



Retaining Specialists Policies

Construction Policies

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IMS - INTEGRATED MANAGEMENT POLICIES

QMS-P-001 Quality Management Policy

The customer journey and a satisfied client are keys to our success of our Quality Policy and System.

Retaining Specialists believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice AS/NZS ISO 9001. The policy, organisation and procedures necessary to achieve the required standards are described in our Integrated Management System.

RS has a commitment to meet the requirements of our clients, as well as ensuring legal and regulatory requirements are met. Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

Fundamental is the drive to continually develop the QM system and helping to ensure it remains effective. All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required.

We encourage a proactive approach by all employees and welcome input of any ideas/suggestions.

Retaining Specialists senior employees are responsible for monitoring the quality system and report regularly to the Director on the system's implementation, status and effectiveness.

The objectives of this company are set out in the IMS Quality Objectives and Targets.

Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer has a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

Retaining Specialist provides to both the public and private sectors clients with the following services. These include:

- Retaining Walls.
- Rockfall Mesh.
- Catch Fence.
- Shotcreting.
- Rock Bolting.
- Underpinning/ Ground Improvement.
- Civil Works (Earth Retention)

Retaining Specialist is committed to continually improving the quality and cost effectiveness of services provided.

Director

Date 18/11/2021

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WHS-P-001 Work Health and Safety Policy

Retaining Specialist is committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, and welfare of workers, contractors, authorised visitors, and anyone else who may be affected by our operations.

Retaining Specialist is committed to ensuring we comply with the ISO 45001:2018, Work Health and Safety Act, the Work Health and Safety Regulations, applicable Codes of Practice and Australian Standards as far as possible.

Management will provide and maintain, as far as reasonably practicable:

- A safe working environment.
- Safe systems of work.
- Plant and substances in safe condition.
- Facilities for the welfare of workers.
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health.
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace.
- A commitment to continually improve our performance through effective safety management.

Each Worker has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment.
- Take reasonable care of the health and safety of themselves and others.
- Wear personal protective equipment and clothing where necessary.
- Comply with any direction given by management for health and safety.
- Not misuse or interfere with anything provided for health and safety.
- Report all incidents that occur on the job immediately, no matter how trivial, to their supervisor.
- Report all known or observed hazards to their supervisor or manager.

Retaining Specialist seek cooperation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero-incident rate.

This Policy applies to all business operation and functions, including those situations where workers are required to work on numerous sites.

Director

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EMS-P-001 Environmental & Sustainability Management Policy

Retaining Specialists activities have the potential to interact with the environment and we aim to minimize these interactions by integrating environmental considerations across all aspects of our business.

Retaining Specialists commits to comply with all applicable laws and regulations governing protection of the environment. Retaining Specialist is committed to ensuring we comply with the ISO 1400:2015.

Environmental and Sustainable construction practice is an integral part of our business. We maintain and enhance this by

- Using the **Environmental Management Systems** as part of RS IMS for the identification, classification, assessment and review of all issues relating to environmental and sustainable management.
- Continuously improving our services by setting measurable **goals**, providing/supporting ongoing **training** and constantly **monitoring and reviewing** the effectiveness of the management system. **IMS Objectives and Targets**.
- Provide services that meet or exceed relevant statutory legislation, industry guidelines, appropriate Australian and International Standards and applicable contracts.
- Identifying **specific environmental risks** that could occur as part of a **project** and **implementing** measurable objectives and targets to **minimize this risk**
- Implement site specific **Environmental Management Plans**.
- Promoting waste, water and energy reduction measures to our customers during the design and construction phases. Refer to **Waste Minimisation & Recycling – policy**.
- Identifying best practice environmental management procedures where possible to set an example to other interested parties* in our sphere of influence.
- Minimizing adverse impacts from our and our *subcontractors' activities on the environment.
- Requiring each sub-contractor to provide a work method statement documenting consideration of their potential to cause adverse impact on the environment, and methods to minimize these risks.
- Promoting environmental awareness throughout our Company/ crew and our sub-contractors through regular training.
- Maintaining effective communication and/or training to our employees, contractors, clients and visitors to ensure that environmental management practices are undertaken.
- Requiring each person working on a project to be informed of and aware of their role in relation to environmental protection, and methods to reduce environmental risk.

Retaining Specialists require our management, employees and sub-contractors to comply with this Environmental Policy, and will provide adequate resources to implement, maintain, review and improve this Policy on a regular basis.

Director

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CPC-000 Workplace Health & Safety Construction Policy

1. Legislative Requirements

Work Health & Safety Act (WHS Act).

2. Purpose

We are committed to providing a healthy and safe workplace for our employees and customers (including volunteers and contractors). This policy highlights our commitment to create a culture of safety, free from injury and illness through the participation, co-operation and commitment of everyone in the workplace.

3. Application

This policy applies to all of our employees, anyone who performs work for us and anyone who performs work on our premises (referred to collectively in this policy as “employees”). It applies to all work-related activities, including working from home, business travel and work functions. It applies whenever an employee’s conduct may affect our business.

4. Responsibilities

Both management and employees have a role to play to ensure we maintain a healthy and safe workplace.

Management is expected to:

- integrate health and safety into all aspects of our operations;
- eliminate or minimise hazards and risks to health and safety, as far as is reasonably practicable;
- comply with legislative requirements, current industry standards and co-operate with regulatory bodies, as far as reasonably practicable;
- aim for best practice systems of work;
- provide and maintain work environments that are safe and without risks to health;
- consult with employees and other parties to improve decision-making on health and safety and environmental matters;
- distribute and communicate safety information and safe work procedures;
- provide information, training and supervision to workers, contractors, clients and visitors to ensure safety;
- support and assist employees in effective injury management, return to work and rehabilitation;
- provide appropriate safety equipment and personal protective equipment.

Employees are expected to:

- take reasonable care for the health and safety of themselves and others at work;
- follow all safe work procedures, instructions and rules;
- report any incidents, injuries, near misses and health and safety hazards to their direct manager;
- participate in return to work programs where required;
- use safety equipment and personal protective equipment as instructed.

5. Risk Management

A 'hazard' is something with the potential to cause injury, illness or damage to property or to the environment.

If you become aware of a hazard, incident or near miss you should:

- seek appropriate first aid / medical attention if necessary;
- if it is safe to do so, do what you can to make the situation safer;
- report all hazards, incidents and near misses to your direct manager. It will then be your joint responsibility to take the appropriate steps to address the risk.

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6. Manual Handling

Before doing any heavy lifting or moving, it is important that you conduct an assessment to ensure the load is safe to lift. If the load that you are required to lift or move is either too heavy or too awkward to move, seek assistance from another person or find an alternative to lifting. Do not lift or move loads that are too heavy or awkward. If you believe a task is a manual-handling hazard it should be reported to your manager.

7. Emergency Procedures

All employees must ensure that they familiarise themselves with their nearest exits, the building's emergency evacuation procedures, the evacuation assembly area and first aid personnel.

Fire

If there is fire or smoke, immediately warn anyone in immediate danger and notify the nearest Supervisor or your Manager. Should the emergency occur outside of working hours, call your local fire brigade and give the following information:

- address of the building;
- nearest cross street;
- details of fire;
- your name and phone number.

Only if you are trained, and if safe, use portable fire extinguishers or hose reels to extinguish or control the fire. Prevent the spread of smoke or fire by closing doors before evacuating with other personnel. If evacuation is necessary, proceed to the nearest emergency exit and follow instructions of your local fire officer.

First Aid

We are committed to providing adequate first-aid personnel, equipment and facilities to deal with ill health and injuries to employees whilst they are at work. Emergency first-aid treatment can save lives and prevent minor injuries becoming major injuries. First aid equipment can be found in the administration office.

8. Breaches of this policy

Any employee who breaches this policy or any health and safety law may be subject to disciplinary action up to and including termination of employment.

Application of this policy

If any part of this policy is contrary to law or an industrial instrument, the law or industrial instrument will apply to the extent of the inconsistency.

This policy is subject to review by us and may be changed or revoked at any time.

If an employee has a valid reason for not complying with this policy, they should contact management so management can consider whether to grant an exception.

Neal McQuade
Managing Director

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CPC-001 Roles and Responsibilities within the Company

The following is an explanation of the roles and responsibilities of various personnel within Retaining Specialists' organisation regarding occupational health and safety practices.

1.1 PCBU – please note, these duties are not transferable

- Maintain a duty of care over those employed, or who's services have been engaged by the company. For example, it is the responsibility of the employer to eliminate or minimise risks to ensure the health and safety of workers, customers, and visitors in the workplace.
- Establish and maintain a safe work environment.
- Provide adequate information and supervision regarding work tasks/the work environment.
- Provide adequate training to workers to enable them to carry out required tasks in a safe and competent manner.
- Allow enough resources to barricade off and make worksites safe, ensuring the health and safety of the public, visitors and workers.
- Consult with workers to enhance the company's level of OHS and help prevent incidents in the workplace.
- Enforce OHS standards within the company.
- Provision of adequate personal protective equipment (PPE).

1.2 Workers (includes employees, sub-contractors, labour hire, and trainees)

- Take reasonable care for their own health and safety and the health and safety of others, including the diligent use of P.P.E.
- Comply with any reasonable instruction given by the employer/supervisor.
- Co-operate with reasonable policies and procedures put in place by the employer.
- Report incidents in the workplace including near misses and accidents which result in minor injury and above.
- Do not partake in discriminatory behaviour. Report all discriminatory incidents.
- Work in an efficient and productive manner. Do not compromise health and safety to speed up the progress of work tasks.
- Workers are legally allowed to refuse a work task if they deem that task to be unreasonable or unsafe. This matter then must be reported.

1.3 Site Supervisors/Managers (workers who take on a managing role of a working group)

- Ensure all workers are ticketed in basic OHS. For example, have attained their OHS white card.
- Ensure all workers are inducted onto site and signed onto the safe work method statement (SWMS) prior to that individual commencing work.
- Ensure adequate PPE is brought to site and used effectively.
- Lead toolbox safety talks where workers are briefed of the day's tasks and possible hazards.
- Identify emergency escape routes away from the worksite, including emergency assembly areas.
- Install sufficient barriers and signage to secure worksite from the public.
- Encourage safe work practices and set an example in this regard.
- Report all incidents, incompetent workers and any OHS breaches.
- Support and assist employees in effective injury management.
- Consult with employer.

Neal McQuade
Managing Director

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CPC-002 Incident Reporting

All workers have a duty to report incidents in the workplace. Without a report or record of an incident, it can be argued that the incident did not occur. This applies for all incidents including:

- Workplace incidents resulting in injury.
- Near miss incidents (where an incident/accident occurs however no one is injured).
- Injury as a result of a work task.
- Damage to plant.
- Injury to a visitor or unexpected visitor to site.
- A breach of site security.
- Missing/stolen tools/materials.
- Unlawful activities.
- Unreasonable/aggressive/unsafe behaviour from workers, including discriminatory behaviour.

2.1 Incident Reporting Procedure

- Alert supervisor/employer of incident (as soon as incident occurs).
- Fill out incident report and get signature of all those involved/witnesses.
- Take photos if required.
- Ensure incident report is submitted to Retaining Specialists office ASAP.
- Report must be documented.
- Follow instructions of supervisor/employer for further investigation and/or to fix the problem.

Neal McQuade
Managing Director

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CPC-003 Risk Management

The Hierarchy of Control is a control measure adopted by Retaining Specialists to manage risks in day-to-day tasks in the workplace.

3.1 Hierarchy of Control

1. Eliminate the hazard/risk completely.
2. Substitute the hazard with something safer. For example, instead of working from a ladder, use an elevated work platform (EWP).
3. Isolate the hazard to limit the amount of people exposed to it. For example, noisy work should be carried out away from other workers where possible.
4. Use engineering controls. For example, instead of carrying heavy materials to a job site, crane them in instead.
5. Administrative controls such as using warning signs to warn people of an upcoming hazard.
6. Personal protective equipment (PPE).

When confronted with a hazard/risk start at #1 and work your way down until the hazard/risk has been managed. The preferred methods of controlling risk are numbers 1,2,3,4. With number 5, & 6 being the least preferred options.

3.2 Risk Management Tools (incl. SWMS, CRAW)

To assist in the risk management process, Retaining Specialists use:

- Safe operating procedure manuals: used for higher risk tools and equipment and operation of plant.
- Hazard registers: a log of re-occurring hazards in day to day work tasks which have controls already worked out for them.
- Work Cover approved codes of practice as guidelines and ideas for dealing with hazards and risks.
- Job safety analysis (JSA): a set out of the job step and potential foreseen hazards and how workers will deal with it.
- Safe work method statement (SWMS): a mandatory document for high-risk work and a crucial document that allows works to begin on site. For works to begin, a SWMS document must be created (site and job specific) with each worker reading and signing the SWMS. NO WORK is to commence without a SWMS provided. A SWMS must be a computer typed document that is signed once understood by workers/ crew.
- A copy of this document must be kept ON SITE and one copy with administration.

Neal McQuade
Managing Director

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CPC-004 Injury Management/Workers Compensation

4.1 Injury Management

Retaining Specialists injury management program is outlined in the company's Return to Work program (RTW program).

Once an injury has been established in a worker (through incident reports/investigation etc), the appropriate processes outlined in the RTW program should occur (initiated by administration).

The aim of injury management is to get the worker back to work as soon as possible by completing tasks he/she is fit enough to manage. This will occur until he/she is fully fit to return to normal duties. These duties are delegated and are at the discretion of management, being advised by a medical professional.

4.2 Workers Compensation

Retaining Specialists are insured with workers compensation insurance to protect our workers.

Workers experiencing injury/ illness arising from work must notify the employer as soon as possible after the injury occurs. Incident reports/photos should also be completed as soon as possible to aid in the workers compensation claims process (See index number 2.1).

4.3 Sub-Contractors

Sub-contractors come under the classification 'workers', therefore while not directly tied to Retaining Specialists, they still fall under our banner when they have been engaged by us.

Neal McQuade
Managing Director

CPC-005 Sub-Contractor Health and Safety Management

5.1 Required Information

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Retaining Specialists Pty Ltd

When engaged by Retaining Specialists, any sub-contractors are the responsibility of the PCBU, in the same way employees are. Therefore, a level of information, supervision and documentation is required to be given to the sub-contractors to fulfil our health and safety requirements towards them:

- There must be a site-specific SWMS document for the job the sub-contractors are doing.
- All workers taking part must be signed onto the SWMS.
- A copy of the SWMS must remain on site (in possession of the sub-contractors) with another copy remaining in the office.
- Sub-contractors must be inducted onto a Retaining Specialists site through the 'Worker OHS Induction'.
- If sub-contractors are in control of a site, Retaining Specialists should keep records of any relevant health and safety information i.e. white card induction numbers, training certificates, their OHS policies, etc.
- Regular site check-ups by Retaining Specialists should take place on sites occupied solely by sub-contractors. A report on the condition of site and feedback on the safety manner the work is being carried out in should be created. These reports can help decide which sub-contractors suit Retaining Specialists and which don't.

5.2 Labour Hire Employees

Labour hire employees – including those employed on a daily basis – come under the classification 'workers'. There must be a level of information and supervision given to labour hire employees whenever their services are engaged by Retaining Specialists.

5.3 Requirements When Managing Labour Hire Employees

- Specify to the hire company the right labourer for the job. e.g., *skilled* labourer etc.
- Ensure the labour hire employee is inducted onto site (presents construction card/n white card etc.) and has arrived with all required P.P.E. No P.P.E = no work
- Explain SWMS and get them to sign onto the SWMS
- Explain their job task, including associated and site-specific risks
- Provide them with adequate supervision to ensure they are carrying out their tasks in a correct and safe manner
- If the labour hire employee is deemed to be incompetent to carry out the required tasks, contact the hire company immediately and organise a replacement.

Neal McQuade
Managing Director

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CPC-006 Fatigue Management

Retaining Specialists strives to ensure that in the context of the performance required, employee rosters allow adequate breaks for recovery between shifts. Individuals have the duty of care to ensure adequate sleep is obtained between shifts and out of hours activities do not cause excessive fatigue or impair employment performance.

When this is not the case, workers have a further responsibility to report the circumstance to their supervisor/manager. At no time should an employee put themselves or others at risk due to a fatigued mind or body.

6.1 Signs of Fatigue Include:

- Difficulty keeping eyes in focus
- Slow reaction time
- Poor decision making
- Slurred speech
- Difficulty in concentration
- Ill tempered
- Drowsiness

6.2 Types of Fatigue Include:

- Driver fatigue
- On site physical/mental fatigue
- Office fatigue
- Gradual on set of fatigue over a long period of time

Should these signs be visible in other personnel, workers have a duty of care to alert supervisor/ manager to cases of possible fatigue impairment in other workers.

6.3 Retaining Specialists Supervisors/Managers must Consider:

- Managing and monitoring the number of hours worked
- Removing persons from the workplace if they are at risk of fatigue
- Allowing an appropriate fatigue break with consideration to latent conditions such as heat, humidity, long travel time, inclement weather etc.
- Allocation to other duties or equipment
- Avoid repetition of task
- Allow short sleep break (30 minutes) in some circumstances

6.4 The Working Roster Will Dictate that:

- Individual working hours must not exceed an average of 60 hours per week over a project period
- The maximum hours permitted in one day shall not exceed 14 hours
- Shifts longer than 10 hours shall contain two 30 minute meal breaks at a minimum
- A minimum of 10 hours between shifts will apply

Neal McQuade
Managing Director

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CPC-007 Drugs, Alcohol and Smoking

1. Objective

This policy outlines our policy in relation to drugs, alcohol and smoking in the workplace.

The consumption of illegal drugs or alcohol can adversely impact:

- the health and safety of our working environment;
- the morale, health and wellbeing of our employees;
- the productivity of our employees.

Smoking can also have an adverse effect on those who come in contact with it.

We therefore want to maintain a workplace where employees are not affected by illegal drugs or alcohol and smoking is done appropriately.

2. Application

This policy applies to all our employees, anyone who performs work for us and anyone who performs work on our premises (referred to collectively in this policy as "employees"). It applies to all work-related activities, including working from home, business travel and work functions.

3. Policy

Illegal drugs

- Employees must not be under the influence of illegal drugs at work.
- Employees must not possess illegal drugs while at work.
- Employees must not bring illegal drugs onto our premises, the premises of any of our clients, customers or suppliers, or into any work vehicle.

Alcohol

- Employees must not be under the influence of alcohol during working hours.
- Employees must not consume alcohol during working hours.
- Employees must not consume alcohol on our premises, on the premises of any of our clients or suppliers, or in any work vehicle.
- Consumption of alcohol will never be accepted as a justification for offensive or inappropriate behaviour.

Prescription drugs

- Nothing in this policy prevents employees who have been prescribed prescription drugs by a medical practitioner from possessing or using those drugs at the dosage that has been prescribed to them.
- We may require written confirmation from the prescribing doctor that the use of the prescribed drug will not impair an employee's work performance.
- Abuse of prescribed drugs is not permitted and will be treated the same as illegal drug use under this policy.

Smoking

- Employees may only smoke during prescribed breaks and within designated areas.
- Employees who smoke must take care to ensure their smoking does not affect other employees.

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Retaining Specialists Pty Ltd

- Care should be taken to ensure all smoke odour is eliminated before re-entering the workplace.

4. Dealing with employees under the influence of illegal drugs or alcohol

If we have reason to believe that an employee may be under the influence of illegal drugs or alcohol at work, we may:

- require them to cease working;
- require them to leave the premises;
- require them to undergo a drug or alcohol test in a manner stipulated by us;
- not permit them to return to work until we are satisfied they are not under the influence of drugs or alcohol; and/or
- take appropriate disciplinary action

5. Breaches of this policy

Any employee who breaches this policy may be subject to disciplinary action up to and including termination of their employment.

Application of this policy

If any part of this policy is contrary to law or an industrial instrument, the law or industrial instrument will apply to the extent of the inconsistency.

This policy is subject to review by us and may be changed or revoked at any time.

If an employee has a valid reason for not complying with this policy, they should contact management so management can consider whether to grant an exception.

Neal McQuade
Managing Director

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CPC-008 Company Vehicles

8.1 Retaining Specialists Employees are Required to:

- Hold a current and valid driver's licence and submit a copy of this licence to office administration prior to driving a company vehicle for the first time.
- Drive company vehicles in a manner that complies with governing road and traffic laws.
- Drive in a safe and courteous manner, taking into consideration weather conditions, road conditions etc.
- Use company vehicles for work purposes only. This may include from employees' home to work via a reasonably direct route. Private use of vehicles over weekend periods must be approved in writing by the managing director.
- Park vehicles securely, safely and in authorised parking spots in accordance with local regulation.
- Not smoking in vehicles.
- If requested, fill in attached driving logbook for every journey made in company vehicles.
- Before using vehicle take photo of Kilometre reading and post to appropriate WhatsApp chat.
- Take responsibility for incurred penalty infringements such as parking fines and traffic violations. Fines and demerit points will be transferred to the nominated driver and communication to Finance and Business Admin Manager.
- Notify office when services are required.
- Check regularly & keep to adequate level oil, water, tyres, fluids and warning lights.
- Use hands free mobile kit to store mobile phones. Other use of mobiles in company vehicles is strictly prohibited.
- Report damage or problems to crew leader/ site engineer / Finance and Business Admin manager.
- Drive continuously for no more than 2 hours at a time. After 2 hours, a rest break must be taken, or drivers must be alternated.
- Ensure all passengers are wearing seatbelts.

8.2 Retaining Specialists will:

- Provide insured and maintained vehicles.
- Provide fuel cards for fuel purchase only.

8.3 Accidents or Incidents Involving Company Vehicles

- All accidents involving a company vehicle are to be reported to the managing director/ Finance and Business Admin manager immediately.
- Employees involved are required to stop at the scene and contact Police or Emergency services if required.
- Employees must record names, addresses and registration details of the other driver and vehicle(s) involved along with witness details.
- If an employee is found to be at fault while driving a company vehicle they will be responsible for the cost of the insurance excess to be paid.

8.4 Driver Fatigue

- Employees driving company vehicles must be aware of and able to identify the symptoms of fatigue and adequately respond by stopping to rest of alternating drivers.

Neal McQuade
Managing Director

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CPC-009 Towing

9.1 The following applies for Retaining Specialists employees when towing using company vehicles:

- Ensure the vehicle has the capacity to tow.
- Check over and ensure the trailer is in a roadworthy condition (review registration certificates etc.).
- Ensure the load on the trailer is secure (extra ratchet straps won't hurt).
- Ensure the trailer is secured properly to the tow ball of the company vehicle.
- Secure chains and check blinkers/tail lights/brake lights are all work correctly.
- A worker should not tow anything that they are not comfortable with towing (read towing manual for extra assistance).
- Competency training and evaluation should be undertaken before any worker is asked/required to tow using company vehicles.
- Consult with supervisor regarding any towing issues.

Neal McQuade
Managing Director
30-May-22

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CPC-010 Traffic Management

10.1 Managers must consider the following:

- Review the traffic requirements at the site, traffic facilities and develop traffic management plans or strategies as necessary, including reviewing the need to completely close the track to protect the workers and public.
- Prepare a sketch plan/risk assessment showing the location of warning signs and barricades that are planned.
- Prepare information signs to alert the public to the reasons, alternative tracks or roads and period of closure.
- Notifying the superintendent and gain acceptance of the closure and signing details.
- Notifying the client and gain acceptance of the closure and signing details.
 - **Before to Commencing works at each Location:**
- Set up the signs and barricades in accordance with the plan.
- Discuss the closure and need for all staff to maintain the closure, signs and barricades at all times at the first toolbox meeting.
- Nominate the responsible person to clean and ensure that the signs and barricades are in place at the end of each workday and holidays.

10.2 When Work has been Completed:

- Gain the approval of the superintendent and client for the removal of the closure and opening of the road.
- Remove all the signs and barricades in an orderly manner.
- Restore disturbed areas and clean up the areas adjacent to the signs and barricades.

Neal McQuade
Managing Director

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CPC-011 Protective Clothing and Personal Protective Equipment (PPE)

Retaining Specialists shall provide the following items of work wear/ PPE for employees: In turn, employees must keep adequate storage, maintain such items, and bring to site each day:

- Safety boots
- Safety helmet
- Safety vest
- Riggers gloves
- Ear muffs or plugs
- Work shirts
- Gumboots
- Wet weather gear
- Sun hats
- Sunscreen
- Sunglasses

Personal Protective Equipment (PPE) is to be worn at all times by Retaining Specialist employees. It is the responsibility of the workers to report all lost & damaged items of PPE. PPE will be replaced on 'a fair wear and tear' basis. Lost PPE will be replaced at the worker's own cost.

Upon issue or reissue of PPE, each worker will be asked to sign a form acknowledging their responsibility for its proper care and use.

11.1 Non-Standard Safety Equipment Issue

In accordance with company policy, all workers shall be provided with any additional non-standard safety issue where a risk requires such provision. For example, items such as dust masks, goggles, harnesses etc.

The supply and issue to site personnel of such equipment is the responsibility of the manager or the safety coordinator. Once a requirement for any such equipment is identified, the manager or foreman must arrange for its availability on site prior to it being required.

Issue of disposable masks and ear plugs need not be returned after use by workers. However, harnesses etc which are re-useable must be returned to factory for cleaning and reissue on another occasion.

11.2 Note

The misuse of Safety equipment or failure to wear equipment supplied where applicable will attract a warning on the first offence and disciplinary action on subsequent offences. If training or advice is required as to the correct use of equipment supplied, workers should seek the advice of the safety coordinator.

Employees who have been issued PPE, but fail to bring adequate PPE to site, will be excluded from site activities until they obtain PPE to an acceptable level.

Neal McQuade
Managing Director

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CPC-012 Manual Handling

Retaining Specialists employees shall adhere to the following when undertaking manual tasks:

12.1 Before Lifting:

- Stop and assess the load and if too heavy, seek advice
- Consult management or safety officer for heavy loads
- Plan the lift (i.e. estimate the load and know exactly where it is to be placed prior to lifting)
- Avoid lifting heavy loads without help and plan the lift together
- Wherever possible use mechanical means such as a fork lift, front-end loader or crane
- Avoid placing objects on the ground if they must be picked up at a later date
- Ensure objects to be lifted have enough space around to enable safe lifting
- Make sure you are capable of lifting and your body is warm and flexible, especially when working in cold weather
- Avoid reaching out. Do not reach out to pick up any object.
- Handle heavy objects close to the body
- Keep yourself in good physical shape with proper exercise, rest and diet

12.2 When Lifting:

- Bend your knees, keep a straight back and make use of your legs to lift
- Lift slowly and smoothly without jerking and move your feet when turning. Do not twist or turn with hips or shoulders.

12.3 Retaining Specialists will:

- Provide employees with formal/informal training and supervision with regards to manual tasks
- Document safe work procedures in the form of work methodology/SWMS
- Consult with employees, encouraging them to identify and resolve manual handling issues

Neal McQuade
Managing Director
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CPC-013 Hearing and Noise

13.1 Retaining Specialists employees are required to adhere to the following:

- New workers are required to have a hearing test prior to the commencement of employment
- Hearing tests may be required every 2 years for all workers
- Regular noise level assessments shall be taken of all machines and work situations to determine noise levels and level changes
- Machines that require the use of hearing protection shall be marked with regulation warning signs
- At all times, hearing personal protection equipment (PPE) shall be replaced upon request to all workers who work in situations where they are needed
- Machine operators or workers exposed to dangerous noise levels from machines or work practices shall always wear the protection while exposed to the noise. Excavators with rock breaking hammers, compressors with jack hammers and drilling rigs are all dangerous to hearing. If a worker is not working directly with the machine they shall keep a reasonable distance (at least 7 metres) away from the noise source.
- Workers can consult with Retaining Specialists supervisors to make sure the noise level of all machines and equipment is kept to a minimum to protect the operator and nearby workers

13.2 Retaining Specialists will:

- Provide hearing protection PPE to all employees
- Seek to reduce level of noise to a minimum level through pre-job risk assessments such as SWMS
- Monitor and accept employee feedback on noise issues during consultation such as monthly safety meetings
- Repair and maintain plant/equipment to ensure smooth running and un-necessary noise is not being made

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CPC-014 Hazardous Substances and Dangerous Goods

This CPG refers to substances that contain ingredients that may be harmful to the short, medium or long term health of employees, persons or the environment that are exposed to it.

14.1 Retaining Specialists supervisors/ managers are responsible for:

- Keeping **MSDS / SDS** registers on site, and up to date
- Identifying hazardous substances and dangerous goods in pre-job risk assessments.
- Using hierarchy of controls to limit the amount of hazardous substances/dangerous goods used on site
- Providing appropriate information to employees
- Provide awareness training to employees through general consultation, tool box talks and inductions
- Provide adequate supervision to employees whilst handling
- Having labels attached and clearly visible to tubs, buckets or containers of hazardous materials
- Report incidents involving hazardous substances or dangerous goods
- Providing adequate storage facilities on site
- Providing adequate transportation means through company vehicles
- Provide adequate and environmentally safe disposal measures for hazardous substances and empty containers

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CPC-015 Operating Construction Plant

15.1 Operators of Retaining Specialist's plant shall adhere to the following:

- Operators should read the operation manual and be aware of the manufacturer's guidelines for safe operation.
- Before starting up the machine, carry out the routine safety checks to ensure the machine is safe to operate and complete the Daily Safety Checklist.
- Before commencing, **Look up and Live** (Look for overhead power cables and obstacles).
- Be always prepared to get out of the cabin and talk to supervisors and workers who are working with you. Clear instructions understood and shown on the ground will save time in the overall operation and improve safety.
- Do not allow anyone to ride on or stand around the machine. Passengers must have a seat with a belt.
- Be careful of those around you. Always look to see that there is no person or obstacle in the way before moving, turning or reversing.
- The machine should always be operated at a speed that allows it to be under control. Match speed with job conditions.
- Wherever possible, avoid travelling over rocks, stumps, trenches or any other obstacles.
- When travelling with excavators and loaders, wherever possible keep the bucket low to the ground. A grader blade should be positioned within wheel width and raised as high as possible.
- Before leaving the operators seat, hydraulic attachments should be lowered to the ground.
- Keep a safe distance away from the edge of embankments.
- Unauthorised persons should not be allowed in the work area. Stop and ensure they move out of the operating area.
- When continuing operations after rain, remember that conditions will have changed from those before the rain started, so proceed with caution.

15.2 Parking Precautions

- Select level ground whenever possible
- Set parking brake and lower all attachments to ground
- If on a slope, position to prevent machinery from rolling down; block wheels if required
- Park a reasonable distance from other vehicles
- Lock up the machine and turn off all switches
- Follow 'Control the Roll' instructions and training.

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CPC-016 Fitness for Work

At Retaining Specialists Pty Ltd we believe safety is integral to a great business. Our commitment is to provide a safe work environment where all individuals are fit for work. The wellbeing of employees, contactors and visitors is fundamental to the success of Retaining Specialists Pty Ltd.

Paramount to achieving this commitment is to ensure that all employees, contractors and visitors are in a condition that enables them to perform their work competently and in a manner which does not threaten the safety or health of themselves or others. As a minimum this means not being fatigued or adversely affected by substances, drugs or alcohol.

16.1 To Achieve this, Retaining Specialists Pty Ltd will:

- Identify, assess and manage our fitness for work risks.
- Utilise practices, including pre-employment medicals, that aim to ensure employees, and contractors are fit, capable and are able to undertake their assigned roles.
- Ensure everyone understands the requirement to present to work in a condition whereby they are physically and mentally capable of safely carrying out their duties.
- Ensure all employees, contractors and visitors are educated in their responsibilities relating to Fitness for Work.
- Provide information to all employees and contractors on how to recognise the signs and symptoms of fatigue.
- Conduct alcohol, substance and drug testing of employees, contractors and visitors on a regular basis, where we expect zero blood alcohol content, and no usage of substances or drugs that adversely impact a person's fitness in the workplace.
- Regularly review Fitness for Work procedures and practices.
- Consistently enforce and record disciplinary procedures for employees and contractors in breach of Fitness for Work policies and procedures.
- Provide confidential counselling and other support as appropriate for employees and contractors.

16.2 Each Person in the Workplace will:

- Take care to ensure his or her own safety and Fitness for Work.
- Avoid adversely affecting the safety or health of any other person.
- Declare if taking medications or have a medical condition that could impact on their ability to undertake work safely.
- Inform their respective supervisor of any changes in their personal circumstances that may affect their Fitness for Work.

All issues pertaining to these matters shall be kept strictly confidential.

Neal McQuade
Managing Director

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CPC-017 Return to Work Program

Employer Commitment

Retaining Specialists is committed to the return to work process of our injured workers and will strive to-

- Prevent injury and illness by providing and maintaining a safe and healthy working environment.
- Develop an injury management plan which is reflective of our insurer's injury management plan. We will ensure that the injury management process starts as soon as possible after a worker has been injured.
- Support the injured worker and promote rehabilitation with the goal of an early return to work.
- Work with medical professionals to determine and provide suitable duties for the injured worker as soon as they are deemed capable.
- Ensure that any injured worker is aware of their rights and responsibilities.
- Consult with and between stakeholders to ensure a smoothly run return to work program.
- Keep any of the injured worker's records confidential.

17.1 Our Procedures

When an injury at work occurs:

1. Worker to notify crew leader/ site engineer/ supervisor as soon as possible.
2. Record all injuries in the injury register (attainable from site engineer).
3. Consultation with company nominated doctor.
4. Workers Compensation insurer to be notified as soon as possible within 48hrs of an injury notice.
5. Minimum notification requirements to be given to insurer - Worker's name, address, D.O.B, Employer's name and business address, name of treating doctor or name of hospital. Date of injury, description of incident, workers file, name of the person making initial notification and their relationship to worker, and the worker's contact details.

17.2 Recovery- Retaining Specialists will:

- Ensure the injured worker receives first aid and medical treatment as soon as possible.
- Consult with the nominated treating doctor and work together in the planning out of the injured workers return to work.

17.3 Return to Work- Retaining Specialists will:

- Arrange for someone to explain the return to work process to the injured worker.
- Ensure that the injured worker is offered the assistance of a Work Cover approved workplace rehabilitation provider if it becomes evident that they may not resume their pre- injury duties.
- Workplace rehabilitation providers include- physiotherapists, medical specialists. (Contact details and details are available through inquiry at the front office)
- Arrange for a smooth transition to return to work, after the nominated treating doctor has given a medical clearance for the work to partake in suitable duties. Retaining Specialists will provide a list of light/ suitable duties upon consultation with the doctor to help determine an early return to work.

17.4 Suitable Duties- Retaining Specialists will:

- Develop an individual return to work plan, when the worker is medically cleared to return to work.
- Identify and provide duties that are available at the time to be performed and are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical, psychological condition, and also takes into account their circumstance.
- Suitable duties can be full time or part time, different hours or modified duties.

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17.5 Dispute Resolution- Retaining Specialists will:

- Work with the injured worker and if required other stakeholders to resolve any disagreements about the return to work program or suitable duties.

17.6 Injured Workers Rights

- Nominate your own treating Doctor. (your preferred doctor who will be treating you for the duration of your injury/illness)
- If necessary, choose own workplace rehabilitation provider.
- Be actively involved in your return to work.

17.7 Injured Workers Responsibilities

- Take all measures necessary to prevent workplace injuries to yourself and others.
- Notify your employer of an injury as soon as you suspect an injury occurring. Including minor injuries e.g. cuts. Cuts, while possible can be considered minor, can become infected and grow into a serious injury/ illness.
- Comply with your injury management plan
- Provide accurate information about how the injury occurred
- Provide accurate information about any other aspect of your claim.
- Co-operate with Retaining Specialists and other stakeholders during your return to work process
- Attend and participate in all medical and rehabilitation assessments and events.
-

Non compliance in the return to work or injury management plans may result in your benefits being suspended.

17.8 Assistance Services

Work Cover Claims Assistance Service- 13 10 50

Workers Compensation Commission (dispute resolution)- www.wcc.nsw.gov.au

Note- In the event of dispute(s), matters should be first attempted to be resolved between stakeholders before the Workers Compensation Commission is involved.

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CPC-018 Driving Policy/Charter

I commit to applying the requirements of **Retaining Specialists Driving Policy/ Charter** and at all times act in accordance with national, state and Territory, road rules and good defensive driving behaviours.

Responsibilities:

The responsibilities of RS workers travelling for company related business in vehicles and/or mobile plant are as follows:

As a Driver I will:

- Comply with all legislated road rules.
- Never use a mobile phone while driving. To make or receive a call I will stop the vehicle in a safe position before doing so unless via a full hands-free kit or blue tooth.
- Not send or read text messages while driving.
- Not set or adjust GPS units or MP3 type players whilst driving.
- Ensure all occupants are wearing seat belts and not continue the journey if they are not.
- Hold and have available for inspection a valid driver's license for the vehicle that I am operating.
- Advise my supervisor, without delay, if my license is cancelled, suspended, expired or no longer valid.
- Plan the journey and drive to conditions taking in to account likely weather, wildlife and road conditions.
- Conduct prestart vehicle inspections and report all vehicle faults to my supervisor, and not operate a vehicle with faults that render the vehicle hazardous or unroadworthy.
- Comply with the Fatigue Management Framework, including the management of fatigue during the journey using fatigue management techniques that include breaks after two (2) hours, driver rotation, power naps etc. I will cease driving and contact my supervisor if I am still feeling fatigued despite using these fatigue management strategies.
- Comply with the RS Fitness for Work Policy.
- Not consume alcohol or take drugs or allow any passengers to consume alcohol or take drugs in the vehicle at any time.
- Not drive a vehicle whilst under the influence of drugs and/or alcohol at any time.
- Respond to all valid concerns raised by vehicle passengers and adjust my driving accordingly.
- Ensure that all speed limits are adhered to at all times.
- Comply with the all work site requirements covering traffic, plant and people.
- Comply with the above driver responsibilities if required to operate a company provided vehicle outside of work hours.

As a Passenger I will:

- Bring all concerns to the driver if I feel safety is being compromised during travel and demand safe driving by the driver of a vehicle.
- Encourage the driver to take regular breaks during the travel to and from the work site, allowing adequate comfort and rest breaks for all vehicle occupants, to reduce the risk of fatigue.
- Be prepared to act as a relief driver or as a spotter for reversing operations if the driver reasonably immediately reports any driving behaviours that compromise safety to my supervisor.
- Not allow a workmate to operate a vehicle if at any time I suspect they are under the influence of drugs and/or alcohol.
- As a passenger, I will abide by the above responsibilities when a company vehicle is being driven outside of work hours.

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Commitment:

- I acknowledge and accept that when travelling for company related business in vehicles and/or mobile plant:
- I will drive responsibly at all times to prevent damage or harm to myself, to work colleagues and to members of the public.
- I have an obligation to myself, work colleagues and members of the public to drive with due care and attention, diligence and shall obey the applicable RS P/L Procedures and the relevant State or Territory Road Traffic Legislation.
- I acknowledge that driving on both sealed & unsealed roads can be hazardous & that I must at all times exercise caution and drive to the prevailing road conditions.
- I will dispose of all rubbish properly and acknowledge that intentional throwing or discarding of rubbish and/or material from a work vehicle is prohibited.

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Managing Director

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CPC-019 WASTE MINISATION & RECYCLING

Risk Detail

Wastage of material or our construction effort e.g., recompaction, results in unnecessary disposal of materials, additional use of fuel and other resources with resultant negative environmental and economic impacts.

Preventative/Control Measures

Assess, develop and implement purchasing, handling and work practices that:

- (a) Control quality of materials supplied to site to reduce rework and problems due to quality.
- (b) Order materials in appropriate quantities and sizes to reduce the amount of waste and cost through unnecessary purchase.
- (c) Investigate product substitution for recycled materials if the quality and cost is comparable.
- (d) Try to reduce the amount of packaging which arrives on site by requesting that the supplier takes responsibility for packaging waste by providing take back options and/or reducing the amount of unnecessary packaging.
- (e) Where excess material is present on site assess re-use options on other sites or store for future use. Developing and issuing a regularly updated asset register will identify what materials are available in storage.
- (f) Identify areas where cleaner production could be implemented. (i.e. protection of stormwater pits once installed to prevent the pits from having to be cleaned out prior to handover,
- (g) Reduce the amount of re-work by better supervision of own work e.g., accuracy of final asphalt levels, compaction of pavement).
- (h) Minimise the damage to constructed works by others and possibly by our own continuing work.
- (i) Minimise loss of efforts due to weather.
- (j) Achieve specific results with minimal effort.

Waste Recycling

Wherever possible materials that are removed from the site or from the actual construction or demolition shall be assessed for:

- Use within the project
- Use on other projects the company is involved in
- Sale to other companies for their use or
- Use by others to turn into useable materials

The Manager is responsible for assessing the recycling possibilities within the Project Management Plan prior to works commencing.

The opportunities are then passed onto the Foreman and the client for approval if their use is to be within the project.

PRESCRIBED WASTES

Risk Detail

Prescribed Wastes as detailed in EPA Bulletins and regulations need to be handled in accordance with the appropriate regulations.

If not managed properly, these wastes may pose a threat to the life or health of living organisms due to their toxic properties. Other wastes in this category may pose a threat to the safety of humans or equipment due to explosive, reactive or corrosive properties.

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Prescribed wastes include asbestos (all chemical forms), low level contaminated soil, acid sulphate soil, contaminated soil and water, oils, containers and bags containing hazardous compounds, detergents, paint sludges and residues, pesticides etc. Refer to EPA publications for a complete listing.

Prescribed Waste Control Measures

- (a) Assess waste materials generated and review EPA Regulations
- (b) If waste falls under the category of Prescribed Waste then it must be handled and disposed of in accordance with EPA regulations.

Objectives

- To reduce waste and investigate methods of construction which minimise the use of raw materials and encourage fuel efficiency.
- Where waste is unavoidable, to recycle where cost effective.
- To comply with applicable environmental legislation and regulations with respect to the transport and off site disposal of prescribed waste.

Targets

Targets to be set by the Manager and should include activities at:

1. Work Site
2. Head Office and Workshops

All prescribed wastes disposed in accordance with legislation / regulations.

Measurement

Once opportunities are identified then targets can be set and a method of accurate Measurement needs to be developed. Where possible we will try to convert data into cost savings.

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Managing Director

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