed. Bullying includes behaviour that intimidates, offends, degrades or humiliates a person.

Practical jokes and skylarking will not be tolerated as they often lead to injury.

Safety rules for the workshop

- Do not trip or wrestle another person in your work area
- Walk, don't run along corridors or on staircases
- Never throw things about the workplace
- Concentrate on the job you are doing but be aware of what is happening around you
- Take notice of signs and barriers erected to indicate unsafe areas or conditions
- Do not distract anyone who is concentrating on his own job.

Wearing of Jewelry

The wearing of exposed jewellery i.e. rings, necklaces, earrings, nose-rings etc. whilst operating machinery, near electrical equipment, loading and unloading and wherever else a risk to health & safety is not permitted.

Health & Hygiene

All personnel are required to arrive for work fit to perform all duties and responsibilities assigned.

Personnel will:

- Ensure all harmful substances are kept separate from eating areas and cleaned from the body prior to eating
- Avoid wearing other people's personal protective equipment
- Keep personal protective equipment in good working order and clean hands before putting on
- Change any personal consumables after use by date expiration and when not fit for use.

Drugs, narcotics and alcohol

Our strict policy is that the performance of our staff and others must be unimpaired by substance misuse whilst on the premises and or whenever working for the company.

Medications

All persons taking prescribed medications are to advise their Manager of the details. If a risk to safety applies, these must also be reported to your Manager.

If your prescriptions state that they will cause drowsiness, you should not operate any plant where there is a risk of injury, or carry out any work that puts others or yourself at risk of injury.

Allergies

Persons with a past medical history of allergy are strongly advised to record the following information with their Manager:

- Type of allergy
- Degree of reaction
- Treatment if required
- Any other relevant information.

Visitors

- All visitors must be directed to report to reception on arrival.
- The receptionist will arrange for them to log in, see our OHS guidelines, and be issued with a security ID card
- Visitors must always be under the supervision of an employee

Training, Licenses and Certifications

Staff must have all appropriate professional training, licenses and certifications required for the work being performed. Training records and copies of licenses, certifications are stored in the employees personal file.

Hazard Identification / Stop Work & Hazard Reporting

It is the employees responsibility to be aware of all dangers or hazards associated with the work performed and the work environment and to remove and / or control the hazard or danger prior to commencement of work. All potential or existing dangers or hazards observed by the employee shall be reported to the Factory Manager. Any danger or hazard observed beyond the control of the employee is to be reported to the Factory Manager immediately and the employee is to avoid the hazard or danger until it is eliminated or controlled.

The employee may not conduct any work that may result in a danger or hazard to people, environment or property. Where an existing danger or hazard is present, or where the employee reasonably believes that an imminent danger or hazard is present, the employee has the right to stop work so that the danger or hazard is eliminated or safe work practices are incorporated. For the purposes of this policy, a danger or hazard may include, but is not limited to:

- A situation for which the individual is not properly trained or experienced.
- A situation for which the individual is not equipped (i.e. safety or personal protective equipment).
- A situation where the individual believes that proper procedures and work practices are not being followed.
- A hazard that is not typical to the individual's work activities or job.
- A worker unfit for work due to the influence of alcohol or illegal or mind-altering substances.
- A danger that would normally stop work in the affected area.
- A situation where the environment may be adversely affected and regulatory authorities would be involved;
- A situation which may result in equipment / property damage.

Any stop work situations are to be reported immediately to the Factory Manager The Factory Manager is to be advised of the danger or hazard, the corrective action and when the situation is resolved.

First Aid / Medical Emergencies

Commercial Systems Australia Pty. Ltd. ensures that first aid, emergency medical services and transportation are provided to its employees. Commercial Systems Australia Pty. Ltd. also required to provide trained first aid services, supplies, and equipment as applicable.

Accident / Incident Investigation and Reporting

Employees are required to report all accidents / incidents, regardless of severity, to their Factory Manager on the CSA Incident Injury Report Form. All incidents resulting in serious injury or illness, damage to property or equipment or environmental contamination are to be reported to management immediately. All near misses that may have resulted in serious injury or illness, damage to property or equipment or environmental contamination are also to be reported immediately. Employees must also report immediately to management any unplanned or uncontrolled fire, explosion or flood, as well as any collapse or failure of a building or structure.

Where the incident resulted in a recordable injury (time loss and / or medical aid sought) or where a regulatory authority must be contacted (e.g., Ministry of the Environment or Ministry of Labor), management is to be notified concurrently and a copy of the investigation report is to be forwarded upon completion. It is the General Managers responsibility to contact the appropriate regulatory authority when it is required due to the nature of the incident. Where reporting of an incident to a regulatory authority is required, the employee shall comply in accordance with applicable health and safety legislation in the course of any subsequent investigation or inspection and, where required, the incident scene shall not be disturbed or altered until the site is released by the appropriate regulatory authority.

Emergency Evacuation

In order to ensure personal safety, employees are required to be aware of all the emergency evacuation procedures for the location of work.

Work Area Protection and Hazard Notification

All work areas must be appropriately barricaded and signed where required. The installation team are responsible for providing signs, cones, plastic sheets, guardrails and other materials to create an effective barricade to isolate the work environment from the building occupants and to prevent unauthorized access. Any requirements to block means of egress, fire, life or other safety equipment must first be approved by management. Signs and barricades may not be removed until the work is completed or all hazards are eliminated

Where the work being conducted may create a temporary hazard to the building occupants (e.g., wet floor) the employee shall ensure the appropriate signage and / or barriers are posted. The signs / barriers may not be removed until the hazard is eliminated.

Where work being conducted could affect the health, well being or comfort of the building occupants (e.g., paint fumes) the employee shall inform the building occupants through the Factory Manager prior to the start of work.

Personal Protective Equipment (PPE)

The Factory Manager and General Manager are responsible for conducting job assessment to determine the appropriate PPE necessary for the work being conducted and are responsible for its provision. Employees must also be able to demonstrate that they have been trained in and conducted proper inspection, maintenance, and safe use of that equipment.

Tools and Equipment

Commercial Systems Australia are responsible to provide tools, equipment and vehicles required to conduct the work in a safe manner in accordance with all regulatory requirements. OHS Management are responsible for the safe operation of any equipment brought on location and must be able to demonstrate that all operators of said tools and equipment are trained and qualified to do so. OHS Management are also responsible for the inherent integrity of the tools and equipment itself and must be able to demonstrate that the equipment has been properly maintained and is safe for use.

Power Tools

All power tools are to be tagged and tested every 12 months. The employees must be properly trained in their use and the tools are to be maintained in a safe operating condition.

Ladders

All ladders are to be maintained in good condition at all times and inspected prior to use. Employees using ladders must do so in a safe and responsible manner. Any defective ladders are to be tagged as such and removed from site.

Working at heights

It is OHS Managements responsibility to select the appropriate fall protection measures for the work to be performed. When working at heights, the area below is to be cordoned off as the work area protection requires. OHS Management must be able to demonstrate that all equipment is inspected and maintained as per regulatory requirements and that all personnel have current and appropriate training.

Industrial Powered Vehicles, including Lifting Devices

All employees operating industrial powered vehicles must be trained and licensed or certified in the operation of the particular equipment to be used.

Motor Vehicles

All employees operating motor vehicles are to have and maintain a valid driver's license and a responsible driving record. Employees must exercise due caution when driving on customer sites.

Material Handling

All employees involved in manual material handling should be aware of and trained in proper material handling procedures and are to use material handling equipment where appropriate. Equipment is to be properly maintained and all employees are to be trained in its use and safe operation.

Hazardous Materials Management, including compressed gases

Employees are required to obtain permission prior to bringing hazardous materials to a work location. Quantities brought and maintained at location of work should be minimized and appropriate to the nature and scope of work. OHS Management must maintain an updated inventory of hazardous materials on-site; current Material Safety Data Sheets are to be located in proximity to the hazardous materials storage and areas of use and must be accessible to staff and emergency response personnel. It is the OHS Management teams responsibility that all hazardous materials are properly handled and stored in accordance with all regulatory and code requirements and all WHMIS labeling requirements are met.

Any releases or spills that results in a requirement to contact a regulatory authority must be investigated and reported as per the Accident / Incident Investigation and Reporting section.

Crane, Hoist, and Other Lift Equipment






All operators must be trained and certified in the equipment being used. The equipment is to be maintained as per the manufacturer's recommended maintenance and safety requirements and an up-to-date inspection report certifying the equipment is to maintained. The employee must ensure that loads never exceed the set limits and that suspended loads are never left unattended.

Worksite Inspections

All worksites requiring tools or machinery other than standard hand tools are to be inspected for hazards, when found corrected or isolated as applicable. Required frequencies are at the start of a project, when site conditions change, after an accident or at a minimum once per month there after. All inspection reports shall be without delay forwarded to the General Manager.

OBJECTIVES

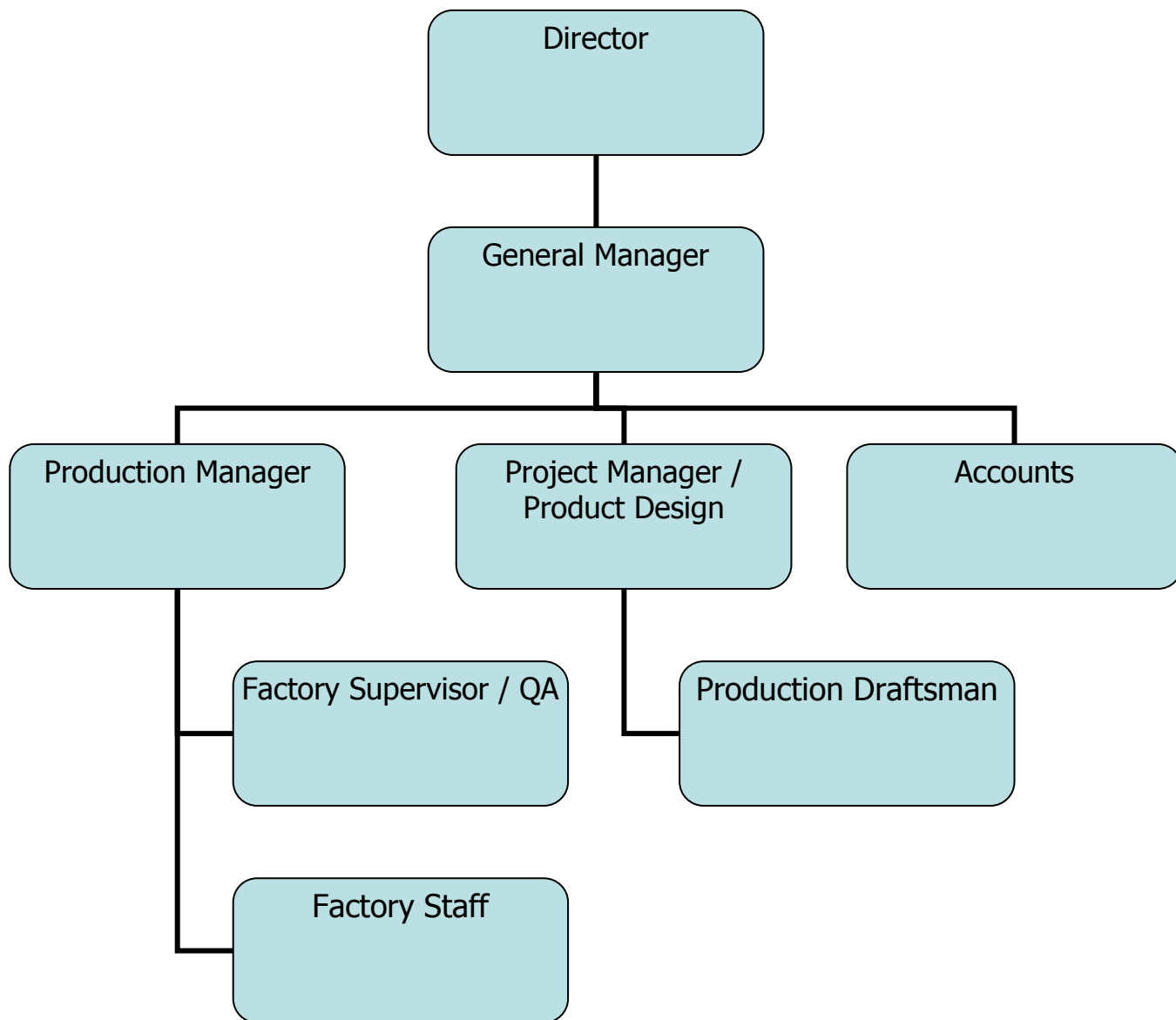
We have set out the following overall OHS objectives for our business:

-  TO PROMOTE AND SECURE THE HEALTH, SAFETY AND WELFARE OF PEOPLE AT WORK.
-  TO PROTECT PEOPLE AT WORK AGAINST HAZARDS.
-  TO ASSIST IN SECURING SAFE HYGIENIC WORK ENVIRONMENTS.
-  TO REDUCE, ELIMINATE AND CONTROL HAZARDS.
-  TO FOSTER CO-OPERATION AND CONSULTATION BETWEEN EMPLOYERS AND EMPLOYEES.

We set measurable targets related to each of the above, and these are documented in the Qudos System 3 Objectives module.

Our success at meeting these targets and opportunities for improvement is considered at management review meetings.

ORGANISATION CHART



OUR KEY PEOPLE

DIRECTOR

Has the ultimate responsibility for OHS within the organization.

OHS Manager (The OHS Manager is the Management Rep for the OHSMS)

The OHS Manager is a member of the company management team, and has the responsibility and authority for ensuring that the OHS management system is established, documented, and implemented in accordance with requirements. This includes ensuring effective internal communications.

The OHS Manager reports to the Director on performance of the management system in management review meetings and recommends any improvements. Reports include:

1. OHS performance reporting, including results of OHS audits and reviews
2. Reporting of incidents and failures
3. Report on hazard identifications
4. Reporting on risk assessments
5. Reporting on preventive / corrective actions
6. Status of statutory reports

The OHS Manager communicates with other interested parties on matters related to the system. These parties may include:

- Government and regulatory bodies
- Certification bodies
- Suppliers / subcontractors
- Customers

OHS Committee members

- General Manager
- Production Manager
- Factory Manager

All Employees

All employees have a key role to play, and are:

- Expected to share the management's commitment to maintaining a safe and healthy working environment
- Authorised & responsible for monitoring, identifying and reporting of any problems or opportunities for improvement
- Responsible for complying with the policies and procedures that form part of this management system, and any applicable legal and regulatory requirements.

All contractors

1. Prepare and submit safe work method statements for any high-risk activities before starting work on site (Must be approved the OHS Manager)
2. Notify management of any incident, injury, near miss, emergency or accident on the premises
3. Perform all activities and work in a safe and healthy manner and in accordance with the contract, safe work method statements and the workplace health and safety legislation.

HOW OUR MANAGEMENT SYSTEM WORKS

The Risk management approach

The overall aim of our OHS management system is to help us manage the risks we face. Our methodology for doing that is as follows:

Step	Discussion																																																						
Consider the context	<p>Hazards are considered in the context of:</p> <ul style="list-style-type: none"> • Our activities • The requirements we impose on ourselves in our OHS policies, objectives and targets • The requirements imposed on us by legal and regulatory bodies • Contractual requirements • The perceived expectations of the wider community 																																																						
Hazard identification	<p>We have established an integrated methodology for hazard identification including:</p> <ul style="list-style-type: none"> • Regular workplace inspections • A program of internal and external audits • Well-established ad-hoc hazard reporting program • Safety committee comprising representatives of management and employees • Procedure to initiate hazard analysis in the event of changes to working arrangements, new plant, materials, or cause for concern 																																																						
Analyse the risk	<p>We use the matrix method with the following descriptors and values.</p> <table border="1" data-bbox="438 1167 1236 1379"> <thead> <tr> <th colspan="2" rowspan="2"></th> <th colspan="5">CONSEQUENCE</th> </tr> <tr> <th>Insignificant</th> <th>Minor</th> <th>Moderate</th> <th>Major</th> <th>Catastrophic</th> </tr> </thead> <tbody> <tr> <th colspan="2">LIKELIHOOD</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> <tr> <td>Almost Certain</td> <td>A</td> <td>H</td> <td>H</td> <td>E</td> <td>E</td> <td>E</td> </tr> <tr> <td>Likely</td> <td>B</td> <td>M</td> <td>H</td> <td>H</td> <td>E</td> <td>E</td> </tr> <tr> <td>Moderate</td> <td>C</td> <td>L</td> <td>M</td> <td>H</td> <td>E</td> <td>E</td> </tr> <tr> <td>Unlikely</td> <td>D</td> <td>L</td> <td>L</td> <td>M</td> <td>H</td> <td>E</td> </tr> <tr> <td>Rare</td> <td>E</td> <td>L</td> <td>L</td> <td>M</td> <td>H</td> <td>H</td> </tr> </tbody> </table> <p>Our Risk Assessment procedure includes an explanation of each level of probability and consequence in the context of our activities.</p>			CONSEQUENCE					Insignificant	Minor	Moderate	Major	Catastrophic	LIKELIHOOD		1	2	3	4	5	Almost Certain	A	H	H	E	E	E	Likely	B	M	H	H	E	E	Moderate	C	L	M	H	E	E	Unlikely	D	L	L	M	H	E	Rare	E	L	L	M	H	H
				CONSEQUENCE																																																			
		Insignificant	Minor	Moderate	Major	Catastrophic																																																	
LIKELIHOOD		1	2	3	4	5																																																	
Almost Certain	A	H	H	E	E	E																																																	
Likely	B	M	H	H	E	E																																																	
Moderate	C	L	M	H	E	E																																																	
Unlikely	D	L	L	M	H	E																																																	
Rare	E	L	L	M	H	H																																																	
Evaluate the risk	<p>Risk levels are derived using the matrix. Once again, our Risk Assessment procedure includes an explanation of each level of risk in the context of our activities.</p>																																																						
Control the risks	<p>We have a risk control procedure that specifies a hierarchy of controls. In order of preference, these are:</p> <ol style="list-style-type: none"> 1. Elimination 2. Substitution 3. Isolation / separation 4. Administration 																																																						

Our risk management strategy list hazards, assess the risk they pose, and plan control measures. The risk management process is thereby integrated with our wider OHS and business improvement initiatives. Information and performance data is instantly available for management review or perusal.

Planning and Review

A management review of the system is carried out periodically to ensure it's continued suitability for purpose, and effectiveness in satisfying requirements (Including those of AS/NZS 4801:2001). These reviews take place at least once a year. They include, but are not restricted to:

- Assessment of the results of the regular internal audits
- Any external audits, certification issues
- Consideration of the needs and expectations of our customers. Particular attention will be paid to any customer feedback that may be received
- Consideration of the need to update the system in respect of any new materials / substances used, new technology, new operational practices, changing social and environmental conditions
- Consideration of the performance of the system and any suppliers / subcontractors
- Review of any accidents / incidents / improvement requests, and the status of any corrective or preventive actions
- Consideration of actions to be taken to promote OHS improvement

A record of reviews is kept in the form of minutes.

In addition to the review by top management, our OHS committee members meet on a more regular basis to help monitor and manage the system.

System Documents

This **manual** forms the top tier of our system documents. It does the following:

- Contains our policy statement, and overall objectives
- Generally outlines our arrangements for addressing the various clauses in AS/NZS 4801:2001
- Refers to the procedures and other controls in place

We have a series of documented **procedures** that meet the standard's compulsory requirement in the following areas:

- Monitoring and measurement
- Hazard identification
- Risk assessment
- Control of risks

In addition to these, we have chosen in some instances to document other **procedures** or **plans** to help control important activities.

Our system includes various other types of documents including:

- Standard letters
- Forms
- Checklists

Communications Channels

Various means are used to communicate information about our OHS management system. These include:

OHS committee Meetings

These are held on a quarterly basis, and are attended by employee representatives. They consider all aspects of our OHS management system. Minutes are published on notice boards, and copies are available on request from the OHS Manager.

Team Meetings

These are held on a monthly basis, and are timed so all employees may attend them. The relevant manager provides news and a summary of our organisation's performance in various respects e.g. OHS, quality etc. Trends and major issues are explained, and everyone has the opportunity to raise questions and comment.

Notice boards

There are several notice boards located around the building. These provide information on various matters – including OHS. The OHS Manager and reps use the notice boards to deliver news on the results of external certification audits, and to advise on any new health and safety initiatives.

Email

The OHS Manager and reps use email to inform people about OHS matters.

AS/NZS 4801:2001 CLAUSE MATRIX

Clause	How addressed
4.2 OHS Policy	Policy statement in OHS manual, on server, and framed copies on wall in various locations
4.3 Planning	Methodology for hazard identification, risk assessment and control outlined in OHS manual and described more fully in procedures
4.3.2 Legal and regulatory	Subscribe to Vecci
	Regular checks of applicable legal / regulatory requirements via industry association and government advisory bodies
	Management review issue
4.3.3 Objectives and targets	At high level, objectives are planned / reviewed at management review meetings
	Individual managers set complementary objectives and targets throughout the organisation
	Planned / monitored
4.3.4 OHS management plans	Annual project plan
	SWP (Safe Working Practice) for a specific task / location
4.4.1 Structure & Responsibility	Organisation chart
	OHS Manager / Co-ordinators / Reps
	Standard clauses on OHS issues for sub-contractors
4.4.2 Training & Competency	Induction procedure
	Training procedure
	Employee development procedure
	Planned / monitored
4.4.3 Consultation, communication and reporting	OHS meetings
	Notice boards
	Incident reporting procedure
4.4.4 Documentation	OHS Policy manual
4.4.5 Document and data control	Document and data control procedure
4.4.6 Hazard ID, risk assessment & control	Risk management procedure
	Detection systems
	Hierarchy of controls
4.4.7 Emergency prep and response	Procedures
	Fire drills
	Alarm systems
	First aid
4.5.1 Measurement and monitoring	Health surveillance
	Measurement/monitoring devices workbook with procedure
	Employee surveys / consultation meetings
4.5.2 Incident investigation, corrective & preventive action	Procedures

	Records management procedure
	Data backup & restore procedure
	Server / backup media
	Filing cabinets
4.5.4 OHSMS audits	Procedure
	Trained auditors
4.6 Management review	Regular meetings

Notes: