



TOTAL WORK SOLUTIONS

Employee Safety Handbook

Introduction

This booklet contains important Safety information for Total Work Solutions employees.

At all times you should remember that you are an employee of Total Work Solutions, everything you do and say reflects on you, Total Work Solutions and the company you are working at. If you are ever unsure of anything contained in this booklet or to do with your work you should immediately contact Total Work Solutions and discuss it with us.

Our main aim is that when you have completed your induction, you are equipped with the safety and health knowledge of your workplace. There should never be any misunderstanding on the employee's behalf.

In the event that you lose your Total Work Solutions Safety Handbook, we ask you to contact your Recruitment Consultant and request a copy be given to you.

We hope you enjoy working for our organisation.

Our Business

Total Work Solutions is a wholly Australian-owned company.

Built on a foundation of quality, trust and reliability, we have a long standing reputation for delivering a service specifically tailored to the needs of both clients and candidates.

Astute recruitment and retention is critical to the success of every business. With businesses striving to achieve greater efficiency and competitiveness in a challenging marketplace, it is absolutely essential to have the best people.

Using some of the most advanced systems and techniques available, our expert consultants are equipped to determine the skills, knowledge and experience required to produce a positive and rewarding outcome for both client and candidate.

GENERAL INFORMATION

It must be understood that Total Work Solutions will not tolerate any of the following practices in any workplace:

- working under the influence of alcohol or other drugs;
- gambling, horseplay or fighting while at work;
- theft from the workplace or any other property or equipment belonging to fellow work-mates;
- wilful damage or destruction to the workplace or any other property or equipment belonging to work- mates;
- entry into areas that are restricted;
- not following safe work procedures or standards;
- failure to wear, use or maintain personal protective equipment or clothing;
and
- unauthorised use of equipment and machinery.

Your First Day

Total Work Solutions will ensure you are provided with the necessary information prior to the commencement of an assignment. We expect that on the acceptance of an assignment with Total Work Solutions that you commit to the full length of the placement. As a representative of our company we also expect that you are punctual, presentable and reliable.

Running Late or Sick

If you are sick and unable to attend work or you are running late please contact your Total Work Solutions consultant as soon as possible so that we can inform the Client of the situation.

Internet & Email Use

Total Work Solutions employees are expected to adhere to proper use of communication systems whilst on assignment. The communication systems are owned and operated by our Clients and should be used solely for the purpose of the assignment. Internet and email activity may be monitored by our Clients. We also expect that during working hours private phone calls will be restricted to emergencies only.

Payroll

You are required to fill in a timesheet for each week detailing the hours in which you have worked. Some Clients may have a clock-in card system instead of timesheets however you will be advised of this prior to the commencement of your assignment.

It is your responsibility to complete your timesheets correctly. It should include your work hours, approved breaks and be signed off by your supervisor. Dependent on instructions given to you, you will either leave the timesheet with your supervisor for collection or post/fax to our office. Timesheet completion is essential because without them your pay cannot be calculated.

When do you get paid?

Payment will be made into your account by midnight on Wednesdays (unless any of the days proceeding is a public holiday in which case payment will be made by Thursday midnight). Pay will be deposited directly into your bank account on a weekly basis via electronic funds transfer (EFT).

Office Hours

Office hours are from 7am to 5pm. For more urgent enquires call your consultant or the office number as we provide a 24 hour answering service for emergencies. See the front page for contact details.

Sick & Annual Leave

As casual employees you are not entitled to holiday pay or sick leave. If you have any further pay queries please see your Total Work Solutions consultant.

Sexual Harassment & Bullying

Total Work Solutions expects that you act in a manner that does not give rise to:

- Workplace bullying or violence; and
- Sexual harassment and discrimination of another employee.

Any incidence involving bullying, violence and/or sexual harassment is to be reported to your on-site supervisor and also to your recruitment consultant.

Travelling To & From Work

When travelling to and from an assignment please consider the following:

- Always leave in good time so that you don't have to rush;
- Plan your trip if you are traveling to a new site;
- Utilise hands free devices when talking on a mobile phone in a vehicle; and
- If you are running late call your Total Work Solutions consultant. Do not speed!

Changes to your Work Assignment or Work Equipment

Total Work Solutions must be notified if your job changes or new materials, processes or machinery are introduced. This is important because new hazards may arise and your consultant may need to determine whether additional training or skills may be required.

Privacy

We value your privacy. Detailed below is an explanation of how we may use and disclose your personnel information. For further information please refer to our company privacy policy which can be accessed via our website.

How We Use & Disclose Personal Information

Your information is collected by us to facilitate the provision of employment services to you and our Clients. Employment services include, but are not limited to, the following:

- Recruitment of individuals for placement with Clients;
- Search and selection of individuals for placement with Clients;
- Recruitment of individuals for employment and on-hiring to Clients on assignment;
- On-hiring employees to perform work on assignment with Clients;
- Engaging contractors so as to sub-contract their services to our Clients;
- The provision of employment and industry related training;
- The provision of employment searching assistance; and
- The provision of outplacement services.

We may use and disclose your personal information for any of these purposes as well as any other purpose outlined by us.

In undertaking the provision of our services we may disclose your personal information to a range of individuals or organisations including:

- Potential and actual employers and Clients of us;
- Organisations that conduct assessments of an individuals suitability for the commencement of work including a particular position;
- Referees, past-employers and non-employing individuals you have worked with, including any organisation that is able to provide information to us on your employment history including but not limited to length of tenure, type of work completed, performance and conduct;
- Organisations and government authorities relevant to your employment including but not limited to superannuation funds, workers compensation insurers and agents, the Australian Taxation Office and State taxation bodies.
- In the course of our service provision we may contact individuals or organisations in relation to your employment history where such organisations and individuals have not been referred to us by you. Should you not wish this to occur you are invited to notify us as soon as possible and we will discuss with you the implications of such limitation

SAFETY IN OUR WORKPLACES

Introduction to the Total Work Solutions Safety Philosophy

Included in this Safety Handbook is information on the way our company manages Safety in the workplace. In saying this, we have developed a comprehensive “Occupational Safety & Health Policy” and expect all our employees to understand and comply with the policy requirements.

Total Work Solutions has developed policies, plans and procedures with the aim of providing and maintaining a safe work environment for our employees and contractors.

Effective safety and health management, along with productivity and quality, is a critical factor for the overall efficiency of our company.

The Total Work Solutions safety program is very much a JOINT effort. We encourage and appreciate your contribution to our safety initiatives. This may require you:

- being advised of Occupational Safety and Health hazards and receiving training about safe working conditions, safe work procedures and personal protective equipment;
- participating in any task specific training conducted by the company when you are requested;
- providing information to us about safety hazards and requesting information or making safety suggestions without fear of reprisal in any form; and
- being involved in an injury management and rehabilitation program if you suffer an injury at work.

SAFETY IN OUR WORKPLACES

Occupational Safety & Health Policy

Total Work Solutions understands Occupational Safety and Health is an integral part of its business operations. We believe no business priority comes before safety.

We will strive to continually improve our systems and processes. This will be done by continually monitoring our business activities and implementing beneficial changes when needed.

The Total Work Solutions business is committed to the health and safety of all our employees.

The Total Work Solutions team is actively involved in the management and planning of Occupational Safety and Health.

We encourage our employees to be active in observing and recommending changes in the workplace to reduce exposure to any risks and hazards.

Total Work Solutions expect all our employees to accept responsibility for their actions, to report unsafe acts and working conditions, and behave in a manner that reflects safe work practices and standards.

If at any time illness or injury results in a disability to our employees, Total Work Solutions will manage the Injury Management process to facilitate their safe return to gainful and meaningful employment.

Brian Smith
Managing Director
 Total Work Solutions

SAFETY IN OUR WORKPLACES

Your Safety Responsibilities

It is your responsibility whilst working for our company that you

- Look after your own safety and the safety of others around you.
- Undertake that all work carried out as directed by your supervisor will be done in the safest possible manner and follow the site or task safe work procedures.
- Obey all verbal and written safety instructions relayed to you by our Supervisors / Managers.
- Never carry out an activity if you do not feel safe or you are unsure of the safety procedures. If this occurs report your concerns to your supervisor or safety officer for safety directions.
- Report all accidents, near misses or illnesses to your site first aid officer, medical officer or supervisor immediately.
- Highlight tasks that require safe work procedures before starting the job.
- Report any hazards you identify or create.
- Correctly use all personal protective equipment required to perform the task.
- Ensure that all your personal tools and working equipment are in good working order and will not pose a hazard to you or any others who may come into contact with them.

SAFETY IN OUR WORKPLACES

Your Safety Responsibilities (cont...)

- Ensure that your work area is kept clean and tidy.
- Become familiar with the location of all emergency life-saving facilities such as first aid boxes/facilities, fire fighting equipment and emergency evacuation procedures. If you cannot familiarise yourself with these within your first 12 hours of employment ask your supervisor and Recruitment Consultant for direction.
- Only perform work that is within your competence, qualification and authorisation.
- Request authorisation from your Supervisor and Recruitment Consultant if you are requested to undertake any of the following;
 - hours of work, particularly if the hours will exceed 12 hours in a shift;
 - if the continuous shifts you are expected to work will exceed 13; and
 - rest periods with less than 10 hours between your shifts.

SAFETY IN OUR WORKPLACES

Your Personal Protective Equipment (PPE) Checklist

Before you commence work for the company, refer to the check list below to ensure you are well prepared for your duties. You are required to wear the mandatory PPE listed below.

MANDATORY PPE	
Safety footwear (ie. enclosed steel capped boots and shoes as appropriate for the task).	<input type="checkbox"/>
Long sleeve shirt with collar (KING GEE industrial style)	<input type="checkbox"/>
Full-length pants (KING GEE industrial style)	<input type="checkbox"/>
Prescription safety glasses (if required)	<input type="checkbox"/>

Additional specific PPE and safety equipment will be issued by your Supervisor as required for your job tasks.

SAFETY IN OUR WORKPLACES

Safety Induction

As a new employee of Total Work Solutions you will be given a site induction and familiarisation when you arrive on your first day. The Supervisor will conduct this induction and it **MUST** occur before you commence any work duties.

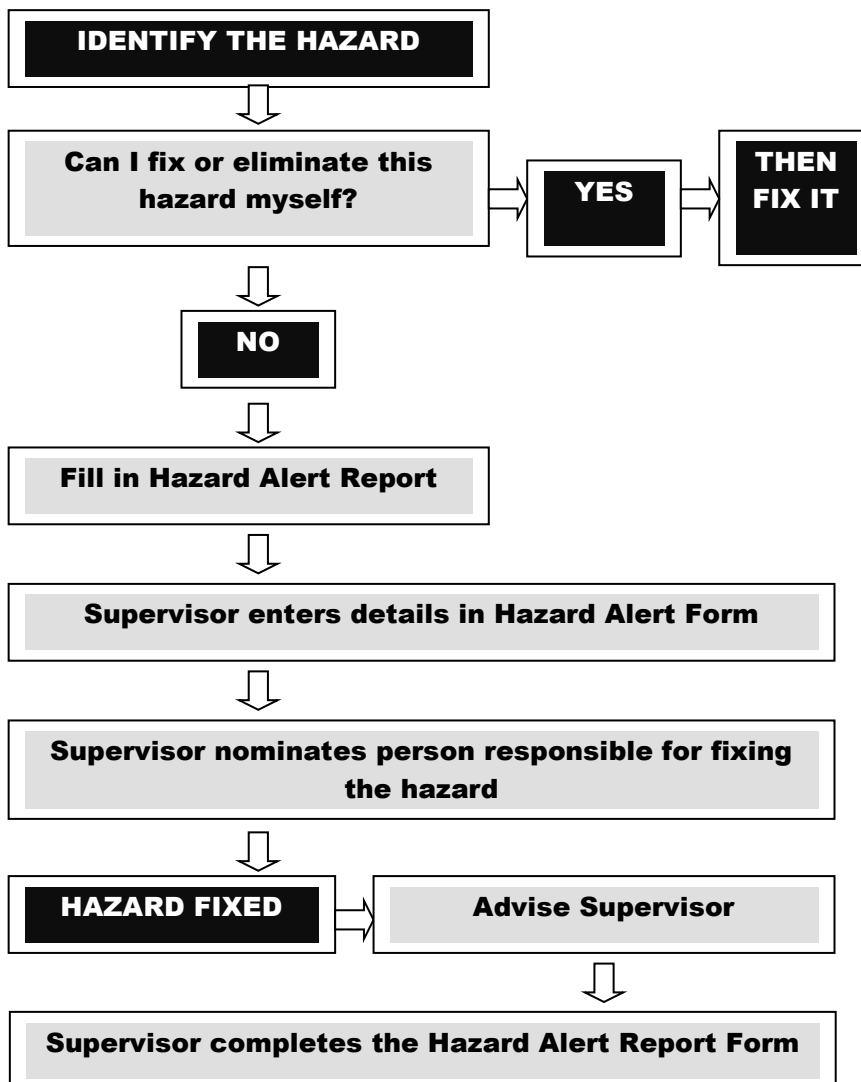
You will be asked to sign an Induction Verification Form that your Supervisor will use to highlight the most important safety aspects of your work duties for us Total Work Solutions. Your Recruitment Consultant will follow-up with you that this induction form has been completed on your first work day.

SAFETY IN OUR WORKPLACES

How to Report a Hazard in the Workplace

Our company recognises the importance of timely hazard reporting as a major component of the accident prevention program.

If you see a hazard, which can be identified, from observation, inspection, task observation, as a result of an accident investigation or unsafe condition follow the flow chart below:



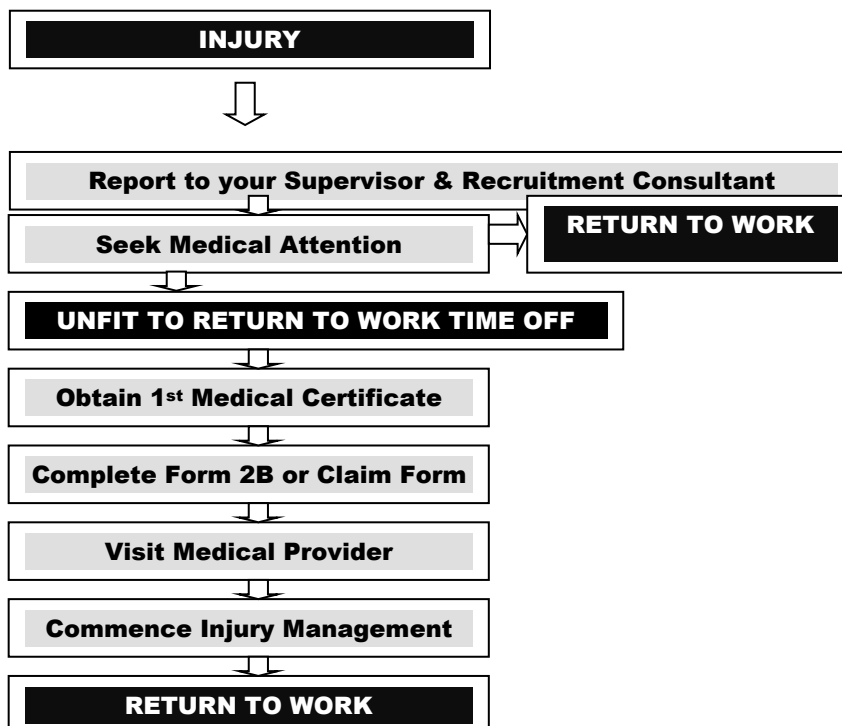
SAFETY IN OUR WORKPLACES

Reporting Accidents and Incidents

It is very important that we know about all injuries immediately they happen. We have a responsibility to manage all injuries to Employees. We cannot do this if we do not know about them.

Your conditions of employment require you to immediately notify your Supervisor no later than 8 hours from the time of the injury.

The following chart shows the steps to take in the event of an injury.



GENERAL SAFETY GUIDE

Basic First Aid Information

The following section is intended as a general guide and to reinforce the essential induction.

If an accident occurs, you may need to render first aid to an injured person until the site nurse, rescue team or ambulance arrives.

First aid should be given in this order of priority, no matter what the injury is:

1. SAFETY:- Preserve life - yours and the injured persons. Don't move the patient unless there is danger of further injury. Call for assistance.
2. PROMOTE RECOVERY:- Apply the "ABC of Life" and other necessary aids – ONLY if you are a qualified first aider.
3. PROTECT THE UNCONSCIOUS:- Put the injured person in the coma position – ONLY if you are a qualified first aider.
4. If you are NOT a qualified first aider, you must alert your site supervisor who will arrange for attendance by a qualified person.

DO NOT DISTURB THE SITE OF A SERIOUS ACCIDENT OR MOVE ANY EQUIPMENT IN THE AREA UNLESS IT IS NECESSARY IN ORDER TO MAKE THE AREA SAFE.

GENERAL SAFETY GUIDE

Manual Handling - Correct Lifting

The physical handling of materials often involves activities requiring the use of personal force in order to lift, push, pull, carry or restrain an object.

Almost any part of the body can be affected unless these activities are carried out correctly. Back and muscle strain injuries can be avoided by using the correct techniques.

Plan the lift by estimating the load and knowing exactly where it is to go.

1. THINK AND PLAN ANY LIFTING YOU PERFORM
2. MAKE SURE YOU HAVE A FIRM FOOTING
3. BEND YOUR KNEES
4. CHECK THE LOAD
5. MAKE SURE YOU HAVE A SECURE GRIP ON THE OBJECT
6. TIGHTEN YOUR STOMACH MUSCLES
7. KEEP YOUR BACK STRAIGHT
8. LIFT THE LOAD SMOOTHLY AND SLOWLY
9. KEEP THE LOAD CLOSE TO YOUR BODY



GENERAL SAFETY GUIDE

Fire Protection

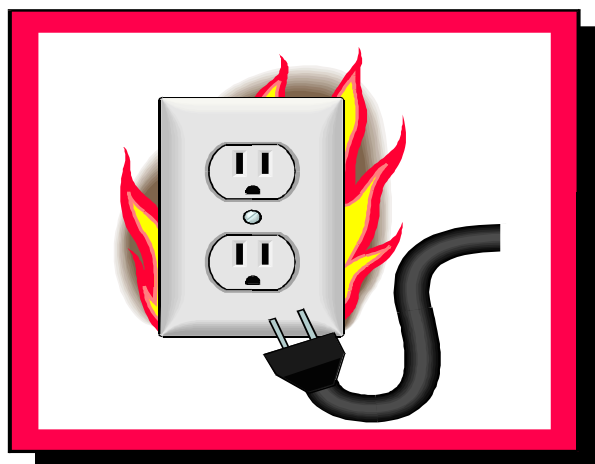
The basic elements necessary for the production of fire are fuel, oxygen and an ignition source. Prevention means keeping any of these three elements away from the other two.

Various first aid and back-up fire fighting facilities are available on all sites. You must not interfere with this vital equipment. **FIRE HYDRANTS, HOSES AND EXTINGUISHERS ARE EXCLUSIVELY FOR THE FIGHTING OF FIRES.** Ensure that any empty or faulty equipment is handed to your supervisor.

Make yourself familiar with all the fire fighting appliances. Check procedures with your supervisor and learn how to use the fire extinguishers in your work area. Never use conductive extinguishers, such as water or foam, on electrical fires.

REPORT ANY FIRE THAT YOU SEE, IMMEDIATELY.

If you discover a fire, extinguish it, if possible, then advise your supervisor. If you cannot extinguish it, raise the alarm immediately.



GENERAL SAFETY GUIDE

Working in Confined Spaces

A confined space is defined as a space of any volume which:

- is not intended as a regular workplace;
- has restricted means of entry and exit;
- may have inadequate ventilation or a contaminated atmosphere; and
- is at atmospheric pressure during occupancy.

SAFE WORK PROCEDURES MUST BE FOLLOWED WHEN ENTERING CONFINED SPACES, OR SERIOUS INJURY OR DEATH MAY RESULT. SEE YOUR SUPERVISOR FOR (SWP)

All personnel directed to work in a confined space must be aware of and understand the following procedures:

- a confined space entry permit must be sighted and signed by all persons on entering and leaving the confined space;
- a proper means of entry and exit is to be provided;
- 240 volt electrical cables are not to be fed into vessels through access openings;
- only 32 volt lighting is to be used;
- appropriate personal protective equipment, in accordance with the material safety data sheets for products in use, is to be worn;
- adequate ventilation is to be provided at all times;
- an observer is to be stationed at the point of entry;
- an appropriate fire extinguisher is to be available; and
- on completion of work the confined space entry permit must be checked and signed by supervisor.

GENERAL SAFETY GUIDE

Danger Tags

A danger tag is designed for your personal protection. It must be attached to the main isolating switch, valve, etc of equipment whenever there would be danger posed to someone if that switch was turned on.

If during your course of duties you come across a danger tag that prevents you from carrying out your duties do the following:

- Do not proceed and report your findings to your supervisor.
- You must not under any circumstances remove the danger tag, tamper with the danger tag or attempt to operate the machine that the danger tag relates to.
- Your supervisor will be responsible for conducting any on-site removal policies of the danger tag if deemed necessary.



GENERAL SAFETY GUIDE

Out of Service Tags

Out of service tags do not replace or mean the same as danger tags. These tags indicate that a piece of machinery is not to be used until the nominated component has been repaired.

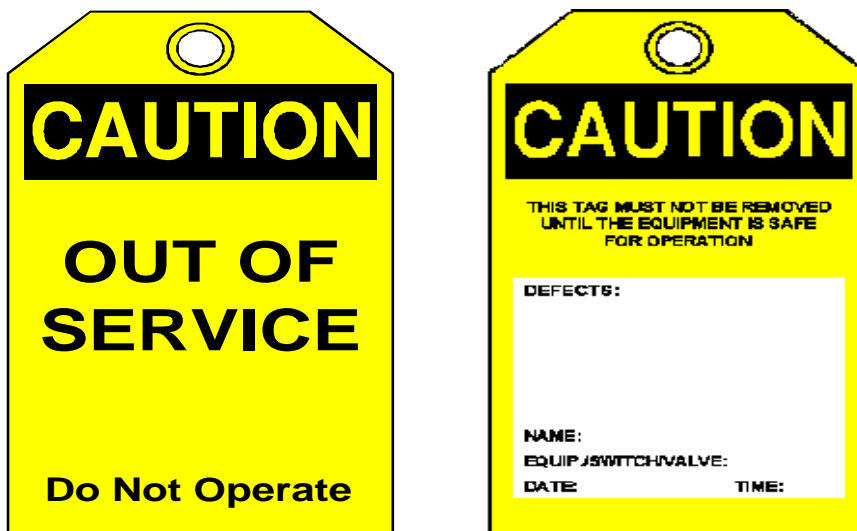
When to place an out of service tag:

- If you come across equipment, machinery, power tools, etc that are faulty, inoperable, unsafe or the continued use of the designated piece of equipment would cause further damage or create a hazard you must tag it with an out of service tag.
- Always apply the tag in a prominent place for all other personnel to clearly see e.g. a tag at the bottom of a ladder is not easily seen by someone who may proceed to climb the ladder.

Removal of an out of service tag:

The following personnel can only remove this tag from a piece of equipment:

- The person who completes the repairs or component replacement.
- The supervisor upon satisfaction that the equipment is now safe and operational.



GENERAL SAFETY GUIDE

Persons Falling

Falls are usually serious - if not fatal.

- Be conscious of your surrounds to prevent overbalancing, slipping or tripping.
- Be aware of slippery boards, the absence of guardrails, holes and penetrations not properly protected.
- Climbing supporting framework is prohibited. Ladders must be used for access to and from any work platform or supporting surfaces.
- Persons who are required to work from a mobile aerial work platform must wear an approved safety belt at all times.

If there is any necessity for persons to exit a working platform to carry out works whilst aloft, a safety harness must be worn and be connected to a safe anchorage prior to moving off the working platform.

The safety harness shall not be disconnected for any reason whatsoever until the person has returned to the working platform and is protected by the guardrails.



GENERAL SAFETY GUIDE

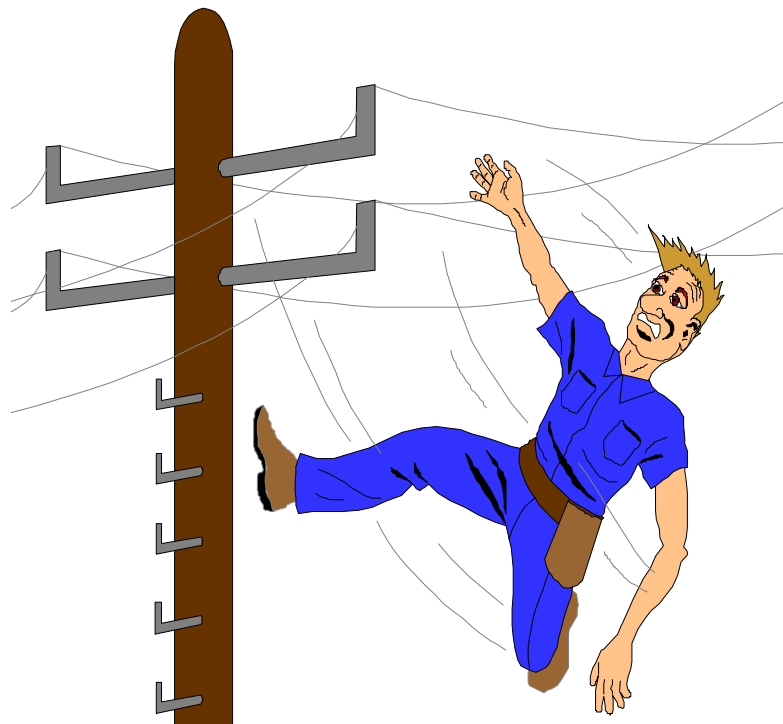
Electric Shock

Before attending to a person who has received an electric shock, make sure that the **POWER IS TURNED OFF**.

DO NOT TOUCH THE INJURED PERSON BEFORE THE POWER IS TURNED OFF.

If you cannot turn the power off, use heavy-duty PVC gloves or something made of rubber, dry wood or cloth to remove the wire or free the injured person.

If the injured person has stopped breathing, apply artificial respiration immediately. **ONLY** to be done by competent accredited CPR officer or first aider.

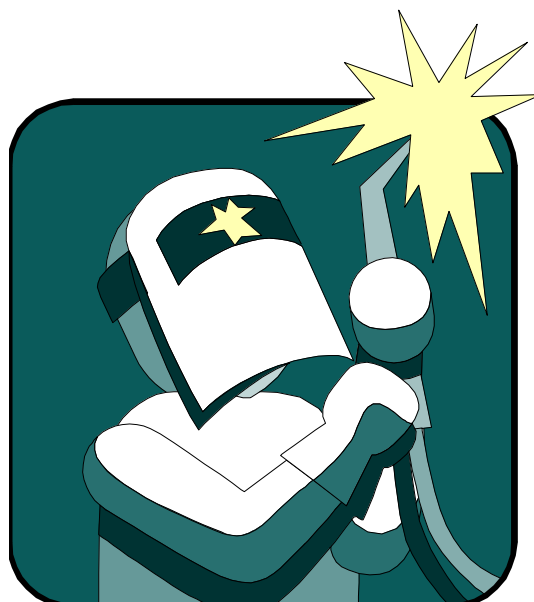


GENERAL SAFETY GUIDE

Hot Work - Welding and Cutting

Persons carrying out welding and cutting operations can be exposed to the following hazards:

- electric shock due to contact with electrically live components;
- radiation burns to the eyes or body due to the welding arc;
- body burns caused by weld spatter or hot or molten materials setting fire to clothing;
- fire and explosion due to arc, flame, sparks or spatter or electrical faults in combination with flammable materials, gases or liquids;
- eye injuries caused by foreign matter, such as, chipped welding slag;
- sickness due to inhalation of fumes from welding or cutting or from surface coatings on the materials being dealt with, such as, galvanising or paint; and
- asphyxiation due to displacement of oxygen by non toxic gases.



GENERAL SAFETY GUIDE

Hazardous Substances

There are FIVE types of Hazardous Substances;

ASPHYXIANTS

substances, such as cyanide, which prevent the body absorbing oxygen.

TOXIC

substances, such as pesticides, that can cause serious injury, major organ damage and death.

FLAMMABLE SUBSTANCES

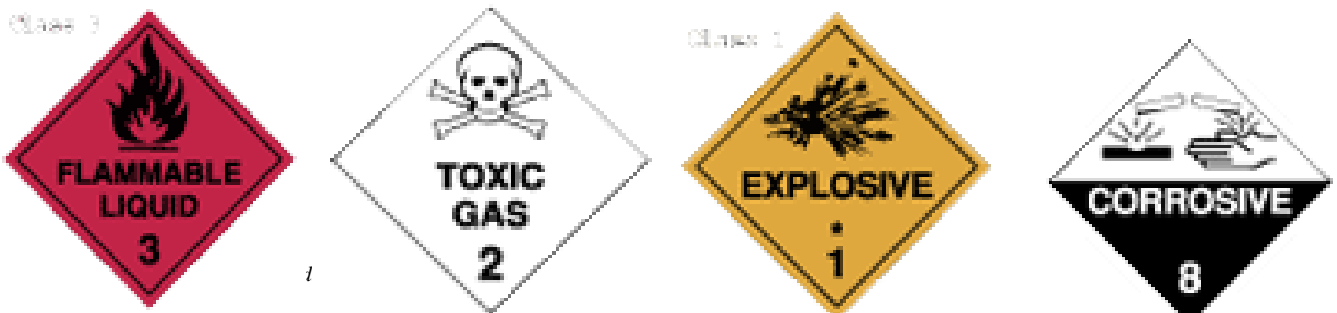
liquids and gases that form a combustible mixture with air.

EXPLOSIVES

mixtures and compounds that cause explosions.

CORROSIVES

substances, such as acids and caustic soda, that breaks down human tissue and other substances.



GENERAL SAFETY GUIDE

Compressed Air Safety

Injuries from compressed air can result in the following;

- Ruptured internal organs;
- Noise induced hearing loss;
- Fractures and bruises;
- Loss of an eye;
- Ruptured ear drums;
- Puncture wounds;

NEVER use compressed air to clean dust or other matter off your or any other persons body, contact with your skin can be fatal.

- Never use compressed air to clean your hair or clothes.
- Never direct compressed air at a person.
- Never clean a bench, machine tool or a floor with compressed air.
- Never drive vehicles over compressed air hoses.
- Never attempt to catch a hose that has become detached from a connection.

**Compressed air entering the blood stream
can cause death.**

GENERAL SAFETY GUIDE

Overhead Travel Cranes

Pre-use crane checks

Check:

- you are authorised and competent to use the crane;
- pendant controls are clearly marked
- emergency stop is functional;
- crane path is clear; and
- rollers, drums, and sheaves rotating freely.

Check the crane hook for;

- stretching or distortion;
- missing or damaged safety latch; and
- failure of latch to lock in position.



SUMMARY

Any Questions?

Total Work Solutions prides itself on how we treat our employees. This relationship must be based on mutual respect, professionalism and courtesy at all times.

If you ever feel you are not receiving the service you expect from any member of our staff THEN PLEASE TELL US.

All grievances can be reported in the first instance to the local Total Work Solutions Consultant and your client site Supervisor. Any serious issues will then be referred to the site manager for resolution.

We value all our employees and want to ensure that we all work safety and enjoy our work environment.

From the Total Work Solutions Management team we hope you have a long and rewarding relationship with us and the company.

Best Regards,

Brian Smith
Managing Director
Total Work Solutions

Office Locations

TOTAL WORK SOLUTIONS – BELMONT – WESTERN AUSTRALIA

Unit 5, 205 Corner of Alexander Rd and Robinson Av Belmont, Western Australia, 6104

Phone: (08) 9478-2511

TOTAL WORK SOLUTIONS – UPPER MOUNT GRAVATT - QUEENSLAND

3/45 Sanders St, Upper Mt Gravatt, QLD 4122

Phone: (07) 3849-0611

TOTAL WORK SOLUTIONS – PORT MELBOURNE - VICTORIA

Unit 98/21 Hall Street, Port Melbourne, Vic 3207

Phone: (03) 9645-6711